



IS THE PUBLIC SATISFACTION INDEX (IKM) RELATED TO THE QUALITY OF INFRASTRUCTURE AND FACILITIES IN SURAKARTA CITY?

APAKAH INDEKS KEPUASAN MASYARAKAT (IKM) BERKAITAN DENGAN KUALITAS PRASARANA DAN SARANA DI KOTA SURAKARTA?

Anindya Putri Tamara^{a*}, Indra Kertati^b, Tiasa Adimagistra^a, Agus Sarwo Edy Sudrajat^a

^aDepartment of Urban and Regional Planning, Faculty of Engineering, Semarang University; Semarang, Indonesia

^bPublic Administration, University of 17 Agustus 1945; Semarang, Indonesia

*Correspondence: anindya@usm.ac.id

Article Info:

- Article submitted: 8 May 2024
- Article received: 30 September 2025
- Available online: 30 September 2025

ABSTRACT

As cities grow and diversify, public institutions play a vital role in urban planning, particularly in climate adaptation, infrastructure improvement, and community welfare. In Indonesia, the Public Satisfaction Index (Indeks Kepuasan Masyarakat—IKM) provides a standardized tool to capture citizens' perceptions of service quality, thereby influencing policy formulation, resource allocation, and strategies for service improvement. This study aims to provide the government with insights into the relevance of IKM to the quality of public services, particularly in terms of infrastructure and facilities. The research employs a quantitative approach with a descriptive analysis to provide a detailed and comprehensive description of the research population. The research data utilises IKM measurements in accordance with Regulation 14/2017 of the Minister of Administrative and Bureaucratic Reform, as well as field observations, particularly in relation to infrastructure and facilities. The IKM survey covered 156 public service units with more than 3,000 respondents, while field observations were conducted on 25 purposively selected units. Observational parameters included building condition, service room quality, toilet facilities, completeness of supporting infrastructure, and accessibility for vulnerable groups such as persons with disabilities, the elderly, women, and children. The results of this research show that there is a relationship between the value of IKM and the quality of facilities and infrastructure in the city of Surakarta. Several aspects, such as the availability and completeness of facilities and infrastructure, especially for people with special needs, have a direct impact on the public satisfaction index.

Keywords : Public Satisfaction Index (IKM) , Infrastructure and Facilities Improvements, Public Services

ABSTRAK

Seiring dengan pertumbuhan dan keberagaman kota, lembaga publik memainkan peran penting dalam perencanaan perkotaan, khususnya dalam adaptasi iklim, peningkatan infrastruktur, dan kesejahteraan masyarakat. Di Indonesia, Indeks Kepuasan Masyarakat (IKM) merupakan instrumen standar untuk menangkap persepsi masyarakat terhadap kualitas pelayanan, sehingga berpengaruh pada perumusan kebijakan, alokasi sumber daya, dan strategi peningkatan layanan. Penelitian ini bertujuan memberikan wawasan kepada pemerintah mengenai relevansi IKM terhadap kualitas pelayanan publik, khususnya terkait sarana dan prasarana. Penelitian menggunakan pendekatan kuantitatif dengan analisis deskriptif untuk memberikan gambaran rinci dan komprehensif mengenai populasi penelitian. Data penelitian memanfaatkan pengukuran IKM sesuai Peraturan Menteri PANRB Nomor 14 Tahun 2017, serta observasi lapangan yang difokuskan pada sarana dan prasarana. Survei IKM mencakup 156 unit pelayanan publik dengan lebih dari 3.000 responden, sedangkan observasi lapangan dilakukan pada 25 unit terpilih secara purposive. Parameter observasi meliputi kondisi bangunan, kualitas ruang pelayanan, fasilitas toilet, kelengkapan sarana pendukung, dan aksesibilitas bagi kelompok rentan seperti penyandang disabilitas, lanjut usia, perempuan, dan anak. Hasil penelitian menunjukkan bahwa terdapat keterkaitan antara nilai IKM dengan kualitas sarana dan prasarana di Kota Surakarta. Beberapa aspek, seperti ketersediaan dan kelengkapan sarana prasarana, khususnya bagi kelompok berkebutuhan khusus, memiliki dampak langsung terhadap indeks kepuasan masyarakat.

Kata Kunci : Indeks Kepuasan Masyarakat (IKM), Kualitas Sarana dan Prasarana, Pelayanan Publik

1. INTRODUCTION

As cities continue to evolve and thrive, driven by demographic change, technological advances, and the demands of modern societies, the need for adaptive urban planning and the development of public infrastructure has become increasingly important. Public institutions play a crucial role in addressing the challenges related to adapting to urban climate change and in ensuring the welfare of urban communities (Granberg & Glover, 2021). These institutions are responsible for disaster preparedness and post-disaster recovery, environmental protection, land-use planning, investment in and provision of infrastructure and public goods services, public education on disaster risk and preparation, public hazard protection, and emergency services. They are also responsible for formulating and enforcing relevant laws and regulations, conducting research and gathering information, providing social welfare, and regulating urban development and building.

