



## Analysis Of The Community Satisfaction Index Regarding Public Services At The Pardasuka Village Office, Maje District, Kaur Regency

Yeni Herlina <sup>1</sup>, Kaisar Akbar <sup>2</sup>, Tito Irwanto <sup>3</sup>  
<sup>1,2,3</sup> Universitas Dehasen Bengkulu  
e-mail: [yeniharlina@unived.ac.id](mailto:yeniharlina@unived.ac.id)

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**Abstract.** The Public Satisfaction Index (PSI) is an evaluation instrument used to measure the level of public satisfaction with the quality of public services. This assessment is conducted by comparing public expectations with the actual services received. The purpose of this study was to analyze the Public Satisfaction Index (PSI) regarding public services at the Pardasuka Village Office, Maje District, Kaur Regency. The method used was quantitative research with a descriptive approach, utilizing a survey as the data collection technique. The sample consisted of 150 respondents selected using accidental sampling. Data were analyzed using the Public Satisfaction Index (PSI) method in accordance with Regulation of the Minister of Administrative and Bureaucratic Reform Number 14 of 2017. The results showed that the PSI score for public services in Pardasuka Village, Maje District, Kaur Regency was 77.69, which falls into the Good category (service quality B). Of the nine assessment elements, implementer behavior and complaint handling received the highest scores, while completion time and implementer competence were elements that still needed improvement. Overall, the public is satisfied with the services provided, but it is suggested that improvements be made, particularly in terms of time efficiency and increasing the competence of officers so that the quality of service can continue to be improved.

**Keywords:** *Index, Public Satisfaction, Public Services.*

### INTRODUCTION

Public service is a form of government apparatus' responsibility to the community in fulfilling basic rights and improving social welfare. In the context of village government, public services encompass various aspects such as population administration services, correspondence, development information, and other social services. The better the services provided, the higher the level of public trust and satisfaction with the village government as a public service provider. Pardasuka Village is located in Maje District, Kaur Regency, Bengkulu Province. The village covers an area of approximately 215.10 hectares and has a population of approximately 1,296. In general, the socio-economic conditions of the Pardasuka Village community are dominated by farmers, who depend on agriculture, plantations, and other agricultural products for their livelihoods. With its vast geographical location and population spread across several hamlets, equitable and efficient public services are essential to support daily community activities. As the administrative center of the village government, the Pardasuka Village Office plays a central role in providing various services to the community. These services include issuing certificates, population identity services, administering social assistance, disseminating village development information, and so on. However, as in many other villages, public services still face challenges such as limited human resources, inadequate facilities and infrastructure, and a lack of transparency and innovation in the service system.

These conditions lead to varying public perceptions and experiences of public services, which may not reflect ideal service delivery. Therefore, an objective and standardized measurement tool is needed to assess public satisfaction with public services in villages. One official instrument used by the government is the Public Satisfaction Index (IKM), as stipulated in Minister of Administrative and Bureaucratic Reform Regulation Number 14 of 2017. This instrument measures public satisfaction based on nine key service elements: requirements, procedures, time, cost, implementer competence, and infrastructure. Through this research, the author aims to assess the extent to which residents of Pardasuka Village are satisfied with the public services provided by the Village Office. This research is crucial as part of efforts to improve the quality of public services, transparency, and accountability of village government. The results of this study are expected to not only provide a picture of the actual condition of public services in Pardasuka Village, but also provide constructive input for the village government to make continuous improvements.

## **LITERATURE REVIEW**

### **Public Satisfaction Index**

Public satisfaction with government service performance needs to be continuously measured and compared. One way to measure public satisfaction with government services is by using the Public Satisfaction Index. According to Regulation of the Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 concerning Guidelines for Compiling Public Satisfaction Surveys for Public Service Provider Units, the Public Satisfaction Index (IKM) is data and information on the level of public satisfaction obtained from quantitative and qualitative measurements of public opinions regarding services and public service providers, comparing their expectations with their needs. These customer expectations are then compared with actual performance, resulting in a customer satisfaction index that reflects the quality of service received by customers.

Tjiptono (2016:31) defines the Customer Satisfaction Index as measuring the difference between what customers expect when purchasing a product or service and what the company actually offers.

### **Customer Satisfaction**

Consumer satisfaction can be demonstrated through consumer attitudes after consuming a product. Customer satisfaction is reflected in how well the product is received and perceived. The better the product quality, the greater the customer satisfaction.

