Research Article

Galuh Setyawati[1]*, Rojuaniah[2]

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

*Corresponding Author: **Galuh Setyawati:** Esa Unggul University, Indonesia; galuhsetyawati27@student.esaunggul.ac.id
Rojuaniah: Esa Unggul University, Indonesia; rojuaniah@esaunggul.ac.id

Abstract: *The COVID-19 pandemic is a global threat to public health that causes economic disruption, this also has an impact on the government sector, especially public administration services. Public service facilities play an important role in the human resource strategy that can be implemented by the UP PKB DKI Jakarta transportation office by providing good available facilities to provide service satisfaction for the community. The purpose of this study was to improve the quality of services to the community during the COVID-19 pandemic. This type of research is quantitative with Purposive Sampling technique which is distributed through questionnaires to 105 respondents of the KIR test at the UP PKB DKI Jakarta transportation office aged 18-55 years and located in the DKI West Jakarta area. Primary data analysis was carried out using the Structural Equation Modeling (SEM) method. The results of the study obtained H1: The impact of COVID-19 has a positive effect on service satisfaction, H2: New Normal Policy has a positive effect on service satisfaction, H3: Public Service Facilities have a positive effect on service satisfaction, H4: The impact of COVID-19 has a positive effect on the New Normal Policy, H5: The New Normal Policy has a positive effect on Public Service Facilities. This research contributes to the UP PKB DKI Jakarta transportation office in maintaining and improving service satisfaction. It can be seen from several factors formed from community complaints to be evaluated optimally and measurably. For further research, researchers suggest being able to expand the research area and look for objects in other fields.*

Keywords*: Impact COVID-19, New Normal Policy, Public service facilities, Service Satisfaction.*

Introduction

Based on official Presidential Decree Number 11 of 2020, the Republic of Indonesia has declared a public health crisis status related to the COVID-19 disease in Indonesia and the Government has issued official regulations, namely PP Number 21 of 2020 which aims to limit social activities on a large scale in an effort to speed up handling of the disease. COVID-19 in Indonesia (Minister of Transportation, 2020). In meeting the community's need for easy, fast and affordable public administration, public service providers must make a commitment. Public service providers need to conduct assessment surveys of public service beneficiaries as a step to find out the extent of their satisfaction with the services provided (Ministry of Finance, 2022).

Facilities can also be interpreted as a means of a method to make it easier to carry out its functions (Gaol et al., 2020). Apart from that, according to Moenir in Rifani (2021) exploration, facilities are something that is used, applied, applied by employees, whether related to direct work needs or to ensure the smooth running of work. In this regard, the office will work to arrange complete facilities, infrastructure and facilities to make it easier to provide services to the Indonesian people. With the widespread infection of the COVID-19 virus outbreak, adequate supporting facilities, infrastructure and facilities are needed to be able to stop the spread of the COVID-19 virus infection.

Towards the end of 2019 the corona virus pandemic immediately became a global threat to public health, more than 153 million people had been infected with the corona virus which had claimed more than 3.2 million lives (Chen et al., 2021). The COVID-19 infection has turned into a terrible pandemic. In a short

Galuh Setyawati et al

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

period of time (very quickly) the global COVID-19 outbreak has spread to many countries throughout the mainland (Junaedi & Salistia, 2020). Since its emergence, the COVID-19 virus has become the main cause of death overall and has been implicated in causing many additional deaths (Chen et al., 2021). Data available in Indonesia since around 10 May 2020 shows that the number of people who tested positive reached 14,032, starting from when the first case was discovered on 2 March 2020 (Gaus et al., 2020). The emergence of the COVID-19 virus has caused economic disruption. This has also changed buyer behavior (Patma et al., 2021).

Community mobility is one of the causes that accelerates the spread of the COVID-19 virus (Mulyanti & Vionesta, 2015). To minimize the development of the pandemic, governments around the world have created various prescribed policies, measures and public services (Chen et al., 2021). In early March 2020, the central and regional governments announced various policies. Among other things, restrictions on social interactions (social distancing), implementation of work from home (work from home) for the majority of State Civil Apparatus (ASN), temporary suspension of activities in places of worship, as well as appeals to the public to stay at home and reduce economic activity in outside the house (Nurfatimah, 2021). The Minister of Transportation has issued regulations to regulate transportation control to prevent the spread of COVID-19 in Indonesia (Minister of Transportation, 2020). In a crisis, public administration services provided by government agencies are the first thing to respond to the crisis and the service process is also a risk communication process with the public to help managers improve services further (Chen et al., 2021).

