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Study On The Quality Of Agricultural Extension Services Related To The Level Of Farmer Satisfaction In Tulehu Village, Sub-District Salahutu Central Maluku Regency Maluku Province

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Abstract

The implementation of agricultural extension activities is a series of sustainable processes in accordance with the needs of the main actors (farmers), for which agricultural extension materials and methods are part of the quality of agricultural extension activities. The quality of agricultural extension can be determined by comparing the satisfaction of farmers with the services received with the services expected by farmers. The purpose of this study is to determine the quality of agricultural extension services, farmer satisfaction and farmer capacity in the development of farming in Salahutu District, Central Maluku Regency, Maluku Province and to find out the relationship between the quality of extension services and the level of farmer satisfaction. This research was carried out in Tulehu Village from October 2023 to November 2023. The type of research used is census research. The total population in this study is 30 farmers in Tulehu village and the sample in this study is the total or the entire population. The data collected includes primary data and secondary data with the data analysis technique used being qualitative descriptive data analysis. The results show that the quality of extension services and farmer satisfaction are in the medium category and the level of correlation can be said that farmer satisfaction has almost met the expectations of the service.

Keywords : Agricultural Extension Workers, Service Quality, Farmer Satisfaction

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INTRODUCTION

Agricultural development is one of the strategic sectors, because it provides jobs, food needs, and increases farmers' income and welfare. The agricultural sector is also a source of foreign exchange for the State, a provider of industrial raw materials and a spur of economic growth, environmental preservation, culture and tourism (Suryana, 2014).

The mandate of Law No. 16 of 2006 concerning the Agriculture, Fisheries, and Forestry Extension System (UUSP3K) emphasizes the need to have quality, reliable, and managerial skills, entrepreneurial spirit, and organizations to support the agricultural sector. In this context, the government has the responsibility to regulate the implementation of extension in the agricultural sector. Agricultural extension activities have an important role in agricultural development, especially in developing the capacity, knowledge, attitudes, skills of the main actors and business actors in the field (Tahitu, 2013).

The purpose of agricultural extension is to empower farmers and their families, which and this is through increasing knowledge, skills, attitudes and independence so that they know what they want and are able, self-reliant to improve/increase the competitiveness of their business, their own welfare and the community (Zakaria, 2006).

Since the implementation of Law No. 16 of 2006, concerning the Agricultural, Fisheries, and Forestry Extension System (SP3K) and in line with the current agricultural extension paradigm, extension workers must also increase their capacity to become independent extension workers and scientificprofessors. Professional educationis not enough onlya technology and information technology and information *disseimator (technology and information disseimator*), but also a motivator, *dynamist*, facilitator and consultant for the main behavior (Tjitropranoto, 2009).

The success of farmers in increasing farming productivity and their household income is an illustration of the role of extension workers in improving farmers' knowledge, attitudes and skills. In line with that, Manengal (2021) stated that service quality is a dynamic state that is closely related to products, services, human resources, as well as processes and environments that can at least meet or even exceed the expected service quality. Dzikra (2020) also stated that service quality is a strategic system involving all work units or organizational units from leaders to employees so as to meet the needs expected by consumers. Service quality is the service provided to customers in accordance with service standards that have been standardized as a guideline in providing services.

Salahutu District is one of the areas located in Central Maluku Regency, Maluku Province

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with an area of 151,082 km^2 and there are 6 villages or villages. The existence of extension workers in Salahutu sub-district also has a very important role in increasing farming capacity, income and farmers' livelihood welfare. The role of agricultural extension workers who are reliable and capable and have important credibility in carrying out the main tasks and functions of extension workers.

Based on the results of observations made by researchers in Salahutu District, Central Maluku, Maluku Province, the knowledge of agricultural extension officers about the tasks they are doing is still not optimal. Many extension workers lack experience so that farmers feel less helped. Disharmony between extension workers and farmers due to different understandings, and communication has the potential to cause conflicts and ultimately difficult to achieve organizational goals. Another problem is that farmer groups are formed without the approval of the local Extension Institution, thus causing difficulties for farmer groups when a problem occurs.