According to Tjiptono and Chandra (2015: 195), the word "satisfaction" comes from the Latin "satis," meaning "good enough," and "factio," meaning "to do or make." Satisfaction can be defined as "an effort to fulfill something" or "to make something adequate."

According to Nasution M.N. (2013: 45), customer satisfaction is a state in which customer needs, desires, and expectations are met through the product consumed. According to Pasolong (2014:221), customer satisfaction can provide benefits, including: a harmonious relationship between customers and the company, providing a good foundation for repeat purchases, creating customer loyalty, and generating word-of-mouth recommendations, all of which benefit the company.

Based on this understanding of customer satisfaction, it can be concluded that customer satisfaction is the level of a person's feelings after consuming a product or service regarding their needs, desires, and desired expectations.

## **Public Service**

According to Dwiyanto (2016:45), public service can be defined as providing services (serving) the needs of individuals or communities who have an interest in the organization in accordance with established basic rules and procedures. It is not established to serve itself, but to serve the community and create conditions that enable each member of society to develop their abilities and creativity to achieve common goals. Therefore, the public bureaucracy is obliged and responsible for providing good and professional services.

Meanwhile, the current state of society has seen very dynamic developments, with an increasingly better standard of living, indicating the empowerment experienced by the community (Thoha, 2017:47). This means that the community is increasingly aware of their rights and obligations as citizens in living in society, the nation, and the state. The community is increasingly bold in submitting its demands, desires, and aspirations to the government. The community is increasingly critical and increasingly willing to exercise control over what its government does. According to Widodo (2015:12), public service is: "the provision of services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been established." Winamo (2014:51) defines public service as the provision of services by the government, private parties on behalf of the government or private parties to the community, with or without services to meet the needs or interests of the community.

Hidayat (2016:77) states that public service is an activity carried out by an individual or group of people based on material factors through certain systems, procedures and methods in an effort to fulfill the interests of others in accordance with their rights.

## **METHODS**

In this study, the data analysis technique used is descriptive quantitative analysis with the Community Satisfaction Index (CSI) approach as regulated in the Regulation of the Minister of PAN-RB Number 14 of 2017. The purpose of this analysis is to determine the level of community satisfaction with public services provided by the Pardasuka Village Office based on nine elements of public service . Steps data analysis;

### **Editing**

After the questionnaires were completed by the respondents and returned to the author, the author immediately checked the completeness of the questionnaires. If there were 150 incomplete or incomplete questionnaire answers, the author contacted the respondents concerned to perfect their answers so that the questionnaire was valid. The author selected or sorted the data or questionnaires in such a way that only questionnaires that were filled out correctly and were valid were processed or used.

### **Tabulation**

After the data is collected , the data is given score to 9 element answers Index Community Satisfaction . Research This using a regular table or main table, namely a table that is arranged based on characteristic respondents specific and purposeful certain . This table its nature collective and load a number of type information.

### **IKM Analysis and Interpretation**

Based on PERMENPAN Number 14 of 2017 concerning Guidelines Compilation of Community Satisfaction Survey for the Implementing Unit Public Services , calculation Index Community Satisfaction (IKM) is carried out with use weighted average value from every element services that have equal weight . If there are 9 service elements, the weighted average weight is calculated using the following formula:

$$\text{Bobot nilai rata – rata tertimbang} = \frac{\text{Jumlah Bobot}}{\text{Jumlah Unsur}} = \frac{1}{9} = 0,11$$

To get the IKM value, the formula used is:

$$\text{IKM} = \frac{\text{Total nilai persepsi perunsur}}{\text{Total unsur yang terisi}} \times \text{Penimbang}$$

So that the IKM value can be interpreted with a range of 25-100, in accordance with the provisions in PERMENPAN Number 14 of 2017, the assessment results are converted using a basic value of 25 with the formula:

$$\text{Nilai Konversi IKM} = \text{Nilai IKM Unit Pelayanan} \times 25$$

The results of the IKM calculation are categorized according to the perception value and IKM value interval as stated in PERMENPAN No. 14 of 2017. The following table shows the service quality categories based on perception value, IKM interval and IKM conversion value: To obtain the weighted average value per service element, the sum of the average values of each service element is multiplied by 0.11 as the weighted average value (if there are 9 service elements). Meanwhile, the composite index value (combined) is obtained by adding the average value of each service element that has been multiplied by the weight. The result of the composite index is the Community Satisfaction Index (IKM) value from the Pardasuka Village Office, Maje District, Kaur Regency.