The pandemic has increased the need for greater understanding and integration of governance, technology and societal attitudes (Shaw et al., 2020). Regular use of public transportation can be affected by the risk of transmitting COVID-19 symptoms (Steinwender et al., 2022). The COVID-19 pandemic has had an unprecedented impact on local and regional transportation networks throughout Indonesia, especially the capital city of Jakarta (Yao et al., 2021).

The drive thru system is one of the systems developed by the DKI Jakarta Provincial Government with the aim of improving the quality of service to the community during the COVID-19 pandemic. This service, also known as Lantatur (No Drop Off Service) in English is called Drive through or Drive Thru, is a form of business that serves customers waiting in their vehicles. Orders are taken and goods or services are served through a window or microphone, while the customer remains in his or her vehicle. In 1940, this method was first introduced in the United States, and then spread to various other countries (Sa'adah, 2020).

Previous research in the health sector has discussed the relationship between variables regarding job satisfaction for medical staff during the COVID-19 pandemic and hospital policies (Yu et al., 2020). And in the research of Almeida et al. (2022) analyze the Impact of COVID-19 on the tourism sector, with a focus on the hospitality industry and how these changes will influence the response of the sector and businesses.

Deriba et al. (2020) analyzed the impact of COVID-19 on patient satisfaction in North Shoa which resulted in very low patient satisfaction levels. Chen et al. (2021) conducted research in the health sector regarding the variables of public service satisfaction regarding perceived quality, the COVID-19 disaster situation, policy expectations and pandemic prevention. Handani et al. (2022) have conducted research on the impact variables of the COVID-19 pandemic on the hotel industry sector. Brooks et al. (2020) conducted research on the impact variables of the COVID-19 pandemic on human health psychology. In research, Zilincicova & Stofkova (2020) conducted an analysis of the impact of COVID-19 on the regulations of the Government of the Slovak Republic.

In research by Chen et al. (2021) still found a gap regarding the satisfaction of people affected by the COVID-19 pandemic with the policies and services provided by the Government. Meanwhile, in Deriba et

al. research. (2020) with the existence of public service facilities such as indicator signs and directions, availability of alcohol, hand sanitizer, availability of medicine, as well as the implementation of policies such as maintaining distance / social distancing, the impact on patient satisfaction during the COVID-19 pandemic in North Shoa is unknown. And in Rifani (2021) research, an analysis of public services during the pandemic has been carried out, but there is still a gap because the impact that occurs during services during the pandemic is unknown by implementing several New Normal policy standards and facilities/infrastructure that have been recommended by the Ministry of Health.

Based on previous research above, testing service satisfaction during the COVID-19 pandemic in the health, tourism and hospitality sectors and in research models during this pandemic, it is still rare to discuss the relationship between these three variables in the government sector. So, in this research model, the researcher wants to develop variables regarding the impact of COVID-19, New Normal Policy and public service facilities on satisfaction with Drive Thru administrative services carried out in the Government sector at the DKI Jakarta Transportation Department.

It is hoped that this research can provide a valuable contribution to readers in the field of economic management theory and science, as well as provide a better understanding of improving quality services during the pandemic in the government sector related to public administration services.

Literature Review

Impact COVID-19

COVID-19 is a respiratory disease caused by the "SARS-CoV-2" virus (Almeida et al., 2022). On March 13 2020, the disease outbreak was declared a pandemic by WHO and Europe became its epicenter (Almeida et al., 2022). According to Yuliana in research by Gaus et al. (2020) Coronavirus Disease is a type of RNA virus with one positive sequence that infects the respiratory tract, characterized by symptoms of cough, difficulty breathing and fever. Most people and organizations are affected and experience increased anxiety, stress and panic, for example, the public or consumers identified the phenomenon of "panic buying" during the pandemic (Irawan et al., 2022).

According to research by Alhosani & Liravi (2021), the COVID-19 pandemic has greatly affected all countries and paralyzed many services provided by the government. Research Dube et al. (2021) analyzed the impact of COVID-19 on the aviation sector worldwide. The research found that the pandemic had a tremendous impact on global aviation, with many airlines and airports experiencing downgrades, liquidations and bankruptcies due to high costs associated with travel restrictions. Because the COVID-19 pandemic has changed customers' eating and consumption behavior, it is necessary to consider the COVID-19 pandemic as a context factor influencing customers' online food delivery services (Jun et al., 2021).

