



# Survey Of Community Perceptions On Development Performance In South Sulawesi 2023

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**Abstract.** At the provincial level in general, the satisfaction level of the people of South Sulawesi with development performance is at the level of 50.5%. This shows that it is important for the Regional Government to meet public expectations by resolving or at least repairing things that are considered to be crucial problems for the people of South Sulawesi. The data used in this study is primary data using the Multistage Random Sampling survey method taken proportionally to the number of 1,200 respondents. This study uses descriptive analysis and the Importance and Performance Analysis (IPA) method, this approach is useful for understanding community satisfaction with regional performance. Based on the results of the analysis it was found that the strategic issues that are still perceived by the community as needing improvement are road infrastructure, the community's economy, as well as unemployment and employment. The performance of the regional government of South Sulawesi Province that needs to be maintained is in the areas of Education and Health Services, BLT assistance to the community, Waste management and religious harmony and tolerance.

**Keywords:** Citizen Satisfaction, importance-performance analysis, survey analysis, quadrant analysis.

## 1 Introduction

Development is a systematic and planned effort by each and every component of the nation to change a situation into a better one by utilizing various available resources optimally, efficiently, effectively and accountably, with the ultimate aim of improving the quality of human and community life as a whole. sustainable. For the Indonesian people, national development goals have been specifically outlined in Opening The 1945 Constitution of the Republic of Indonesia, namely to protect the entire nation and all of Indonesia's blood, promote general welfare, educate the life of the nation, and participate in implementing world order based on independence, eternal peace and social justice.

Regional development aims to significantly improve community welfare, both in terms of income, employment opportunities, business opportunities, access to policy making, competitiveness, and increasing the Human Development Index (HDI).

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Public trust in government is at the core of Within the framework This aim is to study the Community Perception Survey of Development Performance in South Sulawesi For obtain evaluation public to development that has been done and for know problem the main thing felt by society . This survey is also expected will obtained preference public in the direction of further development.

To realize the vision of South Sulawesi Province and efforts to continuously improve service performance, the South Sulawesi Provincial Government conducted a Community Perception Survey on Development Performance in South Sulawesi in 2023 with the aim of For obtain evaluation public to development that has been do and know preference the main thing felt by society public sector modernization (Walle and Bouckaert 2007) . Public distrust is often associated with bad things function service public . In the context of political discourse, public services that function well are said to create trust in the government. Walle and Bouckaert (2007) also say that public administration performance has a certain impact on trust in government, but the level of trust in government also has an impact on satisfaction with government performance. There is causality between performance and public trust.

## 2 Method

Method used in study This is a survey with use questionnaire that will asked to respondents and carried out with stare advance direct meet candidate respondents .

Instruments used in activity This there are 2 namely is questionnaire and observation form . Questionnaire consists from a number of parts , including :

### 1. Identity respondents

this part contains identity data respondents , this data especially used for Quality Control and grouping processes respondents . Respondent identity data includes: name, village/district subdistrict, age, gender, highest level of education and respondent's occupation.

### 2. Opinion public

In this section, people's opinions are asked, including satisfaction and hopes regarding development priorities in South Sulawesi Province. The development priorities for South Sulawesi Province are taken based on South Sulawesi Province Regional Regulation Number 1 of 2021 concerning Amendments to Regional Regulation Number 1 of 2019.

In accordance with the Regional Development Vision of South Sulawesi Province for 2018-2023, it is "South Sulawesi which is Innovative, Productive, Competitive, Inclusive and Characteristic". A government that is service-oriented, innovative and has character. Improved quality and accessible infrastructure. Development of new productive centers of economic growth.

From this vision and based on the RPJMD, questions were then formulated that would focus on the development of South Sulawesi Province.