### Drawing Conclusions

The final step in data analysis techniques is drawing conclusions from the research results and discussion. The numerical data from the questionnaire are explained in sentences, resulting in a descriptive analysis of the research findings.

## RESULTS

### Analysis Index Satisfaction Society

Research result index satisfaction public to service public in the village Pardasuka Subdistrict Maje Kaur Regency is as following (Attachment):

**Table 1 Average Value of Service Elements**

No	Element Service	Element Value Service	Average Value Per Element (Service Element Value/150)	Criteria Quality Service
U1	Condition	480	3.2	Good
U2	Procedure	467	3.11	Good
U3	Completion Time	464	3.09	Good
U4	Fees /Rates	469	3.12	Good
U5	Product Specification Type Service	466	3.10	Good
U6	Competence Executor	465	3.1	Good

U7	Behavior Consumer	481	3.20	Good
U8	Handling Complaints, Suggestions and Input	479	3.20	Good
U9	Facilities and infrastructure Service	467	3.11	Good
Total		4238	28.25	

Source : Research Data , processed , 2025

With use method calculation in Regulation of the Minister of Empowerment Apparatus Civil Service and Bureaucratic Reform Republic of Indonesia Number 14 of 2017, then results per element This furthermore processed For get IKM value in general overall. For look for weighted average value per element service, then amount average value per element service multiplied with 0.11 ( according to with provision Regulation of the Minister of Empowerment Apparatus Civil Service and Bureaucratic Reform Republic of Indonesia Number 14 of 2017 as mark weighted average weight ,result the calculation can seen as following :

**Table 2 Weighted Average Value of Service Percentage**

No	Element Service	Average Value Per Element (Service Element Value/150)	Weight Value Weighted	Criteria Quality Service
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>(3x4)</b>
U1	Condition	3.2	0.11	0.35
U2	Procedure	3.11	0.11	0.34
U3	Completion Time	3.09	0.11	0.34
U4	Fees /Rates	3.12	0.11	0.34
U5	Product Specification Type Service	3.10	0.11	0.34
U6	Competence Executor	3.1	0.11	0.34
U7	Behavior Consumer	3.20	0.11	0.35
U8	Handling Complaints, Suggestions and Input	3.20	0.11	0.35
U9	Facilities and infrastructure Service	3.11	0.11	0.34
Community Satisfaction Index (IKM) Value				3.10

Source : Research Data , processed , 2025

To find out the value of the Public Satisfaction Index, it can be calculated using the following formula:

$$IKM = \frac{\text{Jumlah Nilai Persepsi Perunsur}}{\text{Total Unsur yang terisi}} \times \text{Nilai Pengimbang}$$

It is known that:

Total perception value per element : 4238  
Total elements filled : 150  
Counterbalance Value : 0.11

$$IKM = \frac{4238}{150} \times 0,11$$

$$IKM = 28,25 \times 0,11 = 3,1$$

To facilitate interpretation of the IKM assessment, the assessment results are converted to a base value of 25, with the following formula:

$$IKM \times 25 = 3,1 \times 25 = 77,69$$

**Table 3 Information :**

Perceived Value	IKM Interval Value	IKM Conversion Interval Value	Quality Service	Unit Performance
1	1.00 – 2.60	25.00 – 64.99	D	No Good
2	2.61 – 3.06	65.00 – 76.60	C	Not good
3	3.07 – 3.53	76.61 – 88.30	B	Good
4	3.54 – 4.00	88.31 – 100.00	A	Very good

In a way overall , value index satisfaction public For service public in the village Pardasuka Subdistrict Maje Kaur Regency is of 77.69, with quality B service and assessment performance service is Well , because is in the interval 76.61 – 88.30. This is show that public Village Pardasuka Subdistrict Maje Kaur Regency which received service public at the Village Office Pardasuka Subdistrict Maje Kaur Regency assesses that services provided Already Good .