New Normal Policy

Public policy is a doctrine by which the legal system enforces the obligations of norms on society and all its actors. Public policy is an obligation for Member States to implement certain parts of the law (Akkermans, 2019). In the research of Sukwadi et al. (2022) The impact of this global pandemic has encouraged passengers to comply with established health protocols, such as wearing masks, maintaining a safe distance, always carrying personal hand sanitizer, not being allowed to sneeze carelessly, etc., when entering the station. So that passengers feel safe and protected, companies must provide the best quality service.

Galuh Setyawati et al

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

In the Decree of the Minister of Health of the Republic of Indonesia Number HK.01.07/Menkes/382/2020, there are provisions and instructions regarding handling COVID-19 for the Indonesian people to make changes in lifestyle by adopting a new order and adaptation of habits (New Normal) to enable a productive life. and protect yourself from transmission of COVID-19. Discipline in implementing the principles of a cleaner and healthier lifestyle is a key factor in efforts to suppress the spread of COVID-19 in society, so it is hoped that this outbreak will end soon (Minister of Health, 2020).

Public Service Facilities

Facilities are means used to expedite and facilitate the implementation of certain functions. Facilities are individual elements of the offer that can be easily added or removed without changing the quality and model of service provided (Nurfatimah, 2021). According to Moenir (2020) Service is basically related to fulfilling the needs and rights inherent in each individual or organizational group, both on a personal and universal scale. Public services are very important in the implementation of government administration and are also an opportunity to increase regional income.

To prevent the spread of the COVID-19 virus through droplets in work areas that are in direct contact with customers, face dividers have been installed on tables. Apart from that, in every room there is also a hand sanitizer available so that the public and employees can easily clean their hands after touching objects or carrying out other activities. In an effort to prevent the spread of the COVID-19 virus, the DKI Jakarta Transportation Agency has provided masks for test takers or employees. who forget or do not bring a mask when receiving or providing services at the main entrance. They also have a waiting room with seating capacity that is only used up to 50% in accordance with health protocols. Apart from that, the DKI Jakarta Transportation Department routinely sprays disinfectant in every office room after completion of service, to sterilize existing viruses or germs. With these various facilities, infrastructure and facilities, the DKI Jakarta Transportation Agency has provided important support in preventing the spread of the COVID-19 virus.

Service Satisfaction

According to Wilkie in Nurfatimah (2021) community or customer service satisfaction can be defined as an emotional response to evaluating the experience of using a product or service. According to Boulding et al. Service quality as assessed by customers is divided into five dimensions, namely reliability, responsiveness, assurance, empathy and direct evidence (tangibles) (Afthanorhan et al., 2019). Meanwhile, according to Lewis & Booms in research by Nurfatimah (2021), service quality can be measured based on the extent to which the level of service provided meets or exceeds customer expectations. In Chien & Thanh's (2022) research, it is explained that the Vietnamese Government implemented the Public Administration Service Satisfaction Index (SIPAS) to measure public satisfaction with administrative services, the accessibility factor of public services influences public satisfaction.

Hypothesis Development
The Relationship between the Impact COVID-19 and Service Satisfaction

Deriba et al. (2020) analyzed data collected based on interviewer-administered structured questionnaires at North Shoa health facilities and found the negative impact that patient satisfaction levels were very low during the COVID-19 pandemic. In Zilincicova & Stofkova (2020) research, they applied an analysis and comparison of the state of electronic services provided before and after the Corona Virus.

Galuh Setyawati et al

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

From the results of this research, the impact of COVID-19 has a negative impact due to government regulations limiting working hours at the behest of the Government of the Slovak Republic and providing services to citizens as much as possible in electronic form. Based on previous literature and research, the hypothesis proposed is as follows:

H[1]: The impact COVID-19 has a negative effect on Service Satisfaction.

Relationship between New Normal Policy and Service Satisfaction

During the COVID-19 pandemic, the implementation of health protocols in MRT Jakarta transportation services to reduce the spread of the COVID-19 virus has a positive and significant correlation with community satisfaction (Yuniarti & Aditya, 2020). Based on a questionnaire survey and combined with the characteristics of public policies and services, this research has a positive effect on citizen satisfaction with COVID-19 pandemic prevention services (Chen et al., 2021). In the research of Yuktadatta et al. (2022) The subsidy program that has been implemented en masse has had a positive effect so it is very important to see public satisfaction with government policies regarding the pandemic.

