

Public Satisfaction with The Performance of The Government of Joko Widodo – Jusuf Kalla

Kepuasan Masyarakat Terhadap Kinerja Pemerintahan Joko Widodo – Jusuf Kalla

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Abstract

One of the parameters of leadership success is the public's satisfaction with the performance. The pair of President and Vice President Joko Widodo - Jusuf Kalla who led Indonesia from 2014-2019 also did not escape this assessment. Public voices can be used as an evaluation of the government that has been carried out for the future to formulate policies that can protect and side with the people. Based on this, the purpose of the research was to determine the extent of the public's response to the performance of the Jokowi-JK government, as well as which sectors were considered good or not by the public. This research uses mixed methods with a descriptive approach. The theory used is the concept of Government, Performance Theory, Political Communication, and Community Satisfaction. Primary data was obtained using a questionnaire distribution technique to respondents, with a simple random sampling technique. Meanwhile, secondary data were obtained through literature studies relevant to this topic. The results showed that the economic and law enforcement sectors had a low level of satisfaction with Jokowi-JK's performance, namely 30% and 40%, respectively. Meanwhile, the social welfare sector and the political and security sector have a high level of satisfaction at 80%.

Keywords: Citizen satisfaction; Government Performance; Jokowi-JK Government; Mix Method; Political Communication

Abstrak

Salah satu parameter keberhasilan kepemimpinan adalah kepuasan publik terhadap kinerjanya. Pasangan Presiden dan Wakil Presiden Joko Widodo - Jusuf Kalla yang memimpin Indonesia pada 2014-2019 pun tak luput dari penilaian tersebut. Suara-suara masyarakat dapat dijadikan sebagai evaluasi pemerintah yang telah dilakukan untuk ke depan merumuskan kebijakan-kebijakan yang dapat mengayomi dan berpihak kepada rakyat. Berdasarkan hal tersebut, tujuan penelitian adalah untuk mengetahui sejauh mana tanggapan masyarakat terhadap kinerja pemerintahan Jokowi-JK, serta sektor mana yang dinilai baik atau tidak oleh masyarakat. Penelitian ini menggunakan metode campuran dengan pendekatan deskriptif. Teori yang digunakan adalah konsep Pemerintahan, Teori Kinerja, Komunikasi Politik, dan Kepuasan Masyarakat. Data primer diperoleh dengan menggunakan teknik penyebaran kuesioner kepada responden, dengan teknik simple random sampling. Sedangkan data sekunder diperoleh melalui studi literatur yang relevan dengan topik ini. Hasil penelitian menunjukkan bahwa sektor ekonomi dan penegakan hukum memiliki tingkat kepuasan yang rendah terhadap kinerja Jokowi-JK, yaitu masing-masing 30% dan 40%. Sementara itu, sektor kesejahteraan social serta sektor politik dan keamanan memiliki tingkat kepuasan yang tinggi yaitu sebesar 80%.

Kata kunci: Kepuasan warga; Kinerja Pemerintah; Komunikasi Politik; Metode Campuran; Pemerintahan Jokowi-JK

1. Introduction

In 2014, the duet of Joko Widodo - Jusuf Kalla was officially inaugurated. Both were elected as President and Vice President after going through a tight electoral competition. This government carries a mandate that is not light. Public expectations of this government are so high. During the campaign period, various promises have been made to gain public support. Since the inauguration, the public is waiting for the progress of this government. Still fresh in the public's memory are the various plans and promises that were made during the campaign period. They were elected in the era of social media, where the public can monitor everything that has been said, and respond to it. Their election can be interpreted as the ability to convince the public so that they voluntarily provide support in the voting booth.

In our constitutional system, a President and a Vice President have full control over the policy process as well as the politics within it. They are responsible for grounding all visions and missions into policies that are expected to prosper the public. They formulate work plans and targets that will be applied by all ministries, agencies, and institutions, to government extensions in the regions.

A President and Vice President work on the vision, mission, and targets every year. He will be held accountable by the community. The president must lead the orchestra of the government bureaucracy and move it to achieve the government's goals. The President must carry out development that is expected to provide the greatest benefit to the interests of the people. As leaders, President Jokowi and Vice President Jusuf Kalla should build communication with the public to convey their superior work programs. They must build political communication to show the extent of their achievements in public.

McNair (2003) defines political communication, namely; (1) Whatever form of communication carried out by political actors aims to achieve certain goals; (2) Communication is intended for non-political groups such as voters and newspaper columnists; (3)

Communications related to politicians and their activities, such as those published in the news, and other forms of discussion contained in the media.