### Discussion

Based on results study to quality service public at the Village Office Pardasuka Subdistrict Maje Kaur Regency analyzed using the Nine Elements Index Community Satisfaction according to with Regulation of the Minister of Empowerment State Apparatus and Bureaucratic Reform Republic of Indonesia Number 14 of 2017, namely Requirements , System / Mechanism / Procedure , Completion Time , Cost /Tariff, Product Specification Type Service , Competence Executor , Behavior Implementation , Handling Complaints , and Facilities and Infrastructure in a way general quality services at the Village Office Pardasuka Subdistrict Maje Kaur Regency Already classified as well , with IKM value of 77.69 which is included in category quality service “B” with results study as following :

**Table 4 Processing Results Index Public Satisfaction**

Note	U1	U2	U3	U4	U5	U6	U7	U8	U9	Total
Amount mark elements	480	467	464	469	466	465	481	479	467	4238
NRR per element	3.2	3.11	3.09	3.12	3.10	3.1	3.20	3.19	3.11	28.25
Weighted NRR elements	0.35	0.34	0.34	0.34	0.34	0.34	0.35	0.35	0.34	3.10
Quality IKM Public service										77.69

Based on results Index data processing Public Satisfaction (IKM) towards service public at the Village Office Pardasuka Subdistrict Maje Kaur Regency was acquired total value of the amount element of 4,238 with an average value of The National Perception Index (NRR) was 3.10. After being converted in accordance with the Regulation of the Minister of Administrative and Bureaucratic Reform Number 14 of 2017, the IKM value of 77.69 indicates that the quality of public services provided is in the "Good" category (Quality Value B). This value reflects that in general the public feels quite satisfied with the services provided by the Pardasuka Village Office, Maje District, Kaur Regency, although it has not yet reached the "Very Good" level of service.

When viewed from each element, the highest value is found in the Implementer Behavior indicator (U7) with an NRR of 3.20, which indicates that the public is quite satisfied with the polite, courteous, and responsive attitude of officers in providing services. Meanwhile, the lowest value is found in Completion Time (U3) with an NRR of 3.09, which indicates the presence of complaints or inefficiencies in the service completion process that can cause dissatisfaction. Thus, although the service has generally met public expectations, improvements are still needed, especially in terms of service speed and implementer competence, in order to encourage improvements in the quality of public services towards the "Very Good" category.

Requirements are the first element in the assessment of the Public Satisfaction Index which refers to the clarity and ease of various documents or administrative procedures that must be fulfilled by the public to obtain a service. Good requirements should be easy to understand, not complicated, and openly informed to the public in order to create transparent and efficient services. Based on the results of research at the Pardasuka Village Office, Maje District, Kaur Regency, the requirements element obtained a total value of 480 from 150 respondents, with an Average Value (NRR) of 3.20 and a weighted NRR of 0.35, which indicates that the public considers the service requirements aspect to be good, easy to access, and not too burdensome for service users in the administrative process.

Procedures are an important element in public services that include procedures or workflows that must be followed by both service providers and recipients, from the initial stage to the completion of the service. Good procedures must be clearly, simply, and consistently structured so that they are easily understood by the public and can minimize confusion and errors in the service process. Based on the results of research at the Pardasuka Village Office, Maje District, Kaur Regency, the procedure element obtained a total value of 467, with an Average Value (NRR) of 3.11 and a weighted NRR of 0.34, which means that the public considers the service procedures to be quite good, although there is still room for improvement in terms of clarity of information or service implementation flow.

Time is an element in public service that measures the accuracy and speed of service completion according to the specified time period. This element greatly influences public satisfaction because the faster and more timely a service is completed, the higher the public's trust in the performance of the service provider. Based on the results of research at the Pardasuka Village Office, Maje District, Kaur Regency, the completion time element obtained a total value of 464, with an Average Value (NRR) of 3.09 and a weighted NRR of 0.34, which indicates that the public assesses the service time aspect to be in the good category, but it is still one of the elements with the lowest value, so it is necessary to increase efficiency in completing each type of service to be more optimal.

Cost or tariff is an element that assesses the fairness and transparency of costs charged to the public in obtaining a public service. This element is important because it is directly related to the perception of justice and transparency, where the costs charged must be in accordance with applicable provisions and clearly informed to service users. In a study conducted at the Pardasuka Village Office, Maje District, Kaur Regency, the cost or tariff element obtained a total value of 469, with an Average Value (NRR) of 3.12 and a weighted NRR of 0.34, which

indicates that the public assesses the service cost aspect as good, and most feel that the costs charged are quite reasonable and not burdensome in the process of managing administrative services at the sub-district office.