There is a positive influence of service satisfaction on public policy because it influences citizen satisfaction with COVID-19 pandemic prevention services and is an important component in public service quality management, which is very meaningful for improving the quality of public services (Chen et al., 2021). Apart from that, there is a positive influence from implementing social distancing, which is a factor found to be related to patient satisfaction in North Shoa (Deriba et al., 2020). By referring to theory and previous research, the hypothesis can be formulated as follows:

H[2]: New Normal Policy have a positive effect on Service Satisfaction.

Relationship between Public Service Facilities and Service Satisfaction

In research by Ma et al. (2022) show that passengers with positive perceptions of facility functionality, layout accessibility, and airport cleanliness have higher levels of satisfaction and may be more willing to undertake more air travel in the future. Meanwhile, research Zhang et al. (2022) Cognition of the level of development of forest tourism facilities has a significant positive effect on the perceived value of landscape resources, the perceived value of the ecological environment, and tourist satisfaction. In the research of Kinyenje et al. (2022) Facilities influence client satisfaction in Tanzanian Community Health Centers. Patient satisfaction is the level of satisfaction felt by patients with the health care they receive, both inside and outside the health facility (Deriba et al., 2020). Based on the literature review and previous research, the hypothesis is formulated as follows:

H[3]: Public Service Facilities have a positive effect on Service Satisfaction.

The Relationship between the Impact COVID-19 and the New Normal Policy

In Muhyiddin research (2024), behavior changes to continue carrying out normal activities are added by implementing health protocols to prevent transmission of COVID-19. In handling the pandemic, the government is protecting public health by limiting mobility, the 3M campaign (wearing masks, washing hands and maintaining distance), and vaccination (Mokodongan et al., 2021). Then in the policy of reopening limited economic, social and public activities using health standards that did not exist before the pandemic (Kusumawati, 2020). Thus, the new normal is an effort to save the lives of citizens and ensure that the state remains able to carry out its functions from the impact of COVID-19 (Kusumawati, 2020). There is a positive influence from the impact of COVID-19 on the new normal policy due to several factors

that can make people maintain and improve their quality of life (Mokodongan et al., 2021). From the description above, the following hypothesis is proposed:

H[4]: The impact COVID-19 has a positive effect on the New Normal Policy.

Relationship between New Normal Policy and Public Service Facilities

The new normal policy with the implementation of health protocols certainly limits access to public services to the community (Lumbanraja, 2020). This can be an effort for public service providers to maximize public services by switching to the online system that has been running so far (Lumbanraja, 2020). Indonesia's public service facilities are ranked 82nd out of 176 countries after the COVID-19 pandemic, while the top 5 (five) countries with the best services are Finland, Norway, the Netherlands, Sweden and Germany (Tasyah et al., 2021). The existence of standard public service facilities during the new normal provides open access to information to the public so that in a service, requirements, procedures, costs and time periods can be measured and known to the public without experiencing confusion and demanding public supervision in its implementation (Irawati & Kuntara, 2022). Based on the description above, the following hypothesis is proposed:

H[5]: New Normal policies have a positive effect on Public Service Facilities.

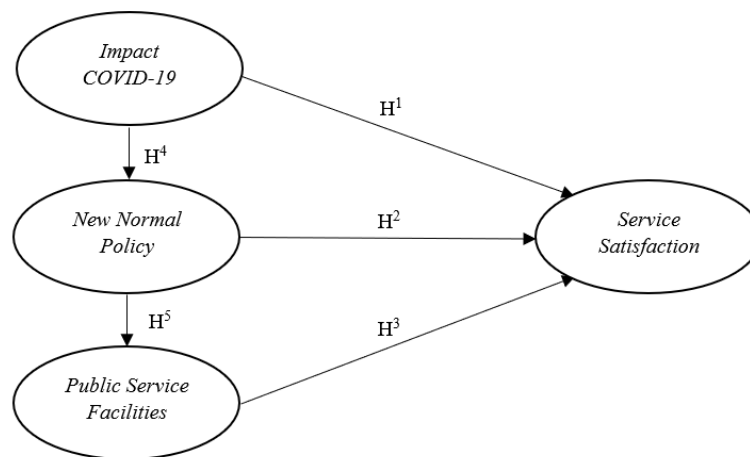**Based on this framework, the research model includes:**

Figure 1. Research Model

Method

In this research, the survey method will be used to collect data by distributing questionnaires to respondents. Measurements in this research will use a Likert scale with a score range of 1-5. A score of 1 would represent strongly disagree (STS), a score of 2 would represent disagree (TS), a score of 3 would represent somewhat agree (CS), a score of 4 would represent agree (S), and a score of 5 would represent strongly agree (SS) (Wu et al., 2015).