Determination respondents in survey This done through method Multistage Random Sampling . Principle main in determination design sample that number of sample units

available as well as must For accommodate took it representative respondents , ie to what extent respondents capable represent perception actual population , which p This will determine level accuracy study . In this survey activity , level accuracy in study set in the margin of error ( MoE ) figure is 2.88%, or with accuracy trust amounting to 97.12%. With a margin of error of 2.88% so Then determined amount respondents with use Slovin's formula , ie

$$n = \frac{N}{1 + N e^2}$$

Where:

n is size sample

N is amount population

e is the tolerance limit error ( error tolerance )

Based on data from the Central Statistics Agency The province of South Sulawesi is mentioned that resident South Sulawesi Province in 2020 numbered 9,073,509 people As for the people who will asked in survey This is 17 years old to on . The data used periodically is data from the Regional General Election Commission of South Sulawesi Province.

South Sulawesi Provincial General Election Commission data is used because it captures the people of South Sulawesi who have the right to vote (17 years and over) and are considered capable of being responsible for their attitudes and choices. Based on the Continuous Voter List Recapitulation for September 2022 with a total of 6,321,334 (six million three hundred twenty one thousand three hundred thirty four) voters, spread across 24 regencies/cities throughout South Sulawesi.

With use Slovenian formula above , then amount respondents who will taken amount

$$n = \frac{6.321.334}{1 + (6.321.334) * (2,88)^2}$$

$$= 1.2005 \text{ respondent}$$

To obtain a number of samples after calculation, sampling was carried out from house to house from 24 cities and regencies throughout South Sulawesi.

To be able to develop a strategic plan for improving performance that must be implemented , Importance and Performance Analysis (IPA) is needed.

The Importance Performance Analysis (IPA) method was first introduced by Martilla and James 2013 (Martilla and James 2013) with the aim of measuring the relationship between public perceptions and priorities for improving product/service quality. IPA is also known as quadrant analysis (Brandt, 2000 and Latu & Everett, 2000).

IPA has been generally accepted and used in various fields of study because of its ease of application and the display of analysis results which makes it easier to propose performance improvements (Martinez, 2003).

IPA has the main function of displaying information relating to service factors which according to the public /customers/service users greatly influence their satisfaction and

loyalty, and service factors which according to the public need to be improved because current conditions are not satisfactory.

In natural sciences the average level of importance (importance) is denoted by  $I$  and the average level of satisfaction (performance) which is symbolized by  $P$  will be plotted into the Cartesian quadrant which consists of 4 quadrants. The four Cartesian quadrants have the following meanings:

The first quadrant, located at the top left, means priority especially performance improvement.

This quadrant contains indicators/attributes of community satisfaction that are considered important by the community, but in reality the performance of these indicators is not in line with community expectations. The performance level of these indicators is lower than the level of community expectations for these indicators. The performance of the indicators in this quadrant must be further improved so that they can satisfy the community and become a focus for future improvements.

The second quadrant, located on the top right, means that performance has been able to meet society's expectations and we are trying to continue to maintain this performance.

This quadrant contains indicators of community satisfaction that are considered important by the community and whose performance is considered to be in accordance with what is perceived by the community, so that the level of satisfaction is relatively high. The community satisfaction indicators included in this quadrant must be maintained because all of these satisfaction indicators make the product/service superior in the eyes of the public.

The third quadrant, located on the bottom left, means priority low. This quadrant contains satisfaction indicators that are considered less important by society and in reality the performance of these indicators is not very special.

Increasing the performance of community satisfaction indicators included in this quadrant can be reconsidered because its influence on the benefits felt by the community is very small.

The fourth quadrant, located on the bottom right, means excessive performance while society considers it less important.

This quadrant contains satisfaction indicators that are considered less important by society and are felt to be too excessive. Community satisfaction indicators included in this quadrant can be reduced so that companies can save costs.

### **3 Result and Discussion**

Analysis of the level of community interest in service performance (Importance Performance Analysis) is used to map the relationship between expectations or level of importance (importance) and satisfaction or level of performance (performance) from each aspect of Community Satisfaction Level.

The results of quadrant analysis of data obtained in South Sulawesi Province are presented in Figure.