Thus, President Jokowi needs to communicate what he does, as well as the need to hear what the public wants to know. The President must also ensure that his cabinet ranks have implemented the principles of governance, which consist of several aspects: First, the principles of modern management. In this era, the government cannot be like a ruler who rules and then points to anyone. Everything must be adjusted to the scope, duties and authorities, main tasks, and limitations. In management principles, planning is very important. If the planning is good, then 50 percent of the implementation is considered successful. Second, the principle of Good Governance is characterized by transparency and accountability. For that principle, every government policy must be transparent and known to the public. Third, the principles of Corporate Governance. This means that all activities and policies produced by the government must be oriented towards efficiency, effectiveness, and collectivity. Fourth, creation, innovation, and courage. The government must be creative in making policies in its area, must have the ability to innovate, and have the courage to execute what has become a joint decision.

The principles of Good Governance indicate that leaders must work under the umbrella of transparency and accountability. This means that everything in his government must be conveyed transparently, without having to be covered up. A leader must also maintain a lot of balance, both in terms of government and politics. From the government side, he must ensure that the work rhythm between the central government and local governments can run harmoniously and productively. He is also a regional head who must "talk" to the community so that its development program can be in line with public policy. In many situations, a President is in a dilemma between fulfilling the interests of the supporting

political parties and fulfilling the interests of the people.

Against various tug-of-war interests, a leader must have the courage to make any decisions. He must have the courage to take strategic decisions that are expected to encourage the achievement of goals and ideals. When elected, Jokowi-JK compiled nine priority programs, called Nawa Cita (Kominfo, 2015). These nine priority programs are intended as a path of change toward an Indonesia that is politically sovereign, independent in the economic field, and has a personality in culture. Nawa Cita became a priority agenda which was later revealed in various programs in various government agencies. In short, the Nawa Cita are: First, rejecting weak countries by reforming the system and law enforcement that is free of corruption, dignified, and trustworthy. Second, build Indonesia from the periphery by strengthening regions and villages within the framework of a unitary state. Third, strengthen diversity and strengthen Indonesia's social restoration.

Fourth, bring back the state to protect the entire nation and provide a sense of security to all citizens. Fifth, make the government not absent by building clean, effective, democratic, and reliable government governance. Sixth, improving the quality of life of Indonesian people. Seventh, realizing economic independence by moving strategic sectors of the domestic economy. Eighth, to revolutionize the nation's character. Ninth, increasing people's productivity and competitiveness in the international market.

In the Trias Politica system introduced by the philosopher Montesquieu, there is the idea of a sovereign government that must separate between two or more powers to prevent one person or group from getting too much power. In the context of the presidential system prevailing in Indonesia, a President as a government executive will be controlled by his policies by the legislature, as well as the judiciary. The dialectic between these three elements is expected to create aspects of checks and balances that can

maintain the continuity of an executive's program so that it remains within the corridor of public policy.

The legislature controls the executive and is obliged to provide input on policies that favor the interests of the community. Considering that Indonesia is a country that does not recognize the concept of opposition, our presidential system is often marked by strong support from the parliament so the checks and balances mechanism cannot run optimally. A President and Vice President will be assisted by ministers, some of whom are appointed by representatives of political parties.

However, the strengthening of the presidential system raises concerns, namely the reduced function of legislative oversight of the executive. Because the legislature has been dominated by parties supporting the government. When legislative control relaxes, the process of *checks and balances* in a democracy will continue to run. However, the main channel is not through the legislature, but through the aspirations conveyed by civil society groups. In this condition, a strong civil society is needed which is expected to be a counterweight to the executive branch. As stated by Antonio Gramsci (1891-1937) in his book *Prisoner Notebook*, civil society is in an equal position with political society. Civil society controls the political community, on the other hand, the political community serves civil society with policies that take sides (Gramsci, 2000).

Public voices must be summarized and listened to find out how far this government is moving to achieve its vision and mission. Public evaluation of the government must be taken to formulate positive recommendations, policies, and programs for the wider community. Evaluation is also needed to find out whether the government has sufficient time to adjust the work rhythm to carry out all the work programs that have been planned. Thus, it is important to conduct a public survey of the policies of the President and Vice President. However, so far, public surveys have only been conducted in a broader scope, so it is difficult to know how the policy

is implemented at the micro-level. It is important to survey a microscope, in areas that were not previously the pockets of supporters of President Jokowi and Vice President Jusuf Kalla.

One of the locations that previously did not provide much support to Jokowi-JK was Bogor Regency. During the campaign period, Bogor residents voted more for Jokowi's competitor, Prabowo Subianto. If the survey was conducted in Bogor, particularly one area in Bogor, it would certainly present interesting findings on the extent of public support for President Jokowi. Based on the formulation of the problem above, the objectives of this study are 1). Knowing the extent of the public response to the performance of the Jokowi-JK government, 2). Knowing which sectors are performing well by the public and which are not. The benefits of this research are expected to be input and evaluation of the performance of the Jokowi-Jusuf Kalla government as well as to improve the quality and quantity of performance.