To effectively meet the needs of a growing and changing population, cities must continue to adapt and develop their public infrastructure. These include the provision of reliable transportation systems, energy networks, water and sanitation facilities, public spaces, and other essential services that support daily life and promote the well-being of the population. As urbanization and the densification of cities continue to increase, city planners and local governments face the challenge of defining the sustainability of their urban environment (Segura Ramírez et al., 2023).

In urban planning and development, assessing public satisfaction is essential for understanding the effects of urban transformation initiatives on the well-being of the population and social cohesion. Public satisfaction has been shown to have a significant impact on decision-making in both urban and rural settings (Kammer-Kerwick et al., 2022). For example, research has shown that public satisfaction with various public assets and preferences for public size play an important role in decision-making about migration intentions. Public transportation as a significant factor influencing public satisfaction (Liu et al., 2022). Similarly, the density of buildings and the presence of vegetation were found to be key factors affecting public satisfaction.

The Public Satisfaction Index (IKM) serves as a measure of the public's satisfaction level with services provided by the Government of Indonesia. Government Regulation Number 96 of 2012 in Indonesia, which implements Law Number 25 of 2009, mandates that service providers engage the public in delivering public services to establish a fair, transparent, and accountable public service system. The Ministry of Administrative Reform and Bureaucracy issued Regulation Number 14 of 2017, which outlines guidelines for service providers to engage the public in evaluating public service performance in order to enhance the quality of services provided (Sukanti & Utomo, 2015). Implementers can use the IKM value as a guideline to identify service aspects that require improvement in order to enhance the quality of public service (Firmansyah & Rosy, 2021). IKM values encompass public perceptions of various aspects, including the accessibility, quality, availability, and efficiency of public services. It is important to understand the interaction between IKM values and the quality of public infrastructure and how they influence urban transformation, particularly in terms of infrastructure improvement.

Surakarta is one of Indonesia's major cities, known for its commitment to providing various public services for its citizens. The city has implemented several initiatives to enhance service quality, including developments in infrastructure, education, health, and transportation. These efforts aim to improve the well-being and satisfaction of the community with government services. This research seeks to provide insights and feedback to the government regarding the effectiveness and efficiency of its public services. This information will help the government identify areas for improvement and allocate resources more effectively to meet public needs. By conducting this research, the Surakarta City Government can gain a better understanding of its citizens' preferences and expectations regarding public services, particularly through the measurement of the Public Satisfaction Index (IKM).

Studies on public satisfaction with public services have been widely conducted in various regions of Indonesia with diverse approaches and focuses. A study by Hidayat, (2023) in Surabaya focused on

measuring IKM using Importance Performance Analysis (IPA) to identify priorities for public service improvements in a specific service unit. The research found an IKM value of 80.275% in the "good" category, but the gap analysis revealed that all service elements were still below the 100% conformity level, indicating public dissatisfaction.

Meanwhile, a study by Alfianita et al., (2025) explored digital innovation through the SuKMa-e Jatim application, which successfully increased public participation in satisfaction surveys. This research showed that service digitalization can significantly boost the IKM value to 89.51 during the 2019-2024 period, although challenges such as low digital literacy and suboptimal socialization still persist.

On the other hand, Valianto (2020), conducted a specific evaluation of infrastructure service satisfaction (IKLI) in Malang City. This study developed more specific indicators such as physical availability, physical quality, suitability, utilization, and contribution to the economy. The results showed that Malang City's IKLI reached 4.14 (in the "satisfied" category), but specific areas requiring improvement were identified, such as the availability of pedestrian walkways and the quality of electricity in certain villages.

However, a research gap remains very clear. The three studies have limitations in scope and context. There has been no comprehensive research that analyzes IKM in a multi-sectoral manner (infrastructure, education, health, transportation) in Surakarta City, considering the city's specific characteristics as a cultural and educational center. This study aims to compare the IKM values with the real conditions of the observed facilities and infrastructure, providing insight into the relationship between public perception of service quality and the actual conditions available. Therefore, this research also aims to fill this gap by conducting a holistic and contextual IKM evaluation in Surakarta, which can provide more targeted recommendations for improving public service quality.