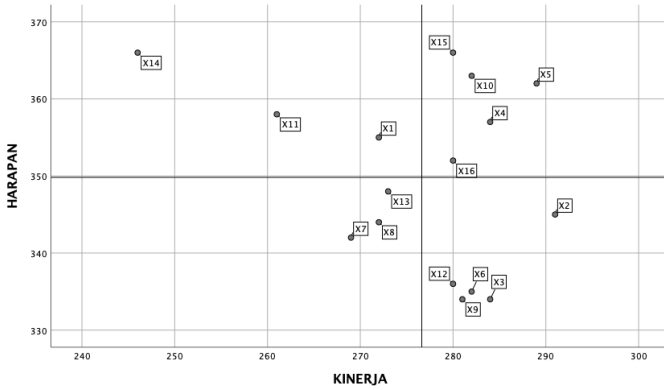


Fig. 1. IPA Analysis

Table 1. Information on Mapping Aspects of Community Satisfaction in South Sulawesi Province

CODING	IMPORTANCE	PERFORMANCE	ASPECT
X1	2.72	3.55	Road Infrastructure
X2	2.91	3.45	Security and Order
X3	2.84	3.34	Poverty
X4	2.84	3.57	Education (high school, vocational and equivalent)
X5	2.89	3.62	Distribution of Social Assistance, Such as Raskin and BLT
X6	2.82	3.35	Bureaucracy and Licensing
X7	2.69	3.42	Social, such as beggars, street children, drugs, street vendors, etc
X8	2.72	3.44	Village Empowerment
X9	2.81	3.34	Management Tourist
X10	2.82	3.63	Health services
X11	2.61	3.58	Community Economy
X12	2.80	3.36	Green open space
X13	2.73	3.48	Damage Environment ( Floods , Landslides , Mining , etc. )
X14	2.46	3.66	Unemployment and the Field Work
X15	2.80	3.66	Harmony and Tolerance Religious
X16	2.80	3.52	Handling Rubbish

<b>AVERAGE</b>	2.766	3.499
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Based on Figure 2 it can be summarized that:

Quadrant I: Main priorities for improving performance (Performance Improvement)

3 ( three ) aspects included in quadrant I , namely:

- X1 = Road Infrastructure
- X11 = Community Economy
- X14 = Unemployment and Field Work

Quadrant II: Maintain Achievement

5 ( 5 ) aspects included in quadrant II , namely:

- X4 = Education (high school, vocational and equivalent)
- X5 = Distribution of Social Assistance, Such as Raskin and BLT
- X10 = Health Services
- X15 = Harmony and Tolerance Religious
- X16 = Garbage Handling

Quadrant III: Low Priority

3 ( three ) aspects included in quadrant III , namely:

- X7 = Social, such as beggars, street children, drugs, street vendors, etc
- X8 = Village Empowerment
- X13 = Damage Environment ( Floods , Landslides , Mining , etc. )

Quadrant IV: Exceeding Expectations

There are 5 (five) aspects included in quadrant IV, namely:

- X2 = Security & Order
- X3 = Poverty
- X6 = Bureaucracy and Licensing
- X9 = Management Tourist
- X12 = Green Open Space

## 4 Conclusion

Based on Importance-Performance Analysis, it is obtained a number of issue strategic level The province that became priority main in increase performance ( performance Improvement ):Road Infrastructure, Community Economy and Unemployment and field work . Education aspects (high school, vocational and equivalent ), and health services , distribution Social Assistance , such as Raskin and BLT, Harmony and Tol-erance Religion and handling rubbish is aspects considered by the public need main-tained his achievements . Indicator distribution social assistance is visible become more Good from year previously entered to in quadrant First . As for the year This succeed shifted to quadrant second meaning that need maintained his achievements .

As for the incoming aspects in priority low related with problem social like beggar , child streets , drugs , street vendors etc. , Village Empowerment , and Damage Envi-ronment .

Aspects that exceed hope , considered Already Good even excessive is related with :

a. Security and Order

- b. Bureaucracy and Licensing
- c. Village Empowerment
- d. Management Tourist
- e. Green open space.

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