2. Theoretical Framework

2.1 Government

According to the Big Indonesian Dictionary, the government is a group of people or systems that exercise authority and power that regulates the social, economic, and political life of a country or its parts. Government can be juxtaposed with the term state administration. (Aridhayandi 2018). Government or state administration represented by an agency or positions are legal subjects who have the right and authority to take government actions to realize the welfare of the community (Slamet 2013 quoted by Aridhayandi, 2018).

Furthermore, Koswara (2002) defines government in two ways, the first means that it is only a government activity, and the second is defined as all forms of government activities involving the legislative, executive, and judicial. Legislative, namely power in the field of making laws. Executive, namely power in the field of carrying out everything mandated by law. Judicial, namely the power to keep the

law can be carried out as well as possible by the objectives. The implementation of government certainly cannot be separated from the term "Good Governance".

Good Governance is a management or state regulation based on values that lead to a good and right life for the nation and state. The basic thing about the concept of governance is that three stakeholders interact with each other and carry out their respective roles, namely the state or government, the private sector, and the community. The state or government functions to create a conducive political and legal environment. The private sector creates jobs and provides income to the state. The community plays a role in building social, economic, and political interactions including participation in economic, social, and political activities (Sumarto 2004 quoted by Aridhayandi 2018). Good Governance is closely related to leadership. Leadership is an important factor in a government. The creation of good governance is also closely related to leadership. A leader can determine or control the direction of a nation by making policies.

According to Katoch et al. (2017) quoted by Ambarwati, Mudjib, Lestariana, & Handiwibowo (2019), the function of the government is to provide services to the community based on the interests of the community, facilitate community affairs, accelerate the implementation of community interests, and provide satisfaction to the community. Furthermore, according to Rasyid (2000) cited by Labolo (2014) the functions of government, in general, are related to the functions of regulation, service, empowerment, and development. The regulatory function or regulatory function is an attempt to create conducive conditions for the continuity of activities and good social order in various aspects of people's lives.

The service function is an attempt to create justice in society, while the empowerment function is an attempt to encourage the community to be independent. The function of development is an attempt to create

prosperity in people's lives. However, the main function of the government is as a policymaker. All public policies are closely related to the interests of the community because the government has an important role in determining the fulfillment and service of community needs. The people are the shareholders of the state so government services to the community are a must. The position of the people is the holder of the highest power (Soewargono 1996 and Djohan 1998 cited by Labolo 2014).

2.2 Performance Theory

Performance is defined as the appearance, work performance, level of success, or achievement of a target that shows the implementation of the results of a group or an organization that is assessed based on certain measures of a performance measurement system (Wahyuni & Rosmida, 2016). Research conducted by Suharyo, Nugroho, & Bando (2021) related the performance of government organizations, the performance of government organizations can be seen from several elements, such as (1) *Productivity*. Government productivity can be seen in the success of the government in achieving the goals and targets that have been set in work programs. (2) *Responsiveness*. Responsiveness is how the performance of government agencies in providing fast and responsive services. In addition, the responsiveness of the government is also seen in the provision of facilities and facilities to the needs of the community. (3) *Responsibility*. Responsibility can be seen in the performance of government organizations in carrying out their duties by applicable regulations. (4) *Accountability*. Public accountability in government shows how much the policies and activities of public organizations are subject to political officials elected by the people. In this context, the concept of public accountability can see the extent to which the policies and activities of public organizations are in line with the will of the wider public. (5) *Service quality*. The quality of government services is how the level of service

relates to the expectations and needs of the community.

Based on the understanding of government performance above, government performance means a group of people in an organization with respective authorities and responsibilities to achieve goals or a group of people and individuals, namely civil servants who are in government agencies or institutions that carry out government functions or duties.

2.3 Political Communication

Political communication has an important role in conveying political messages to a wide audience because it is a measure of success for politicians or political institutions. Before we know further, it helps us to know in advance the definition of communication and politics itself.

Political communication has an important role in conveying political messages to a wide audience because it is a measure of the success of politicians or political institutions. Communication itself has several definitions, such as (1) *Communicare*, who participates or notifies. (2) *Communis*, which means common property or applies everywhere. (3) *Communis Opinion*, which means a public opinion or majority opinion. (4) *Communico*, which means to make equal. (5) Likewise, communication comes from Latin communication, namely "communis" which means the same. Same here means the same meaning (Roudhonah, 2007).