In distributing the questionnaire in this research, there are 4 variables, of which to measure the first and second variables, namely the Impact of COVID-19 and the New Normal Policy, adopting the research of Chen et al. (2021) with 6 questions used in the first variable and 5 questions used in the second variable. To measure the third variable, namely public service facilities, we adopted the research of Ma et al. (2022) with 6 questions. And for the fourth variable, namely Service Satisfaction, adopting the research of

Galuh Setyawati et al

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

Restuputri et al. (2021) with 4 questions. The total number of questions in the questionnaire distributed in this research was 21 questions.

The population in this study is people who are required to test KIR. The sampling method in this research used a Purposive Sampling technique which was distributed via questionnaires to 105 community respondents who were required to test KIR who were aged 18 - 55 years and residing in the DKI West Jakarta area. The criteria for respondents in this research are people who use KIR testing services by owning or driving public passenger, goods and expedition type vehicles. Determination of sample size based on Hair et al. (2021) states that the sample that can be used is 5 times the number of questions, so the sample size used in this research is (21×5) 105 respondents.

The data collection technique begins with distributing an initial questionnaire (pretest) to 30 respondents who are required to be tested and validity and reliability tests will be carried out to test and measure the hypothesized model. To test validity, the Average Variance Extracted (AVE) value is used. According to Hair et al. (2021) the minimum AVE value that can be declared valid is 0.50. Then, for the reliability test, it can be seen from the Composite Reliability (Cr) and Cronbach's Alpha values, which for Composite Reliability can be declared reliable, if the variable value is > 0.70 and the Cronbach's Alpha value can be declared reliable if the minimum variable value is 0.70. Based on the results of the pretest on 30 respondents, there were 4 variables with an Average Variance Extracted (AVE) value > 0.50, then Composite Reliability (Cr) and Cronbach's Alpha > 0.70, so this test can be declared valid and reliable, so the research can be continued.

Then, analysis of primary data totaling 105 respondents uses the Structural Equation Modeling method which will test the outer model and inner model. Outer model testing consists of convergent validity, discriminant validity, reliability, collinearity, and adjusted R square. Meanwhile, in testing the inner model with the criteria p-value, t-statistics, original sample.

Outer Model Testing

Table 1. Outer Model Results

Variable	Indicator	Outer Loading	AVE	Cronbach's Alpha	Composite Reliability
Impact COVID-19	IC1	0.736	0.549	0.836	0.882
	IC2	0.757			
	IC3	0.706			
	IC4	0.775			
	IC5	0.704			
	IC6	0.763			
New Normal Policy	NNP1	0.749	0.577	0.818	0.891
	NNP2	0.757			
	NNP3	0.745			
	NNP4	0.783			
	NNP5	0.762			

Public Service Facilities	PSF1	0.715	0.612	0.873	0.928
	PSF2	0.756			
	PSF3	0.848			
	PSF4	0.848			
	PSF5	0.752			
	PSF6	0.766			
Service Satisfaction	SS1	0.796	0.691	0.851	0.886
	SS2	0.842			
	SS3	0.842			
	SS4	0.846			

Source: Researcher-processed data findings, 2024

Convergent validity can be determined by looking at the loading factor value in the outer loading table and can also be seen through the Average Variance Extracted (AVE) value. The fixed quantities that must be met to measure convergent validity are > 0.7 for the loading factor value and > 0.5 for the AVE value. In this research's measurements of 21 indicators, the results obtained for 21 indicators had a loading factor value > 0.7, so it was stated that the 21 indicators were acceptable, and the AVE value was > 0.5.

Discriminant validity describes that one latent variable is different from other latent variables (Hair et al., 2021). There are three methods that can provide an explanation of the discriminant validity test, namely the Fornell-Larckel criteria, Cross Loading, and Heterotrait-Monotrait Ratio (HTMT). The Fornell-Larckel criterion illustrates that a latent construct must better explain the variance of its own indicators than the variance of other latent constructs (Hair et al., 2021). The measurements in this study all variables met the criteria.