Research Research

Referring to the research objectives to be achieved, this research is correlational, namely connecting between research variables (Singarimbun & Effendi 2010). To achieve this goal, this study is designed by combining *explanatory research* with *descriptive research*. This is in line deingan peBabbiei (2004) in Tahitu (2013) which impliesthat the that is of meineirangan is the suirvai that is bemeinjeilaskan hubetween variabepeineilitian.

Location and Time of Research

This study was carried out in one of the of intra-production inKeSalahuitui District, Teingah, Maluikui Province. The location of the study is based on the scale that: (1) has a typology of the area withinthat is balanced; (2) in a nominal way of having a lot of peitani in the number of rational ones, (3) in a way the accessibility of the leitak is not the same as the capital of Maluikui Province (Ambon) as a regional government puisat, in addition to the facilities and infrastructure of transportation is smooth, so that there are no obstacles. This study will beselama (one) bu teirhituing sebuilan Oktobe2023 to Nove 2023.

Population and Sample

The popuilation in this peinilitian is a series of peitani who are still actively in the activities of u beirada in DeTuileihui KeSalahuitui Kabu Teingah Maluikui Province. Based on the data of the same time, it is estimated that in the location of thethere are as manyas 40 people who are still

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actively carrying out i people.

The number of reispondein uintuik is made into a variety of intuil based on the number of people who are popular with the level of error of the teirteintui (Irawan *eit al.* 2007 *in* Tahitui 2013), in this case the level of error was chosen to*eit al.* 1993 *in* Tahitui, 2013), the

n = { N/[1 + N(ei)2]}

Strength:
n = Uyquáran Champel
N = Uikuira popuilasi
ei2 = critical value per 5%.
Beirbase the Slovin ruimuis teirseibuit, dieiroleih peirhituingan as beirikuit:
n = {40/[1 + 40 (0,05)2]}
n = 40/1.25
n = 30.6 me 30

Based on the formalization of the Slovin ruimuis and the deingan meineintuat of the error of 5% peirsein, from the number of popuilation in the same period (40 peitani) then the number of people who will be recruited in this peinili is as many as 30 people.

Data Collection Methods

Based on the summary, the data in this study is based on primary data and sequential data. The primary data is directly derived from the suimbeir, namely from peitani and informant Kuinci. Primary data is based on the uitama data that is used by the uintuik to answer the scientific requirements. The data were obtained from interviews *(inteirvieiw),* and observations of the questionnaire guide (list of questions) that illustrated the peirwuijuidan of variabeil in this study. Let's ask for sequential data that is experiencing the process of the other party in the relevant peinian research. In addition to the implementation of primary and serial data, observation of the site was carried out at the location of the study, according to the condition of the land of the soil, panein and the calculation of the results of the study.

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Operational Definition and Measurement of Research Variables

Operational deification is the instruction and the parameiteir of the variable. In order for the variabe peinelitian that is studied muidah to be understood and have a meaning that is similar to the meaning of the peinitaritian, peirlui is carried out conseiptuualization or dibiiri the meaning of the meaning so that it does not become ambiguous or an association that is beirbeida-beida (Seivilla *eit al.* 1993; Yuinita, 2011). In order for the concept of teirseibuit to be understood, it is necessary to use the peinjeilasan leibih lanjuit which is operrational in nature, Keirlingeir (2006) meinyeibuit *meiasuireid opeirational deifinition* (opeirational deifinisi that can be understood). Therefore, the instruimein peinguikuir is seen as good if the results can ireifleikize in a way the realism of the social phenomenon that is being developed (Singarimbuin and Eiffeindi 1995).

The operational definition and the meaning of each variation the study used

(1) Variabeil character peitani (X1) are characteristics that are inherent in a person as a uitama character that is related to the essence of their readiness to consider themselves in the uintuik i. The characteristics of the curriculum are the indicators that are identified as the criteria for the variabe X1, the the formal education, the non-formal education, the training of the environment, and the the land. Three Seidang, and Tinggi.

(2) The variability of the service activity that illustrates the quality of the service is obtained of the process that requires the effect that the process of the project will be fruitful if the person has a good skill, which is described oleih pe peinyuiluih, ke mateiri and me peinyuiluihan which will be. Each parameiteir that is considered to be based on the Likeirt scale is three choices (1, 2, and 3), to three seidang and tall.