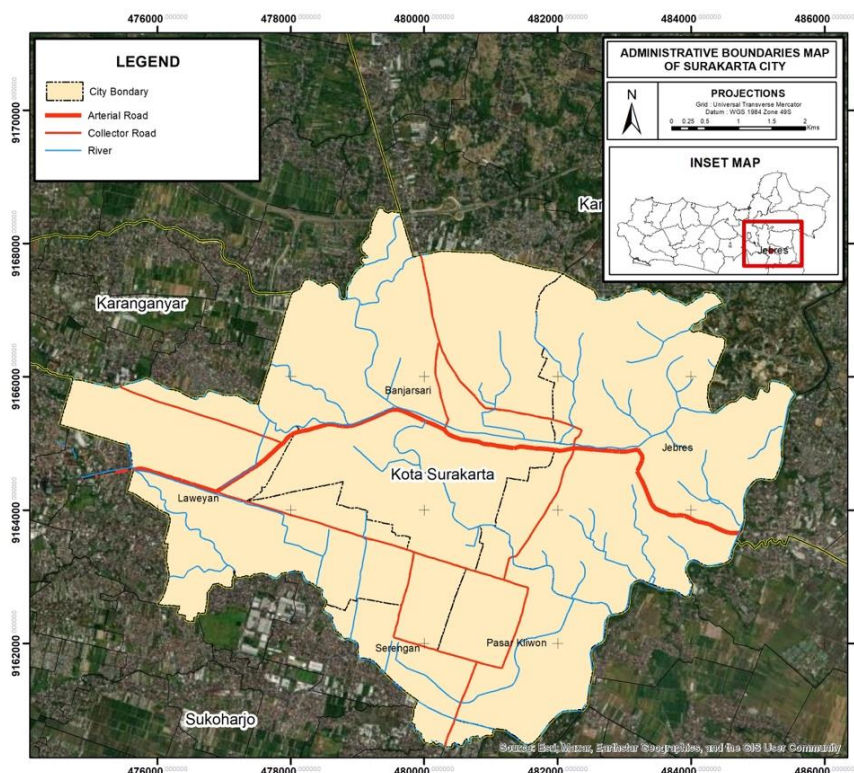
2. DATA AND METHODS

2.1. Research Location

The location of this research is in Surakarta City, Central Java Province (Figure 1). This research was conducted on 25 samples of public service units in Surakarta City, Central Java. The city of Surakarta has 156 public service units that carry out Public Satisfaction Survey (SKM) assessments. Details of the 156 public service units consisting of 35 Regional Apparatus Organizations (Organisasi Perangkat Daerah/OPD) (22.44%); work units consisting of Technical Service Units (Unit Pelayanan Teknis/UPT), community health centers, state middle schools, districts and urban villages totaling 117 units (75.00%); and Regional Owned Enterprises (Badan Usaha Milik Daerah/BUMD) as many as 4 units (2.56%).

2.2. Data

This study compared the Public Satisfaction Index (IKM) obtained from the Survey of Public Satisfaction (SKM) with the quality conditions of infrastructure and facilities in the Surakarta. The comparison was conducted quantitatively to assess the quality of services provided by the public service implementing unit in relation to the observed conditions of the suppliers and the facilities available in the public services unit. The data used in this study consisted of values obtained from 156 public service units that completed the SKM questionnaire, as well as the results of field observations on the quality conditions and facilities of the public service implementing units in the City of Surakarta. To explain the study on the comparison of IKM values with the quality of supplies and facilities, 25 research samples were purposefully chosen. The selected sample consisted of: 6 Regional Apparatus Organizations (Organisasi Perangkat Daerah/OPD); 14 Working Units made up of Technical Service Units (Unit Pelayanan Teknis/UPT), Community Health Centers, State Middle Schools, Districts and Urban Villages; and 5 Regional Owned Enterprises (Badan Usaha Milik Daerah/BUMD). This purposive sampling method involved the selection of samples based on specific criteria relevant to the research (Andrade, 2021; Campbell et al., 2020), which in this study included the conditions of the facilities, resources, and the level of IKM available to each public service unit.



Source: Bakosurtanal, 2022
Figure 1. The Map of Surakarta

2.3. Methods

This study employs a quantitative method with a descriptive approach to analyze data, aiming to provide a detailed and comprehensive depiction of the reality and facts related to the research population (Loeb et al., 2017). The core of this study is a comparison between the Community Satisfaction Index (IKM) and the quality conditions of supplies and facilities as observed in the field in the City of Surakarta. The IKM data was obtained from the results of a Public Satisfaction Survey (SKM) collected from a total of 156 public service units. This SKM is calculated based on the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 14 of 2017, which explicitly assesses nine key aspects. These regulations explicitly guarantee that the aspects assessed in the IKM include the following requirements: U1 (Requirements), U2 (Systems, Mechanisms, and Procedures), U3 (Time of Completion), U4 (Costs), U5 (Product Specifications or Type of Service), U6 (Enforcement Competence), U7 (Behavior of the Executor), U8 (Requesting Complaints, Advice, and Input), and U9 (Facilities and Infrastructure). The methodology for calculating the SKM followed the ministerial guidelines, utilizing a weighted average score for each service element. For this study, all assessed elements were given equal weight. The raw SKM score was then converted to a scale of 25-100, and the final IKM value was interpreted into service quality categories (A for "Very Good" to D for "Not Good") as stipulated by the regulation (Table 1).