The Cross Loading value shows the correlation between an indicator and its construct and other constructs (Hair et al., 2021). Based on the calculation results, the overall cross loading value of the IC, NNP, PSF and SS measurement items has a greater value that is strongly correlated with the variable The main thing it measures is compared with other variables, and indicates that the variable has good discriminant validity.

Heterotrait-Monotrait Ratio (HTMT) is the ratio of the average correlation between inter-item measurement variables compared to the geometric root of the average correlation between inter-item measurements, then each research variable < 0.90 has good discriminant validity (Hair et al., 2021). In the results of this research, all other variable relationships show values that meet the standard <0.9.

According to Hair et al. (2021) the CR value can be said to be reliable if it has a value > 0.7. Based on the calculations, the results showed that all latent variables (constructs) had a Composite reliability value > 0.70. Then in the Outer VIF Value table, the VIF value is <5 which indicates the indicator does not have collinearity problems (Hair et al., 2021). Based on calculations, it shows that all indicators have a VIF value < 5, so that all indicators do not experience multicollinearity problems.

Then the coefficient of determination value explains to what extent the exogenous variable is able to explain the endogenous variable (Hair et al., 2021). Based on calculations, it is known that the Public Service Facilities variable is able to explain the Service Satisfaction variable by 42.1%, while the remaining 57.9% is explained by other variables not examined in this research. The New Normal Policy variable is able to explain the Service Satisfaction variable by 38.9%, while the remaining 61.1% is explained by other variables not examined in this research.

Galuh Setyawati et al

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

Table 2. Hypothesis Test Results

	Hypothesis	Original Sample (O)	T Statistics (|O/STDEV|)	P Values	Information
IC → SS	H1	0.345	4.371	0.009	The data support the hypothesis
NNP → SS	H2	0.184	3.925	0.027	The data support the hypothesis
PSF → SS	H3	0.310	3.934	0.027	The data support the hypothesis
IC → NNP	H4	0.629	6.971	0.000	The data support the hypothesis
NNP → PSF	H5	0.654	7.648	0.000	The data support the hypothesis

Source: Researcher-processed data findings, 2024

Results and Discussion

The first finding in this research proves that the Impact COVID-19 can have an influence on public service satisfaction in administration at UP PKB for the DKI Jakarta transportation service. However, based on data analysis, it was found that the influence provided was a positive influence, meaning that the impact of COVID-19 could increase satisfaction with administrative services for people who were required to test. In this research, it was proven that the COVID-19 pandemic affected people's daily activities, but they still received the best service from UP PKB DKI Jakarta Transportation Service even during the COVID-19 pandemic. Good service during COVID-19 can have a positive impact on society. Then the assessment made by the community will directly impact whether or not the community is satisfied with the service according to what they feel. When the COVID-19 pandemic affects people's social interactions, they can still carry out online and drive thru administration activities to suit their desires and needs, this can support emotional relationships and enjoyment felt by people and create a sense of pleasure in carrying out their activities, thus leading to service satisfaction. This finding is not in line with research results from (Deriba et al., 2020; Zilincikova & Stofkova, 2020) which states that the impact of COVID-19 does not have a significant and positive impact on Service Satisfaction.

The results of further research prove that the New Normal Policy can increase public service satisfaction in carrying out administration at UP PKB for the DKI Jakarta transportation service, this is because the regulations that have been established by UP PKB for the DKI Jakarta transportation service aim to guarantee a balance between the rights and obligations of the community, as well as between The authority and obligations of UP PKB DKI Jakarta transportation service, provide guidelines for UP PKB DKI Jakarta transportation service and the community to carry out their respective duties and obligations. Then the New Normal Policy for preventing pandemics was implemented effectively within the UP PKB DKI Jakarta transportation service and the motor vehicle testing capacity during the pandemic was in accordance with the New Normal policy so as to guarantee Service Satisfaction for the community. Another result that can become a standard for community satisfaction is alignment with the New Normal pandemic prevention policy which is implemented professionally and implemented properly within the UP PKB DKI Jakarta transportation service. The results of this research are in line with previous research which states that the New Normal Policy has an impact on Service Satisfaction (Yuniarti & Aditya, 2020; Chen et al., 2021).