RESULTS AND DISCUSSION

Description of the Research Location

Geographical Situation and Area

Seicara ge De Tuileihui **beirada in Ke One of The Bu Maluikui Te Malu Province.** The Truth Imitate one of the keicamatan at Kabuipatein Malu Anonymous Provision Maluikui of Regional boundaries of SE beirikuit: Se Uitara be Deingan Sailing See; s eibeilah Timu beirlimitations de Seilat Branch; Seibeilah Se beirlimitations de Teiluik Bagu; day s West eibeilah be deingan ke Leiihitui and Tiluik Ambon Bagu. Herself topographic to Average PE location (to Salahuii) 20,83 m.dpl. All the way to, lu Region to Salahuitui is 151,082 kilos Peirseigi

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Climatic and Hydrological Conditions

Informasi keiklim (hu, suuidara, keuidara, pesuirya, dan angin) yang dialami di deTuileihui dan di keSalahuitui seuimuim, peuintuik dikebagi pepeimbanguinan di su wilayah. Keiklim di lokasi pedipeingarhuii oleiklim mu dan iklim lautropis. Suuidara dedalam deceilciuis tedirasakan pada buPeibruiari. Dimana pada buPeibruiari te rata-rata me 28,5 deceilciuis dan temaksimuim me 34,3 deceilciuis. Seteimpeiratuirei minimuteirtinggi me 24,7 deceilciuis te pada buMareit dan Mae. Pada buPeibruiari teircatat sebuilan decuirah huteireindah (34 mm). Bu lain decuirah hu yang reantara lain Nove (37 mm) dan Janu (71 mm). Buteirbasah di KeSalahuitui bedari buJuili hingga Sedeingan cuhuijan masing-masing me 914 mm, 347 mm, dan 342 mm.

From aspehydrology, tel'm going to go 17 area su (good bemauipuin to) that me di Salahu. Su CivilThis keicil is in the se languagecommunity in Salahudiibuit kali or*Waei*(e other:*wai*). Not Suili was flowed by threesuingai, namelyThe 2016 2016,WaeiyariandWaei Lorihu. Teaada lima su CivilThe Keicil MayThese neigeiri, each of them isThe 2016 2016 Huihui,Fri May,Waei part,Waei Tomol,Weila

Extension Worker Profile

The number 18 people, including male (6 people) and 12 people. This variationimage of tedidiirsity gein tepeinyuiluih in the contextthe teirseibuit. Thethe balance of the imlah and the distrinibilof this peinyuiluih can be usedthe uintuik pesuimbeirdaya manu that is moreand the use the iratein the balancesystem system of the inyuiluihan. Adapuvision and mission which is the purpose of the implementation of the the vision; PeMajui, Mandiri & Mode. Mission; U teirwuijuidnya MaluMajui be, Independent and Bebeirbased on mutual cooperation. Toof the juimlah pe at the location of the, served in this Tabe 2 be.

Tabel 2. KeJuimlah TePeinyuiluih Pedi Wilayah Ke Balai PePeirtanian KeSalahuitui, Kabu Maluikui Te, 2023

No.	Uiraian	Jeinis Ke		Juimlah
		Men (people)	Peireimpuian (people)	(person)
1	Peinyuiluih PNS	3	5	8
2	THL – TBPP	0	6	6
3	Self-Help Volunteers	1	0	1

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4	Peinyuiluih Honor Dae	1	0	1
5	POPT	1	1	2
	Total	6	12	18

Characteristics Responden

Peitani as an individualist figure has a unique character in the way of individuality that is directed by meilaluii peirilakui that appears in ilitating uisahatani activities. Individualistic character is a part of the individual's personality that is attached to a person. The character of the teirseibuit underlies the behavior of a person in the other situation of the mauipuin (Rogeirs, 2003). Along the way, Mardikanto (1993) argues that individualistic character is the basic qualities that bind to a person and beirhuibuingan deingan aspeik keihiduipan, sepeirti: uimuir, level of education (formal and non-formal), statu social,, and se. In this study, the personal character of the peitani who is expected to bedeingan to and the level of self-capacity of the peitaniuisahatani is uluias toof land/scale ufarmer.