Table 1. IKM Score Interpretation and Performance

Perception Score	SKM Interval Score	Converted IKM Score Interval	Service Quality	Unit Performance
1	1.00 – 2.5996	25.00 – 64.99	D	Not Good
2	2.60 – 3.064	65.00 – 76.60	C	Less Good
3	3.0644 – 3.532	76.61 – 88.30	B	Good
4	3.5324 – 4.00	88.31 – 100.00	A	Very Good

Source: Permen PAN & RB Number 14 of 2017

Data collection involved distributing questionnaires, with a minimum sample size of 40 respondents set for service units with a population of less than 100 to ensure survey quality and accommodate units with incomplete population data. Respondents were selected randomly. A similar approach to IKM measurement is also used in other studies to evaluate the quality of public services in specific service units (Djudu et al., 2025; Nurfarida et al., 2021). A comparative study by Sofyani et al., (2012), involves analyzing a research object by comparing it across different subjects simultaneously.

3. RESULT AND DISCUSSION

3.1. The Public Satisfaction Index (IKM)

To enhance the quality of public services in line with Republic of Indonesia Law Number 25 of 2009, it is essential to establish a Community Satisfaction Index (IKM) as a benchmark for evaluating public service performance. IKM is a measurement tool that gathers community satisfaction data using both quantitative and qualitative methods. It compares community expectations and needs with the services provided. Periodic surveys of subject matter experts help evaluate the performance of service providers and serve as the foundation for policy making aimed at enhancing the quality of public services. However, there are still numerous shortcomings in the public services provided by government officials, as evidenced by public complaints and the negative image that is formed. Hence, it is essential to shift the paradigm and mindset of the service oriented system, while also enhancing knowledge and skills in performing service related duties.

The IKM value of Surakarta City is projected to reach 88.11 in 2023, placing it in category B (Good). Compared to the IKM value of 87.45 with a category of B (Good) in Surakarta City in 2022, and that's has increased. The increasing value of IKM reflects the public services provided by organizers to the community, while the performance of public service providers indicates the level of satisfaction among service recipients within the Surakarta City Government. Based on the Minister of State Apparatus Empowerment and Bureaucratic Reform Regulation Number 14 of 2017 concerning Guidelines for Community Satisfaction Surveys, it specifies nine service elements that must be measured: U1 (Requirements), U2 (Systems, Mechanisms, and Procedures), U3 (Time of Completion), U4 (Costs), U5 (Product Specifications or Type of Service), U6 (Enforcement Competence), U7 (Behavior of the Executor), U8 (Requesting Complaints, Advice, and Input), and U9 (Facilities and Infrastructure). Table 2 is the results of calculating the IKM value for each element.

The majority of the value of the service element in Surakarta City has category A (Very Good) which is two elements U4 (Cost) and U8 (Requesting Complaints, Advice, and Input). There are three elements of service in the IKM that are a priority for immediate improvement. These three elements are the focus of improvement because they have the lowest score in achievement of IKM, such elements include U3 (Time of Completion), U5 (Product Specifications or Type of Service), U9 (Facilities and Infrastructure).

Table 2. Total Value of Public Service Elements in Surakarta City in 2023

Elemental	Elemental Average	Category
U1 (Requirements)	87,38	B (Good)
U2 (Systems, Mechanisms, and Procedures)	87,17	B (Good)
U3 (Time of Completion)	85,27	B (Good)
U4 (Costs)	94,98	A (Very Good)
U5 (Product Specifications or Type of Service)	86,53	B (Good)
U6 (Enforcement Competence)	86,82	B (Good)
U7 (Behavior of the Executor)	87,79	B (Good)
U8 (Requesting Complaints, Advice, and Input)	93,58	A (Very Good)
U9 (Facilities and Infrastructure)	86,66	B (Good)

Source: Organizational Affairs Division, Regional Secretariat of Surakarta, 2023

3.2. The Facilities & Infrastructure Condition

Infrastructure plays a role in driving economic growth and also national and regional development (Safingi & Susanti, 2022). Developing adaptive urban infrastructure is important because cities are able to anticipate and respond to changes in urban dynamics such as population growth, technology and environmental challenges. Aspects such as sustainability, social inclusiveness and spatial integration are also the focus of this theory. Sustainable urban infrastructure considers its impact on the environment, community welfare, and long term economic aspects (Ogunbajo et al., 2016). Urban infrastructure, especially in public service implementation units, is a complex interaction between physical and functional elements that form the basis of city development. The condition of public service facilities and infrastructure in the City of Surakarta in this study was reviewed based on building conditions, service room conditions, toilet conditions, completeness of facilities and infrastructure, aspects of fulfillment and quantity of infrastructure friendly to vulnerable groups, as well as aspects of supporting vulnerable groups in 25 public service implementing units. Table 3 is an assessment of the condition of facilities and infrastructure in public service implementation units in Surakarta.