The definition of communication according to the terms put forward by many scholars who pursue Communication Studies as quoted by Roudhonah (2007) includes: (1). According to Carl I. Hovland, said that communication is a process in which a person (the communicator) conveys stimuli (usual symbols in the form of words) to change the behavior of other people (the communicant). (2) According to William Albig, communication is the process of operating meaningful symbols between individuals. (3) According to Harold D. Laswell (1997), communication is a process that explains "who", "says

what", "with what channel", "to whom" and "with what result or result".

Meanwhile, referring to Deliar Noer's opinion quoted by Heryanto (2010), politics is an activity or attitude related to power that intends to influence by changing or maintaining a form of community structure. According to Meriam Budiarjo quoted by Cangara (2009), politics is an activity carried out by a country that involves the process of determining goals and implementing these goals.

Political communication is part of the study of communication science. Political communication can be defined as the process of delivering symbols or communication symbols that contain political messages from a person or group to others to influence the way of thinking, attitudes, and behavior of the audience who is the target of politics (Cangara, 2009). Furthermore, according to Maswadi Rauf cited by Heryanto (2010) political communication as political activity is the process of delivering messages characterized by politics by political actors to other parties.

Political communication is concerned with the interaction between political actors, the media, and citizens, which is characterized by its persuasive and strategic character. The communication concept described by Harlod Lasswell in explaining communication is about "Who Says What In Which Channel To Whom With What Effect" ("Who conveys, what is conveyed, through what, to whom, and with what effect"), it is a widely used researcher in the field of political communication. These basic questions highlight the communication process in general and political communication in particular (Gonçalves, 2018).

Furthermore, according to Alfani (2015), the communication process concerning the five elements mentioned by Lasswell are interrelated elements. This is because each of these elements influences each other's success in achieving the goals of political communication activity. If one of the five elements of communication does not go well, it is possible that the purpose of a political communication

activity will not be achieved properly either. One of the goals of political communication is to build a positive political image for the community. This political image is formed from information received by the public directly or through political media such as mass media (Mughtar, 2016). Furthermore, according to Arifin (2006) quoted by Mughtar (2016), the political image is related to the formation of public opinion, because this public opinion is built through a political image. Meanwhile, political image is manifested as a form of the cognitive consequence of political communication. The formation of opinions about this political image will certainly lead to a public assessment of the performance of political actors, which in turn has an impact on the level of public satisfaction with the government's performance.

2.4. Elements of Political Communication

Political communication as part of communication science also consists of five elements as Lasswell said, namely "Who Says What In Which Channel To Whom With What Effect". The description of the five elements is as follows (Cangara 2009): (1) *Political Communicator*. Communication Politics is also related to political actors who are included in the government's legislative and executive institutions. Political communicator sources or actors are those who can provide information related to political content, such as the President, Ministers, Members of the DPR and MPR, General Election Commission, Governors, Regents/ Mayors, Politicians, and political party officials. In addition, role of Non-Governmental Organizations and pressure groups in the community that can influence the government can also be communicators in political communication. (2) *Political Message*. Political messages can be in the form of statements delivered, both written and unwritten, both verbally and non-verbally. Messages conveyed by political actors can be in the form of hidden messages or even openly containing political content. For example, political

speeches, party laws, election laws, political statements, political advertisements, articles, contents of books/ brochures/ banners/ billboards, and news about politics. (3) *Political Channel or Political Media*. Political channels or political media are tools or means that communicators use to convey their political messages. For example print media such as newspapers, and magazines. Electronic media such as television, film, radio, internet. Small format media, for example, leaflets, brochures, pamphlets, stickers, and bulletins. Outdoor media, such as billboards, snacks, billboards, flags, tassels, safety pins, logos, hats, vests, T-shirts, calendars, note blocks, and everything else that is used to build a good political image. (4) *Political Target or Target*. Political targets are all people who are expected to provide support in the form of voting for parties or candidates in general elections. (5) *Influence of Political Communication*. The influence of political communication is the occurrence of a common understanding between political actors and the community so that people can choose these political actors (communicants) when voting in general elections.

2.5. Community Satisfaction

Community satisfaction is a very important factor and determines the success of the implementation of public services because the community is the consumer of the service products it produces. Supranto (2011) quoted by Yusnaldi, Fahlevi SI, & Marlizar (2020) defines satisfaction as the level of one's feelings after comparing the results of perceived performance with expectations. Furthermore, Oliver (2014) was quoted by Yusnaldi, Fahlevi SI, & Marlizar (2020) state that community satisfaction is an important indicator to measure the quality of services provided by institutions or the government.

According to Yusnaldi, Fahlevi SI, & Marlizar (2020), there are three levels of seeing satisfaction. First, if the community feels that the perceived performance is below their expectations, the community will feel

dissatisfied. Second, if the community feels that their performance and expectations are appropriate, then the community will feel satisfied. Third, if the perceived performance is far above society's expectations, the community will feel very satisfied, happy, or unhappy. The government is an institution that is engaged in community service, so the community can assess its performance based on people's perceptions.