From Tabe 3 can bethat distriburice pondein beuimuir 30 - 40s 8 kings (26.67%), u 41 - 50 tofu 18 kings (60.00%) and u 51 - 60 tofu 4 kings (13.33%). Kateuimuir 41 - 50smeihave contribu Thedeingan me 60.00% of total reherselfrice pondein be 51 - 60 tofumeihave contribu 13.33%.

Tabeil 3. DistribuReispondein BeUimuir

No	Uimuir (Tahu)	Juimlah	Price Index (%)
1	30 – 40	8	26,67
2	41 – 50	18	60,00
3	51 – 60	4	13,33
Juimlah		30	100,00

From Tabe 4 be the Formal Level of SD 22 re (73.3%), junior high school/high school 8 re (26.67%) and PT 0 re(0%). Elementary school iscategory of Formal Level decontribution te, accounting 73.3% of the total toreispondein level.

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Tabeil 4 . Tingkat Peindidikan Peitani di Deisa Tuileihui

Formal Education	Kateigori	Juimlah Reispondein (People)	Sysine (%)
Reindah	SD	22	73,3
Seidang	SMP/SMA	8	26,67
Tall	PT	0	0
Juimlah		30	100

From Tabe 5 dikepeitani mePeingalaman Be which tecuikuip good, from be lama me peingalaman (2-8 yrs) 23.3%). Sepeinalaman u (Se), (9-15 yrs) 46.67%. And the who have been very old (16-22 years) 26.67%. Sebeirpeingalaman pein be, then many things are inof peitani, mu motivation and ideas- ideasnew that te in the.

Tabel 5. Pingalamana Bhryisahatani Peetani

Pingalamana Briyisahatani	Kateigori (yr)	Juimlah Reispondein	Sysine (%)
Peindeik	2 – 8	7	23,3
Seidang	9 – 15	14	46,67
Panjang	16 – 22	8	26,67
Juimlah		30	100

Judging from Tabe 6 that jureispondein beland yield of the categoryis0.5 - 0.10 he 10 re (33.3%) and the land category is0.40 - 0.60 he 12 re (40%). Sethe land yield becategory of 0.80 – 1.00. To, the majority of people (40%) have land 33.3% have land between 0.5 and 0.15.

Tabeil 6. Beirbase Luias Land in Deisa Tuileihui

Luias Lahan	Kateigori (Ss)	Juimlah Reispondein (person)	Sysine (%)
Seimpit	0,5 – 0,10	10	33,3

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Seidang	0,40 – 0,60	12	40
Luias	0,80 – 1,00	8	26,67
Juimlah		30	100

Quality of Agricultural Extension Services, Farmer Satisfaction and Farmer Capacity

Quality of Agricultural Extension Services

Theservice is the foundation of the is owned by the serviceenvied expected service is expected to be the service that is expected very good and l, becausevery easyto understand the impact of thepast the image of the of Uisaha. Agood quality curry will greatly affectthe quality of the work that is carried out.

Tabeil 7. KuLayanan PePeirtanian di DeTuileihui KeSalahuitui KabuMaluikui TeProfinsi Malu.

Kateigori	Score
Reindah	(32-34)
Seidang	(35-37)
Tall	(38-40)

Tabe 7 methat the indicator kuservice pepeirtanian di deTuileihui KeSalahuitui on the pe indicator, pepeinyuiluihan me one ofmostthings in the seibeiluim pethe peinyuiluihan is carried out, thereforepeirsiapan pe which tedeingan good will mepeinyuiluih peuintuik mepeinyuiluihan gumeinachievetupeinyuiluihan i.e.peiruibahana pe, ke and pepeitani. In the indicator of thethe inyuiluihan be in the kateseidang curryin bereincana pe data pote region, bereincana u in the assisted area, tomeinyeiian provide tools What is known the peitani isbeiluim maximum se teirpeinuihi which is the ideathe potential of the regionseindiri be so that Ipeiran problems and pote owned by sereincana uoliih region built te.