The results of this research also prove that Public Service Facilities can directly increase public service satisfaction in carrying out administration at UP PKB DKI Jakarta transportation service. The results obtained in this research are that the service facilities available to the community remain safe in efforts to

Galuh Setyawati et al

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

prevent the COVID-19 pandemic. Then the customer service room and vehicle testing room are in a relatively good condition of disinfection and cleanliness so that the public does not feel any anxiety when testing vehicles during the COVID-19 pandemic. Other facilities such as toilets are in good condition for disinfection and cleanliness. Overall, the facilities provided at UP PKB DKI Jakarta Transportation Agency are well maintained in terms of disinfection and cleanliness, making people feel safe when testing vehicles during the COVID-19 pandemic. When the facilities provided are very good for the community during the COVID-19 pandemic, it tends to increase the reputation within the DKI Jakarta transportation department based on the community's own assessment. Thus, these results are in line with previous research which states that Public Service Facilities have a direct impact on Service Satisfaction (Ma et al., 2022; Zhang et al., 2022).

The next findings prove that the impact of COVID-19 can improve the new normal policy at UP PKB DKI Jakarta transportation service. Based on the findings that the impact of the COVID-19 pandemic has hampered all community activities, regulations have been made to make it easier for people to carry out limited activities so that they can run in an orderly manner. When the work of DKI Jakarta transportation service employees was affected by the COVID-19 pandemic, a new normal policy was implemented to reduce obstacles in carrying out work, so that employee activities in serving the community continued to run optimally. Then the new normal pandemic prevention policy was implemented effectively within the UP PKB of the DKI Jakarta Transportation Service. Thus, these results are in line with previous research which stated that the impact of COVID-19 had an impact on new normal policies (Mokodongan et al., 2021; Kusumawati, 2020).

The latest results show that the impact of the New Normal Policy can improve Public Service Facilities in carrying out administration at UP PKB DKI Jakarta transportation service, this is because the new normal policy implemented provides very good facilities for use by the public in carrying out KIR tests. People don't need to be jostling to wait for a queue list during the COVID-19 pandemic. The public service facilities provided by the DKI Jakarta transportation department really help the community in carrying out KIR tests so that people can carry out their activities. Then other available public service facilities are also provided to the community as a form of new normal policy from the DKI Jakarta transportation department so that every employee and community can carry out activities optimally in the midst of the COVID-19 pandemic. This research is in line with previous research which states that the new normal policy has an impact on public service facilities (Lumbanraja, 2020; Tasyah et al., 2021).

Closing
Conclusion

This research examines the influence of the Impact COVID-19, New Normal Policies and Public Service Facilities on public service satisfaction in carrying out administration at UP PKB DKI Jakarta transportation service as a research object. Based on the findings of this research, it can be concluded that in order to increase the impact of COVID-19 on service satisfaction, the UP PKB DKI Jakarta transportation service continues to provide the best service to the community and does not focus on limited community mobility due to the COVID-19 pandemic. Furthermore, to be able to improve the New Normal Policy on Service Satisfaction, the DKI Jakarta transportation service must implement regulations that are acceptable to the public so as not to disturb public order. Then, to be able to improve Public Service Facilities for Community Service Satisfaction, the UP PKB DKI Jakarta transportation service must provide appropriate facilities to make it easier for the public to carry out the administration process. Furthermore, to be able to

Galuh Setyawati et al

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

increase the impact of COVID-19, the New Normal Policy and public service facilities on public service satisfaction, the UP PKB DKI Jakarta transportation service must prioritize several factors of public complaints for optimal and measurable evaluation.

Limitation

There are several limitations or limitations that can be corrected and developed in this research. First, in this study, the respondents studied were members of the public who were required to take the KIR test at the UP PKB of the DKI Jakarta transportation service, which was limited to respondents in the Jakarta area. As a result, these findings cannot represent the entire community who are required to test KIR PKB for transportation services in Indonesia, therefore for further research the researcher provides input to expand the demographics of respondents for more comprehensive results. Second, the variables in this research still need development so that other variables that are related to this research can also be used with various factors. Therefore, for further research, researchers provide input to add other variables. Based on these results, it can be suggested that if UP PKB DKI transportation service wants to increase service satisfaction then government agencies can focus on addressing problems related to complaints and input from the public so that these criticisms can be immediately evaluated.