Measuring community satisfaction can use the assessment attributes of a product or service from the customer's point of view. According to Dutka (1995), community satisfaction can be measured through the satisfaction-forming attributes consisting of: (1) The relationship between value and price. The relationship between the price set by the business entity/institution that must be paid and the value/benefit obtained by the community. (2) Product value. Assessment of the quality of products or services provided by a business entity/agency. (3) Product benefits. The benefits obtained by the community from consuming products or services produced by business entities/agencies. (4) Product features. Product features are tools that can support the basic functions of a product. (5) Product design. Product design is the process of designing the appearance and function of a product/service. (6) Product reliability and consistency are the accuracy and reliability of products/services produced by a business entity. (7) A variety of products or services is the type of product or service offered by a business entity.

In this study, we measure people's satisfaction with government performance referring to the measurements described previously. Thus, the assessment of community satisfaction is related to the quality of products/services issued by the government such as policies, laws, regulations, and development programs. Then the assessment of the benefits obtained by the community from the policies/ regulations/ programs issued by the government, an assessment of the various kinds of

existing programs, and the accuracy of the program.

3. Research Method

This research is mixed method research with a descriptive approach. Mix method research is research that combines quantitative research methods with qualitative methods (Creswell, 2010). The design of the mixed method used is parallel or concurrent, where qualitative and quantitative data are collected at the same time and analyzed to complement each other. The research was conducted on residents around the University of IPB, especially in the Babakan Doneng (Badoneng) area, Dramaga Bogor.

The variables studied were the level of satisfaction of housewives with the Jokowi – JK government as the independent/ independent variable (x) and welfare in the household economy, as the dependent/ bound variable (y). According to Sugiyono (2009), the survey method is used to obtain data from certain natural (not artificial) places. The use of survey methods will make it easier for researchers to obtain data to be processed to solve problems which are the ultimate goal of a study. The steps that can be taken in surveying according to Singarimbun (2011) are: (1) Formulate research problems and determine survey objectives; (2) Determine concepts and hypotheses and explore the literature; (3) Sampling; (4) Making questionnaires; (5) Fieldwork; (6) Data processing; (7) Data analysis.

The population in this research was housewives who were around the IPB campus environment consisting of 10 housewives, aged between 30 to 35 years. The sample of this research according to Sugiyono (2009) is "Part of the number and characteristics possessed by the population". A simple random sampling technique is used if the population is homogeneous. Simply because the way of sampling from all members of the population is carried out randomly regardless of the strata or levels contained in the population. A simple random sampling technique is used when the population is homogeneous, simple because the sampling method from all members of

the population is carried out randomly regardless of the level in the population. Based on the reality in the field, a housewife consists of 10 people.

Data collection techniques using questionnaires and interviews. Data analysis technique using descriptive statistics. Descriptive statistics are used to find the mean (mean) and standard deviation (standard deviation). The data processing was carried out using the Excel 2010 and SPSS 21 programs. This technique is used by researchers because data collection is done by distributing questionnaires and processing them by calculating percentages. The use of research approach is based on the questionnaire used, namely: questionnaire data, questions that have options, namely: satisfied and dissatisfied.

4. Findings and Discussion

4.1 Overview of Research Locations

Dramaga Subdistrict is one of the sub-districts located in Bogor Regency, West Java Province. Dramaga District is the result of the division of Cinemas District. Previously, Dramaga was a ministry area when it was still part of the Ciomas District.

The administrative boundaries of Dramaga District are as follows: To the north, it is bordered by Kemang District, to the east by Bogor City District, to the west by Ciampea District, and to the south by Ciomas District. The distance from the center of the sub-district government to the farthest village is 8.2 km, the capital city of Bogor Regency is 30 km, the capital city of West Java Province is 120 km and the capital city of the Republic of Indonesia is 60 km.

The Government of Dramaga Sub-district consists of 10 villages, 34 hamlets, 71 RW (Rukun Warga), and 307 RT (Rukun Tetangga), spread over ten villages in Dramaga District. The villages in Dramaga District are as follows: Babakan, Ciherang, Cikarawang, Dramaga, Neglasari, Lightning, Purwasari, Sinarsari, Sukapeace and Sukawening villages.

4.1.1 Demographic Conditions

Dramaga Subdistrict has a population density of 3,526 people/km² with a

total population of 91,865 consisting of 47,180 men and 44,685 women. When viewed from the age group, the population of Dramaga District is mostly included in the productive age

group, namely the age of 20-55 years. The population of Dramaga District by age group is presented in the following Table 1.