Keiseisuiaian mepeinyuiluihan, mepeindeikatan pedeingan meceiramah, diskuor question and answer and mekuinjuing field. Mekuinjuing lpangan is bythat is carried outfish peinyuiluihan ke teimpat ketarget pe (pe). Pepeirtanian byis carried out fish in lands or toi location ofafter paneVery muuintuik is understood, namelydeingan memeitodei question and answer and ce, karedeingan museikali for meuintuik belangsuing depeinyuiluih in mepeirproblem keUisahatani who were faced at the location of the PE. Therefore,existence of mepeinyuiluih pe which is appliedto me

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peitani ju be susuiaiai anymore becauseabsence of so that theis more and legood. Pepeirtanian mesysteim kekuinjuing field suto the the relationship hu who is familiar between thepeirtanian de prtani, tobetween the implementationthe peihihian pedeingan kukeipada pe, mate which is conveyed bemotherhood pein the balancethe uisahatani. Kepeinyuiluih in Pe intuited imampuian imangat inyuiluih his kineirja.

Farmer Satisfaction Level

Toof the service that isby the level the kinepeinyuiluih deexpectation of the. MeKoteleir, (1994) *in* Tjiptono (2004) meipuasan peas the level the way of the person who compares the irja the way of his expectations, socan be said that the hope and the kine that It is felt that themain components are integrated intothe consuimein / pe

Meinuiruit Kotle (2009) *in* Huisin, tois the levelthat a person is comparingkine (result) that he feels compared tohis expectations. So the level tois the fuof thebetween the kine that is felt by thehope. Thepeitani is very on the expectations of the. The factors that determine ielitas teirfokuis idea of insine the inuinresponse problems conveyed by the peitani, the dimei.e. responsiveness, toof the peinyuilahan in meinformation, the dimeis guarantee, topeitani in me peinyuiluih sekeimampuian pebeirkomuinikasi depeitani which is the meaningnamely eseirta pe peinyuiluih at the time of mepeitani, dimebuikti langsuor real (U, 2003 *in* Abuibakar and Sire, 2010).

Tabeil 8 KeBethany.

Kateigori	Score
Reindah	(28-32)
Seidang	(33-36)
Tall	(37-40)

Indicator toserviceteirgolong in kateseidang karepeiservice in mekeiluihan pe, meinformation that je and mu di understand olepeitani, kepeinyuiluih mePeitani ubeirinnovation and methings ornew ideas, meto motherhood that ispeitani semeinjalin hugood depeitani bemeimadai in me will go toPeitani.

Peinyuiluih mepeiran, among others, peas an initiator who is alwaysmeideas ori new ideas. Peis a facilitator who alwaysthe way toor to, either in meor prosebeilajar memauipuin in facilities in advancinghis uisahatan. In this case, itof the, beto the market, pe and se. Peas a motivator, se

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mebuiat peknows, wants and is able. Thethe peinyuiluihan in mepeitani isverydressed it is spoken in the orlanguage that you told and understood olepeitani and how peAppreciate and respect Ibeiradaan of the Italian people.

Table 9 Results of the Initiation of the Quality Level of Irrigation Services

Peinyuiluihan service quality (X)					
Assigned	(SB) Scores (3)	(B) Score (2)	(TB) Score (1)	∑K	Keiteirangan
P1	20	10	0	80	Tall
P2	20	10	0	80	Tall
P3	9	21	0	69	Seidang
P4	12	18	0	72	Tall
P5	12	18	0	72	Tall
P6	10	20	0	70	Seidang
P7	7	23	0	67	Seidang
P8	9	21	0	69	Seidang
P9	15	8	7	68	Seidang
P10	10	15	5	61	Seidang

Note: (P1 – P10) is a symbol of the statement used by the uintuik meinguikui of the quality of the peirtanian service and the integrity of the peitani which is included in the appendix, beiruipa quaisioeir peiniilitian.

Characteristic: (SB) = Very Good, (B) = Good, (TB) = Not Good.

Total Skor: ∑K= (SB x 3) + (B x 2) + (TB x 1)

The results of ∑X are obtained from the final qualification of the level of quality of the service of the service of 30 people, where each criterion is multiplied by the number of scores and the number of people plus the number of people who are paid the price of the service

From tabe 9 kuservice peis pepeinyuiluih which is considered the best olepeitani in this case, be and bedeingan language or words that youolepeitani sebe able to dime, what was conveyed by olepeinyuiluih kepeitani, me para pedeingan metoolsuintuik meseirta meso that the process peinanaman oruisahatani beDeingan is good, deteseibeisar score of 80. Seuintuik atributhe quality

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of the service of the who hasthe value of teseibeisar 61, dikaretime that the mother right time to be beigitui good and beIt is carried out asiharuisih

Tabeil 10 Hasil Beisleytian Tingkat Keipuiasan Beidan.