Table 3. Facilities & Infrastructure Condition in Surakarta City in 2023

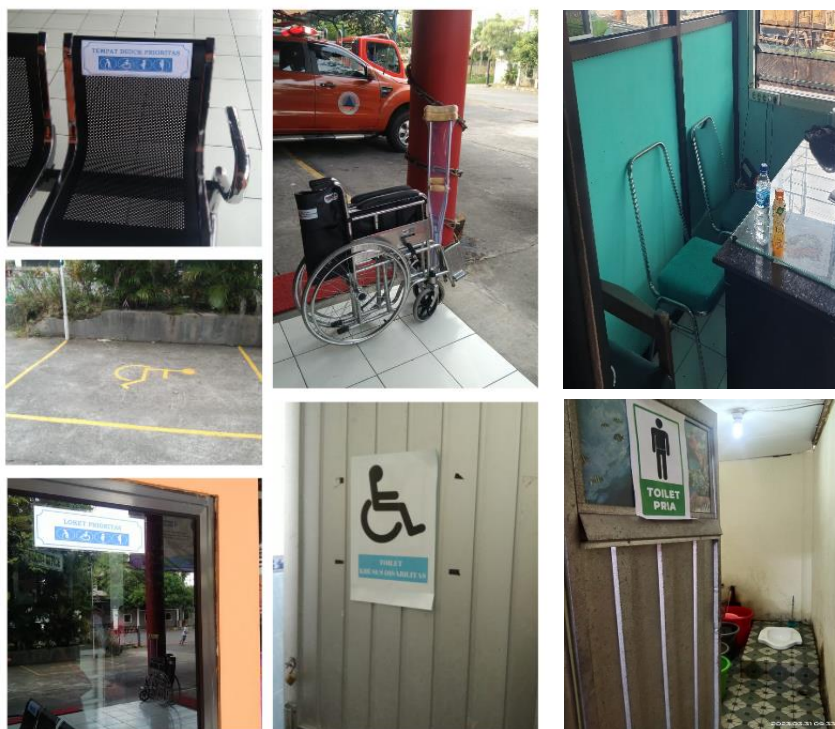
No	Public Service Implementation Unit	Building Condition	Service Room Conditions	Toilet Condition	Facilities & Infrastructure Equipment	Aspects of Fulfillment and Quantity of Vulnerable Group Friendly Infrastructure	Aspects of Supporting Vulnerable Groups
1	PD.Bank Solo	4	4	3	3	2	2
2	Laweyan Subdistrict	4	4	3	2	2	2
3	Mojo Urban Village	3	3	3	2	2	2
4	Department of Investment and One-Stop Integrated Services	4	4	4	3	4	3
5	Department of Social Affairs	4	4	4	3	4	3
6	Department of Population and Civil Registration	4	4	4	3	4	3
7	Municipal Police (Satpol PP)	4	4	3	3	2	2
8	Pedaringan Regional Enterprise (PD. Pedaringan)	4	3	3	2	2	2
9	Public Junior High School 14	4	4	3	3	2	2
10	Pasarkliwon Subdistrict	4	4	3	3	3	3
11	Sewu Urban Village	4	4	3	2	2	2
12	Public Junior High School 26	4	4	3	3	2	2
13	Regional Disaster Management Agency	4	4	3	3	4	3

No	Public Service Implementation Unit	Building Condition	Service Room Conditions	Toilet Condition	Facilities & Infrastructure Equipment	Aspects of Fulfillment and Quantity of Vulnerable Group Friendly Infrastructure	Aspects of Supporting Vulnerable Groups
14	Department of Public Works and Spatial Planning	4	4	4	3	4	3
15	Manahan Urban Village	4	4	3	2	2	2
16	Kerten Urban Village	4	4	3	3	3	3
17	Department of Education	4	4	4	3	4	3
18	Technical Implementation Unit for the Slaughterhouse and Animal Health Center	4	4	3	2	3	3
19	Sangkrah Community Health Center	4	4	4	3	3	3
20	Technical Implementation Unit for Final Disposal Site Management	3	3	3	2	2	2
21	18 State Junior High School	4	4	3	3	2	2
22	Public Junior High School 23	4	4	3	3	2	2
23	Kratonan Urban Village	4	4	3	2	2	2
24	Public Junior High School 15	4	4	3	3	2	2
25	Tipes Urban Village	4	4	3	2	2	2

Source: Organizational Affairs Division, Regional Secretariat of Surakarta, 2023

Information: 1 = Very Less; 2 = Less; 3 = Good; 4 = Very Good

The results of the assessment of the condition of public service facilities and infrastructure show that not all public service implementing units in the City of Surakarta have good facilities and infrastructure conditions. Several public service implementing units are still unable to fulfill the completeness of facilities and infrastructure, aspects of fulfillment and quantity of infrastructure friendly to vulnerable groups, as well as aspects of supporting vulnerable groups.