Table 1. Distribution of Number and Percentage of Population of Dramaga Subdistrict by Age Group in 2008

Age Range (years)	Amount	Percentage (%)
0 – 6	10.532	13,11
7- 12	10.044	12,50
12 – 18	10.982	13,67
19 – 24	19.342	24,07
25 – 55	19.246	23,95
56 – 79	2.121	2,64
> 79	8.082	10,06
Total	80.349	100,00

Source: Dramaga District Monograph Data (2008)

In Addition, the percentage and number of population-based the religion adopted in Dramaga District consist of followers of Islam as much as 99.74 percent (91,624 people), Catholics as much as 0.12 percent (112 people), Protestants 0.11 percent (97 people), Hindus 0,03 percent (26

people), and Buddha 0.01 percent (6 people).

At the level of education, the population of the Dramaga Sub-district can be said to be still low. This is as shown in Table 2, very few of the residents of the Dramaga District have received education up to college.

Table 2. Distribution of the Number and Percentage of Dramaga Subdistrict Population by Education Level in 2008

Level of education	Total (Person)	Percentage (%)
Not yet in school	10.484	15,04
Not completed in primary school	9.408	13,50
Graduated from elementary school/equivalent	28.564	40,98
Graduated from Junior high school	10.515	15,09
Graduated from Senior High School	8.402	12,06
Graduated from Academy	673	0,97
Graduated from College	1377	1,98
Illiterate	272	0,39

Source: Dramaga District Monograph Data (2008)

4.1.2 Economic Condition

The working population in Dramaga District consists of 12,636 men and 9,419 women with a total workforce of 22,055 people. The population's

economic activities are dominated by activities in the agricultural sector. The economic activities of the residents of Dramaga District based on livelihoods can be seen in Table 3.

Table 3. Distribution of Number and Percentage of Dramaga Subdistrict Population by Livelihood in 2008

Livelihood	Total (person)	Percentage (%)
Farmer	9.889	47,19
Businessman	8	0,04
Craftsman	189	0,91
Small industry	185	0,89
Carpentry	308	1,45
Trader	4785	23,08
Driver	1904	9,18
Civil servant	947	4,56
Soldier/ Police	64	0,30

Livelihood	Total (person)	Percentage (%)
Retired	209	1,00
Other	729	3,51

Source: Dramaga District Monograph Data (2008)

The population's livelihood data above is an illustration that the productive efforts of the community, in general, are still running well even though the economic condition is being hit by the global crisis. Moreover, in Dramaga District there is a market as a center for trading activities for residents to meet their daily needs.

Economic activities in Dramaga District are also supported by the existence of several financial institutions. Several financial institutions that support community economic business activities in Dramaga District are: BNI, BRI, Mandiri Syariah Bank, West Java Bank, Amanah Ummah Syariah Bank, Bina rahmah BPRS, Aliya BMT, Tadbirul Ummah Syariah KBMT. In addition, the developing industries in Dramaga District consist of medium-scale industries (3 units), small industries (14 units), and home industries (25 units). Other businesses are hotels (1 unit) and restaurants (Dramaga District Government, 2008).

4.2 Respondent Profile

The general condition of the respondents observed in the study is

directly related to people's lives and may affect household satisfaction with the Jokowi-JK administration. This includes the respondent's age, gender, education level, profession/occupation, income, and the number of family members. The number of respondents in this study was 10 people.

The gender of the respondents consisted of 4 men and 6 women, it can be seen in Figure 1.

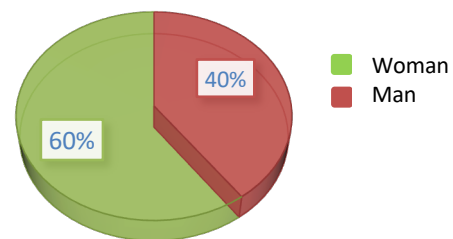


Figure 1. Number of respondents by gender
 Source : Primary Data (2018)

In addition, the age of the respondents is something that needs to be considered because it can affect their satisfaction with the Jokowi-JK government. The age of the respondents in this study can be seen in Table 4

Table 4. Respondent Age

Age (years)	Frequency	Percentage (%)
16 – 19	3	30.0
20 – 24	2	20.0
25 – 29	1	10.0
50 – 54	1	10.0
60 – 64	2	20.0
>= 65	1	10.0
Total	10	100.0

Source : Primary Data (2018)

The data shows that the respondents are spread from the age of 16 years to the age over 65 years. Most of the respondents are spread in the age range of 16-19 years as much as 30%. This age range affects his satisfaction with the Jokowi-JK government

because this age is very productive, so he is very critical of the environment and eager to improve his life. Young respondents have advantages because they are physically strong, while older people are wiser in making decisions. According to Soeharjo & Patong

(1973), productive workers have age between 15 to 55 years.