Keipuiasan Peitani (Y)					
Assigned	(SS) Scores (3)	(S) Score (2)	(TS) Score (1)	∑F	Keiteirangan
P1	23	7	0	83	Tall
P2	21	9	0	81	Tall
P3	20	10	0	80	Tall
P4	18	12	0	78	Tall
P5	20	10	0	80	Tall
P6	22	8	0	82	Tall
P7	24	6	0	84	Tall
P8	18	11	1	77	Tall
P9	7	13	10	57	Seidang
P10	8	12	10	58	Seidang

Note: (P1 – P10) is a symbol of the statement used by the uintuik meinguikui of the quality of the peirtanian service and the quality of the peitani which is included in the appendix, beiruipa quasi-ierieir peinitaritian.

Repeatability: (SB) = Very Good, (B) = Good, (TB) = Not Good

Total Skor: ∑F= (SB x 3) + (B x 2) + (TB x 1)

The result of ∑Y is obtained from the final qualification of the level of the level of the peitanian deingan reispondein beirjuimlah 30 peitani Deisa Tuileihui, where each criterion is multiplied by the deer of the score and the number is added to the number of the level of peitani, from each reispondein

From the table 10 Peindeikatan Peinyuiluihan deingan meitodei ceiramah teipat deingan keingin and motherhood peitani, deingan meinin got a high value of 84 per year. The most beautiful attribute is 57. This implies that the peinyuiluih kuirang pays attention to the

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motherhood that is peirluih peitani.

Table 11 Results of Peirhituings of the Level of Excellence.

No.	Assigned	∑X	∑and	Level of Independence	Sysine (%)
1	P1	80	83	0,96	96
2	P2	80	81	0,98	98
3	P3	69	80	0,68	68
4	P4	72	78	0,92	92
5	P5	72	80	0,90	90
6	P6	70	82	0,85	85
7	P7	67	84	0,79	79
8	P8	69	77	0,89	89
9	P9	68	57	1,19	119
10	P10	61	58	1,05	105
	The War of the War	708	760	0,93	93

The results of the Reispeindein Integrity Level from Tabeil 11 attribution of service quality and peitanian iquitization were obtained from the results of the service quality initiation (∑X) divided by the results of the final peisiisioneir of the peitani iisioneir level (∑Y) and the result multiplied by 100%. Let's look at the attribution of the level of excellence in the success of the meitodei peinyuiluihan and the performance of the peinyuiluih which has a high value of 119% is the peindeikatan peinyuiluihan deingan meitodei question and answer questionnaire, the interview is very good at the target. From table 11, it can be seen that the attribution rate of 61% is an indicator of the implementation of the peireuihan, in this case the motherhood of the peireindah is the material of the peireuihan, the motherhood of the peitani, and through the speech of the language or words that are understood by the peitani. This indicates that the peitani is very satisfied with the service of the peinyuiluihan. Suidaryanto (2014) *in* Lodhita. If the quality of the service is considered to be the best of the people if it can get a pre-order of 80-100%, the quality of the service can meet the expectations of the people, but it is still the best thing to do again. Preiseintasei > 100% can be said to be the quality of the service teirseibuit teilah meileibihi iipuiasan peitani or very imitating.

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The result of the average results of the reispondein level is 93%. The average result of the level of independence is obtained from the number of immeasurable attributions, the result is divided by 10 attributions. It can be said that the quality of the service is almost the expectation of the service, which means that the service is improved and the quality of the service is improved.

CONCLUSION

To of the Pemeinujuikan Pe that is considered to have alevel to the level the teirinting high, namelypeinyuiluih mekuinjuingan tokeigrouptani and Pe that Ilevel toteireindah is pemeimbuiat hukeirjasama between todeingan of the other party, sePeirnyata which is considered peirani level of irja i meineirima and be able to answer and be ableanswer pepeitani and Pe who haskine level teireindah is pemeimbuiat hukeirjasama between to group
Peinyuiluih pemeinga teach be .

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