Source: Organizational Affairs Division, Regional Secretariat of Surakarta, 2023

Figure 2. Facilities & Infrastructure Condition

3.3. Comparative Analysis of the IKM with the Facilities and Infrastructure Condition

The quality of service is a critical determinant of public satisfaction (Adikumoro et al., 2022), to gain a comprehensive understanding of this in Surakarta, this study employs a comparative analysis between subjective public perception and objective physical data. The methodological approach involves analyzing two distinct datasets: the Community Satisfaction Index (IKM) score for the Facilities and Infrastructure Element (U9) and an aggregated average score from technical assessments of the physical condition of facilities and infrastructure.

The results of this comparative analysis, as detailed in Table 4, reveal a critical insight. The public's subjective satisfaction (U9) is high, indicating generally positive perception. However, this stands in contrast to the objective assessment of the infrastructure's physical condition, which yields a significantly lower average score. This discrepancy indicates that while public sentiment is favorable, the tangible state of the infrastructure may not fully support this perception and could represent an underlying risk to future satisfaction.

Therefore, this analysis provides the Surakarta City Government with a more nuanced, data-driven insight. The findings highlight a potential gap between perception and reality, serving as crucial input for strategic planning. Prioritizing maintenance and upgrades based on the objective condition score will be essential for sustaining and improving public satisfaction in the long term.

Table 4. Comparative of the IKM with Facilities and Infrastructure Condition in Surakarta City in 2023

No	Public Service Implementation Unit	IKM of Facilities and Infrastructure		Value of Facilities and Infrastructure Condition	
1	PD.Bank Solo	89,375	A (Very Good)	3	B (Good)
2	Laweyan Subdistrict	90,213	A (Very Good)	3	B (Good)
3	Mojo Urban Village	97,438	A (Very Good)	3	B (Good)
4	Department of Investment and One-Stop Integrated Services	97,888	A (Very Good)	4	A (Very Good)
5	Department of Social Affairs	90,138	A (Very Good)	4	A (Very Good)
6	Department of Population and Civil Registration	93,875	A (Very Good)	4	A (Very Good)
7	Municipal Police (Satpol PP)	85,25	B (Good)	3	B (Good)
8	Pedaringan Regional Enterprise (PD. Pedaringan)	85,275	B (Good)	3	B (Good)
9	Public Junior High School 14	80,888	B (Good)	3	B (Good)
10	Pasarkliwon Subdistrict	89,813	A (Very Good)	3	B (Good)
11	Sewu Urban Village	90,825	A (Very Good)	3	B (Good)
12	Public Junior High School 26	87,263	B (Good)	3	B (Good)
13	Regional Disaster Management Agency	86,388	B (Good)	4	A (Very Good)
14	Department of Public Works and Spatial Planning	80,263	B (Good)	4	A (Very Good)
15	Manahan Urban Village	88,063	B (Good)	3	B (Good)
16	Kerten Urban Village	81,275	B (Good)	3	B (Good)
17	Department of Education	84,45	B (Good)	4	B (Good)
18	Technical Implementation Unit for the Slaughterhouse and Animal Health Center	88,263	B (Good)	3	B (Good)
19	Sangkrah Community Health Center	86,275	B (Good)	4	A (Very Good)
20	Technical Implementation Unit for Final Disposal Site Management	86,375	B (Good)	3	B (Good)
21	18 State Junior High School	79,688	B (Good)	3	B (Good)
22	Public Junior High School 23	82,65	B (Good)	3	B (Good)
23	Kratonan Urban Village	97,888	A (Very Good)	3	B (Good)
24	Public Junior High School 15	84,625	B (Good)	3	B (Good)
25	Tipes Urban Village	84,713	B (Good)	3	B (Good)

Source: Organizational Affairs Division, Regional Secretariat of Surakarta, 2023

Information: 1 = Very Less; 2 = Less; 3 = Good; 4 = Very Good

The correlation between the Public Satisfaction Index (IKM) and the objective quality of infrastructure in Surakarta offers a critical lens to assess how effectively development meets community needs. While a positive correlation typically suggests that improvements in physical assets boost satisfaction (Bovaird & Löffler, 2003), our analysis reveals a more complex reality. The case of Surakarta, where a relatively high IKM score for infrastructure (U9) coexists with identified field deficiencies, underscores that satisfaction is not solely dependent on physical quality but also on factors like prior expectations and the performance of other services (Van Ryzin, 2004).