The service type specification product is an element that assesses the extent to which the service results provided are in accordance with established standards or provisions, both in terms of quality, accuracy, and usefulness for the community. This element reflects the agency's ability to provide services that meet the expectations and needs of the community in real terms. Based on the results of research at the Pardasuka Village Office , Maje District, Kaur Regency, the service type specification product element obtained a total value of 466, with an Average Value (NRR) of 3.10 and a weighted NRR of 0.34, which means that the community assessed that the service results received were good, in accordance with applicable provisions, although there is still a need for increased consistency in maintaining the quality of service results to be more optimal.

Implementer competency is an element that measures the ability, knowledge, expertise, and skills of officers in carrying out public service tasks professionally and effectively. Adequate competence is very important to ensure that services can be provided appropriately, accurately, and in accordance with the standards expected by the community. Based on the results of research at the Pardasuka Village Office , Maje District, Kaur Regency, the implementer competency element obtained a total value of 465, with an Average Value (NRR) of 3.10 and a weighted NRR of 0.34, which indicates that the community assesses the competence of service officers as good, but this aspect is still one of the factors that need to be improved so that services become more responsive and quality.

The behavior of the implementer is an element that assesses the attitude, politeness, friendliness, and professionalism of officers in providing services to the community. A positive attitude from the implementer greatly influences customer satisfaction because it can create a comfortable service atmosphere and respect the rights of service recipients. Based on the results of research at the Pardasuka Village Office , Maje District, Kaur Regency, the implementer's behavior element obtained a total value of 481, with an Average Value (NRR) of 3.20 and a weighted NRR of 0.35, which indicates that the community gave a good assessment of the attitude and service provided by the officers, making the implementer's behavior one of the most satisfying aspects of public services in the village.

Handling of complaints, suggestions, and input is an element that measures the extent to which service agencies are able to receive, respond to, and follow up on complaints and input from the public quickly and transparently. This element is very important to improve service quality because it shows the organizer's responsibility and attention to the needs and satisfaction of the public. Based on the results of research at the Pardasuka Village Office , Maje District, Kaur Regency, the element of handling complaints, suggestions, and input obtained a total score of 479, with an Average Score (NRR) of 3.19 and a weighted NRR of 0.35, which reflects that the public considers the process of handling complaints and input to be running well, demonstrating the commitment of village officials in responding to public aspirations and complaints effectively.

Facilities and infrastructure are elements that assess the availability and quality of physical facilities supporting public services, such as waiting rooms, parking lots, office equipment, and a comfortable and safe service environment. The availability of adequate facilities and infrastructure greatly influences the smoothness and comfort of the community in receiving services. Based on the results of research at the Pardasuka Village Office , Maje District, Kaur Regency, the facilities and infrastructure element obtained a total value of 467, with an Average Value (NRR) of 3.11 and a weighted NRR of 0.34, which indicates that the community considers the service support facilities to be good, although they still need

improvement so that services become more optimal and provide maximum comfort for service users.

## CONCLUSION

1. Index Value Public Satisfaction (IKM) towards public services at the Village Office Pardasuka Subdistrict Maje Kaur Regency reached 77.69%, which shows that quality services provided enter in category good ( grade B ) . This describe that in a way overall public feel satisfied to the service received , even though Still There is room For repair.
2. Element service with mark highest is behavior implementers and handlers complaints , suggestions and input that show attitude officer service very good , friendly , polite as well as capable respond complaints and input public with Fast and effective . This factor is a key driver in creating public satisfaction with public services in Pardasuka Village, Maje District, Kaur Regency.
3. The service elements with the lowest scores were completion time and implementer competence, indicating obstacles in terms of speed of service completion and the need to improve task skills and knowledge to make services more efficient and professional. Therefore, improving these two aspects is crucial to support the overall improvement of service quality in Pardasuka Village, Maje District, Kaur Regency.

## SUGGESTION

1. Increase Service Time Efficiency  
Village Pardasuka Subdistrict Maje Regency Kaurperlu do evaluation and improvement to completion process time services to be more fast and precise time . This is can done with method improve the work system , improve coordination between officer as well as take advantage of technology information For speed up channel service so that public No need waiting for long.
2. Development Competence Officer Service  
It is recommended that Pardasuka Village, Maje District, Kaur Regency, regularly conduct training and skills development for service personnel, particularly in administrative and public service knowledge. With improved competency, officers can provide more professional, responsive, and high-quality services, thereby increasing overall community satisfaction.

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