In addition, the level of education will also affect the satisfaction of government performance. This is

related to the level of the critical attitude of respondents to the government. The respondent's education level can be seen as shown in Table 5.

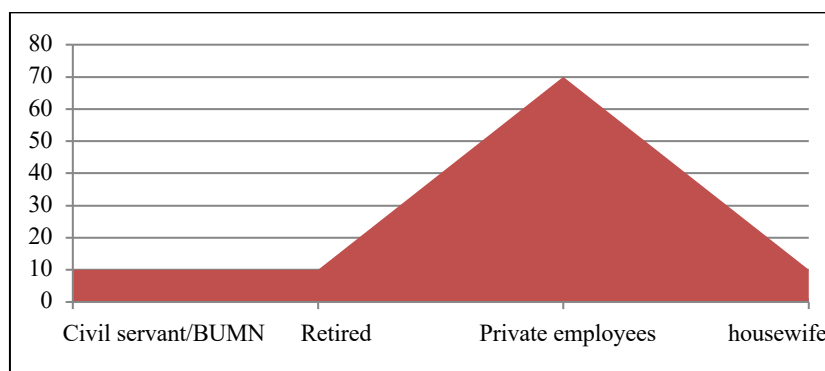
Table 5. Respondent's Education Leve

No.	Education Level	Frequency (person)	Percentage (%)
1.	Not completed in primary school	0	0,00
2.	Elementary school graduate	3	30,00
3.	Junior high school graduate	3	30,00
4.	High school graduate	4	40,00
5.	College	0	40,00
Total		10	100,00

Source : Primary Data (2018)

Most of the respondents' formal education was high school graduation, then elementary and junior high school graduates. So, it can be stated that the formal education of the respondents in the research area is still low in education, even though the environment where they live is close to the University of IPB.

Furthermore, the respondent's profession/occupation also influences the way they relate to the government. Based on the survey results, most of the respondents have jobs as private employees. The type of work/profession of the respondent is shown in Graph 1.



Graph 1. Types of Jobs/Professions of Respondents

Source : Primary Data (2018)

Meanwhile, the ethnic origin of the respondents is mostly Sundanese as much as 90%, and the Minang ethnic

group 10%. More detail can be seen in Figure 3 below. In terms of religion, all respondents are Muslim.

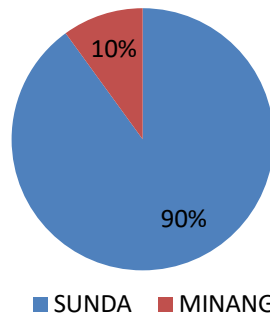


Figure 3. Origin of Respondents
 Source : Primary Data (2018)

4.3. Satisfaction with the Performance of the Government of Joko Widodo-Jusuf Kalla

The pattern of measuring the level of household satisfaction in the Dramaga Sub-district which is around Dramaga University IPB refers to the Kompas

Survey published on Tuesday, May 30, 2017. The first survey was conducted to find out in general about the satisfaction level of the Jokowi - JK government with the satisfaction level of respondents during the 2.5-year reign. The survey results are shown in Table 6.

Table 6. Overall Jokowi-Jk Government Satisfaction

Satisfaction level	Frequency (person)	Percentage (%)
Satisfied	10	100.0
Not Satisfied	0	0.0
Total	10	100.0

Source : Primary Data (2018)

Table 6 shows that the level of satisfaction of the community around the IPB Dramaga campus with the performance of the Jokowi-JK government is good. As many as 100% of respondents said they were satisfied with the performance of the Jokowi-JK government. They expressed satisfaction with Jokowi-JK in general because they felt that there had been progress in the field of transparency in state administration, an increasingly effective bureaucracy, and a reduction in the amount of corruption, firmness against illegal levies, and infrastructure development which were the main focuses of attention by the Jokowi-JK government.

Apart from this, in general, they expressed satisfaction with the performance of the Jokowi-JK government, this is because during the Jokowi-JK administration it was considered stable, better than the previous administration period. Most of the Ministers are considered to have worked in their respective fields and achieved several achievements that are recognized at the world level. One

example is the performance of Minister Susi Pujiastuti who dared to bomb the fishing boats. Development is also considered to be progressing, in the field of transportation routes, currently, the development is spreading to almost all islands in Indonesia that so far have not existed, for example, the construction of Trans Papua, Kalimantan, Sulawesi Makasar Railroad.

Meanwhile, in the field of education, there are many facilities for underprivileged students with smart Indonesian cards. However, when asked questions more specifically in several fields, the respondents answered quite a bit of variation. The first thing to ask is the level of satisfaction in the political and security fields, 8 people or 80% of respondents said they were satisfied, and the remaining 2 people, or 20% said they were not satisfied.