A key lesson from this study is the danger of complacency based on high satisfaction scores alone. Surakarta's experience mirrors findings in other cities. Research by Dovey & Pafka, (2020), on urban accessibility argues that infrastructure which is merely "good enough" for the general population often creates significant barriers for vulnerable groups, leading to de facto exclusion. This directly reflects the situation in Surakarta, where the call for more inclusive infrastructure for persons with disabilities, the elderly, women, and children indicates that the current "quite good" quality is insufficient from an equity perspective.

The need for improvement in both the quality and quantity of field conditions, particularly for vulnerable populations, aligns with the global principle of "leaving no one behind" central to the Sustainable Development Goals. This study confirms that universal design principles are not an optional luxury but a core component of effective public service delivery. Therefore, the insight for the Surakarta City Government transcends simple infrastructure upgrades. It calls for a strategic shift towards evidence-based, inclusive, and anticipatory governance. Future development planning must use disaggregated data to understand the specific needs of different demographic groups and draw lessons from similar cities that have successfully implemented inclusive infrastructure projects.

4. CONCLUSION

Based on the analysis of the dynamics between the Public Satisfaction Index (IKM) and the quality of public infrastructure in Surakarta, this study concludes that public satisfaction is not a static outcome but a dynamic reflection of the government's ongoing responsiveness to evolving community expectations. Infrastructure quality serves as the crucial, tangible link between governmental performance and public perception. The research clearly demonstrates that factors such as infrastructure reliability, facility completeness, and aspects of equity for vulnerable groups directly shape satisfaction levels, confirming that the community's definition of quality has evolved beyond mere physical function to encompass social inclusivity.

Furthermore, the temporal variations in the IKM value indicate that satisfaction is influenced by a complex interplay between infrastructure development and external factors such as population growth and policy changes. This underscores that boosting satisfaction requires more than just physical construction; it demands a proactive and participatory governance approach. Public involvement in planning emerges as a vital catalyst for bridging the gap between technical plans and community needs, while the adoption of technologies like geographic information systems enables a shift from reactive responses to anticipatory urban asset management.

Therefore, this study recommends an integrated strategy that couples infrastructural improvement with strengthened governance. Improvement priorities should be focused on areas with the most direct impact on the IKM, supported by an effective public feedback system and a robust framework for periodic monitoring. Implementing these recommendations will not only enhance the physical quality of infrastructure but, more importantly, will strengthen the bond of trust between the government and its citizens. This creates a solid foundation for building a more sustainable, responsive, and livable city for the future.

5. REFERENCES

- Adikumoro, D. P., Nurhaeni, I. D. A., & Nugroho, R. A. (2022). Resistance of Work Culture to the Issue of Professionalism in Land Administration Services. *Proceedings of the International Conference on Communication, Policy and Social Science (InCCluSi 2022)*, 682. Atlantis Press. DOI: https://doi.org/10.2991/978-2-494069-07-7_44.
- Alfianita, I. N., Augustinah, F., Ferriswara, D., & Kamariyah, S. (2025). Implementation of Sukma-e Jatim Application to Increase Public Satisfaction Index in East Java Province. *Journal of Governance and Public Administration (JoGaPA)*, 2(3), 690–705.