Another thing that affected satisfaction during the Jokowi-JK administration is seen from the political and security perspective. Table 7 shows the distribution of satisfaction with the

Jokowi-JK government from a political and security perspective.

Based on the respondents' open answers, the tendency of respondents to say they are satisfied with the political and security fields. According to

satisfied respondents, so far, although there have been demonstrations, everything is under control, there is no unrest that is out of control, and there are no demonstrations of conflicts between regions.

Table 7. Level of satisfaction with Jokowi-JK government's Political and Security aspect

Satisfaction level	Frequency (person)	Percentage (%)
Satisfied	8	80.0
Not Satisfied	2	20.0
Total	10	100.0

Source : Primary Data (2018)

Meanwhile, respondents who expressed dissatisfaction considered that in the security sector there were still many large and disturbing demonstrations of unrest. In addition, in the field of law enforcement, most respondents stated that they were not satisfied with as many as 6 people, or 60%. Meanwhile, respondents who stated that they were satisfied were only 4 people, or 40%. More details can be seen in Table 8.

Based on the respondents' open answers, the trend of satisfaction level

of the Jokowi-JK government in the political and security fields is because the law enforcement process from the KPK is running quite well. This is still in line with the survey of Indonesian people's satisfaction conducted by the Indonesian Survey Institute (LSI) in which 50.2% of Indonesians were satisfied with the performance of the Corruption Eradication Commission (KPK). In addition, there are 4.5% of respondents are very satisfied with the performance of the KPK (Bayu, 2020).

Table 8. Level of satisfaction in the field of legal enforcement of the Jokowi-JK government

Satisfaction level	Frequency	Percentage (%)
Satisfied	4	40.0
Not Satisfied	6	60.0
Total	10	100.0

Source : Primary Data (2018)

However, there are various obstacles, including several political figures who were involved in corruption cases and were arrested by the KPK, so their cronies will also defend them. This raises a question about the performance of the KPK because the performance of the KPK is less transparent. So, because of this, 6 respondents expressed dissatisfaction with Jokowi-JK's performance in the field of law enforcement.

In the field of economics, most respondents stated that they were dissatisfied with as many as 7 people,

or 70%. Meanwhile, respondents who stated that they were satisfied were 3 people, or 30%. More details can be seen in table 9.

In Table 9 respondents' open answers in the economic sector tend to be dissatisfied because respondents think that the poverty level is still relatively high. However, in the economic sector, the country's economy tends to be stable, and the number of imports of foodstuffs is not much, it is even possible that they are now actively exporting.

Table 9. Level of Satisfaction in the Economic Sector

Satisfaction level	Frequency	Percentage (%)
Satisfied	3	30.0
Not Satisfied	7	70.0
Total	10	100.0

Source : Primary Data (2018)

Furthermore, in the social welfare sector, most respondents stated that they were satisfied with as many as 8 people, or 80%. Meanwhile, respondents who stated that they were satisfied were 2 people, or 20%. More details can be seen in table 10. In Table

10, respondents tend to feel satisfied in the welfare sector, as many as 8 people or 80%. This is due to the Smart Indonesia Card for elementary school students to university students, the Healthy Indonesia Card, and BPJS.

Table 10. Satisfaction Level in Social Welfare Sector

Satisfaction level	Frequency	Percentage (%)
Satisfied	8	80.0
Not Satisfied	2	20.0
Total	10	100.0

Source : Primary Data (2018)

Meanwhile, respondent dissatisfaction was caused by the expansion of large rice fields that had not been running smoothly, there was still a lot of burning of plantation land, the eradication of illegal logging had not been maximized, and there had been no appointment of new civil servants in all sectors, there was still a lot of unemployment because employment in the private sector was also not optimal according to skill.

5. Conclusion

Based on the results of the study, shows that in general, the people around IPB University are satisfied with the Jokowi-JK government. However, when viewed separately, the level of community satisfaction around IPB University is quite diverse. The economic and law enforcement sectors have a low level of satisfaction with Jokowi-JK's performance, which is

30% and 40% respectively. Meanwhile, the social welfare sector as well as the political and security sectors have a high level of satisfaction at 80%. The government's performance is considered very good in the fields of politics and security, as well as in the field of social welfare. This citizen satisfaction is due to the existence of a healthy Indonesian card, on the other hand, dissatisfaction is influenced by the high unemployment rate. However, respondents tend to feel dissatisfied in the field of law enforcement, and the economic field. This is due to the high level of poverty and the lack of transparency in the performance of the KPK. Further research recommendations can measure the level of satisfaction in the next government as a comparison and evaluation of improvements to the leadership carried out.

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