- Andrade, C. (2021). The Inconvenient Truth about Convenience and Purposive Samples. *Indian Journal of Psychological Medicine*, 43(1), 86–88. DOI: <https://doi.org/10.1177/0253717620977000>.
- Badan Koordinasi Survei dan Pemetaan Nasional (Bakosurtanal). (2022). Peta Rupa Bumi Indonesia (RBI), Skala 1:25.000, Lembar Surakarta.
- Bovaird, T., & Löffler, E. (2003). Evaluating the quality of public governance: Indicators, models and methodologies. *International Review of Administrative Sciences*, 69(3), 313–328. DOI: <https://doi.org/10.1177/0020852303693002>.
- Campbell, S., Greenwood, M., Prior, S., Shearer, T., Walkem, K., Young, S., ... Walker, K. (2020). Purposive sampling: complex or simple? Research case examples. *Journal of Research in Nursing*, 25(8), 652–661. DOI: <https://doi.org/10.1177/1744987120927206>.
- Djudu, R. M., Darmawan, A., & Bahri, S. (2025). Measuring Service Excellence: Evaluating Public Satisfaction through the Public Satisfaction Index. *Journal of Business and Management Review*, 6(4), 290–304. DOI: <https://doi.org/10.47153/jbmr.v6i4.1393>.
- Dovey, K., & Pafka, E. (2020). What is walkability? The urban DMA. *Urban Studies*, 57(1), 93–108. DOI: <https://doi.org/10.1177/0042098018819727>.
- Firmansyah, A. C., & Rosy, B. (2021). Pengaruh kualitas pelayanan publik terhadap kepuasan masyarakat: Studi pembuatan e-KTP di Kecamatan Sekaran Kabupaten Lamongan. *Journal of Office Administration: Education and Practice*, 1(2), 82-93.
- Granberg, M., & Glover, L. (2021). The climate just city. *Sustainability (Switzerland)*, 13(3), 1–20. DOI: <https://doi.org/10.3390/su13031201>.
- Hidayat, W. G. P. A. (2023). Analysis of Community Satisfaction Index On Public Services In Dealing With Industrial Revolution 4.0 In BBTKLP Surabaya. *Journal of Social Science and Business Studies*, 1(1), 21-26. DOI: <https://doi.org/10.61487/jssbs.v1i1.5>.
- Kammer-Kerwick, M., Takasaki, K., Kellison, J. B., & Sternberg, J. (2022). Asset-Based, Sustainable Local Economic Development: Using Community Participation to Improve Quality of Life Across Rural, Small-Town, and Urban Communities. *Applied Research in Quality of Life*, 17(5), 3023–3047. DOI: <https://doi.org/10.1007/s11482-022-10051-1>.
- Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia. (2017). Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 14 Tahun 2017 tentang Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik. Jakarta: Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi.
- Liu, Z., Deng, Z., Davis, S. J., Giron, C., & Ciais, P. (2022). Monitoring global carbon emissions in 2021. *Nature Reviews Earth & Environment*, 3, 217-219. DOI: <https://doi.org/10.1038/s43017-022-00285-w>.
- Loeb, S., Dynarski, S., Mcfarland, D., Morris, P., Reardon, S., & Reber, S. (2017). Descriptive analysis in education: A guide for researchers The National Center for Education Evaluation and Regional Assistance (NCEE) conducts unbiased large-scale evaluations of education programs and practices. Retrieved from <http://ies.ed.gov/ncee/>.
- Nurfariida, R. D. P., Yulianti, O., & Effendi, Y. (2021). Analysis of the Community Satisfaction Index on Public Services at the Sukaraja Sub-district Office, Seluma Regency. *Jurnal Emba Review*, 1(2), 108–114. DOI: <https://doi.org/10.53697/emba.v1i2>.
- Ogunbajo, R. A., Bello, M. O., & Adebayo, M. A. (2016). Assessment of Urban Infrastructure Quality and User Satisfaction in Low Income Residential Neighbourhoods in Minna, Nigeria. *ATBU Journal of Environmental Technology*, 9(1), 98–115.
- Safingi, I., & Susanti, N. (2022). Indeks Kepuasan Layanan Infrastruktur Kabupaten Madiun Tahun 2021. *Birokrasi Pancasila: Jurnal Pemerintahan, Pembangunan, dan Inovasi Daerah*, 4(2), 72–86.
- Segura Ramírez, L. D., van Zeijl-Rozema, A., & Martens, P. (2023). Policy integration of climate change adaptation in Central America: A review for development, land-use planning, and risk management. *Latin American Policy*, 14(4), 534–567. DOI: <https://doi.org/10.1111/lamp.12314>.
- Sekretariat Daerah Pemerintah Kota Surakarta. (2023). Laporan Survey Kepuasan Masyarakat Kota Surakarta Tahun 2023. Surakarta: Bagian Organisasi Sekretariat Daerah Pemerintah Kota Surakarta.
- Sofyani, H., Ulum, I., Syam, D., & Latifah, S. W. (2012). *Islamic Social Reporting Index Sebagai Model Pengukuran Kinerja Sosial Perbankan Syariah (Studi Komparasi Indonesia dan Malaysia)*. *JDA Jurnal Dinamika Akuntansi*, 4(1), 36-46.
- Sukanti, S., & Utomo, H. (2015). Analisis Indeks Kepuasan Masyarakat (IKM) pada Pelayanan Publik di Puskesmas Kelicacing Kota Salatiga. *Among Makarti*, 8(15), 1–15.

- Valianto, E. B. (2020). Evaluasi Capaian Indeks Kepuasan Layanan Infrastruktur. *Pangripta: Jurnal Ilmiah Kajian Perencanaan Pembangunan*, 3(1), 27–39.
- Van Ryzin, G. G. (2004). Expectations, performance, and citizen satisfaction with urban services. *Journal of Policy Analysis and Management*, 23(3), 433–448. DOI: <https://doi.org/10.1002/pam.20020>.