Suggestion

Based on these results, if the UP PKB DKI Jakarta transportation service wants to increase service satisfaction, then the DKI Jakarta transportation service must develop a strategy related to creating new normal policies that can be accepted by the community, then make public service facilities a priority for service satisfaction for the community in providing services.

Managerial Implications

This research has several managerial implications for increasing service satisfaction. From the research above, it is known that the Impact COVID-19 has a direct impact on service satisfaction. Next, the New Normal Policy can have a direct impact on service satisfaction. Furthermore, Public Service Facilities are able to have an impact on Service Satisfaction. As for others, the impact of COVID-19, the New Normal Policy and Public Service Facilities can simultaneously have an impact on Service Satisfaction.

References

Afthanorhan, A., Awang, Z., Rashid, N., Foziah, H., & Ghazali, P. L. (2019). Assessing the effects of service quality on customer satisfaction. Management Science Letters, 9(1), 13–24. https://doi.org/10.5267/j.msl.2018.11.004

Akkermans, B. (2019). Public Policy (Orde public) A comparative analysis of national, private international law, and EU Public Policy. European Property Law Journal, 8(3), 260–300. https://doi.org/10.1515/eplj-2019-0015

Alhosani, K. M., & Liravi, P. (2021). COVID-19 impact on waste management −business opportunity Emirate of Ajman − UAE . In Renewable Energy and Environmental Sustainability (Vol. 6, p. 9). https://doi.org/10.1051/rees/2021011

Almeida, S., Mesquita, S., & Carvalho, I. (2022). The COVID-19 Impacts On The Hospitality Industry Highlights From Experts In Portugal. 28(1), 61–81.

Brooks, S. K., Webster, R. K., Smith, L. E., Woodland, L., Wessely, S., Greenberg, N., & Rubin, G. J.

Galuh Setyawati et al

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

(2020). The psychological impact of quarantine and how to reduce it: rapid review of the evidence. 395, 912–920.

Chen, W., Shi, Y., Fan, L., Huang, L., & Gao, J. (2021). Influencing factors of public satisfaction with COVID-19 prevention services based on structural equation modeling (SEM): A study of Nanjing, China. International Journal of Environmental Research and Public Health, 18(24). https://doi.org/10.3390/ijerph182413281

Chien, N. B., & Thanh, N. N. (2022). The Impact of Good Governance on the People's Satisfaction with Public Administrative Services in Vietnam. Administrative Sciences.

Courtemanche, C., Garuccio, J., Le, A., Pinkston, J., & Yelowitz, A. (2020). Strong Social Distancing Measures In The United States Reduced The COVID-19 Growth Rate. Health Affairs, 1237–1246. https://doi.org/10.1377/hlthaff.200.00608

Deriba, B. S., Gelata, T. A., Beyane, R. S., Muhammed, A., Tesema, M., & Jemal, K. (2020). Patient Satisfaction and Associated Factors During COVID-19 Pandemic in North Shoa Health Care Facilities. Dove Press Journal: Patient Preference and Adherence, 14, 1923–1934. https://doi.org/10.2147/PPA.S276254

Dube, K., Nhamo, G., & Chikodzi, D. (2021). COVID-19 pandemic and prospects for recovery of the global aviation industry. 92.

Gaol, J. L., Hutabarat, L., & Bate'e, E. M. (2020). Pengaruh Fasilitas Kantor Dan Kedisiplinan Kerja Terhadap Kinerja Pegawai Dinas Ketenagakerjaan Kota Medan. Jurnal Darma Agung, 28(2), 286. https://doi.org/10.46930/ojsuda.v28i2.650

Gaus, A., Sultan, M. A., Wahab, I. H. A., Abdullah, A. M., & Nu'man, N. (2020). Dampak Pandemi COVID-19 Terhadap Tingkat Pelayanan Moda Transportasi Speedboat Tidore-Sofifi. Jurnal Rekayasa Konstruksi Mekanika Sipil (JRKMS), 03(02), 89–96. https://doi.org/10.54367/jrkms.v3i2.824

Handani, N. D., Riswanto, A. L., & Kim, H.-S. (2022). A Study of Inbound Travelers Experience and Satisfaction at Quarantine Hotels in Indonesia during the COVID-19 Pandemic.

Irawan, E. P., Sumartias, S., Priyatna, S., & Rahmat, A. (2022). A Review on Digitalization of CSR during the COVID-19 Pandemic in Indonesia: Opportunities and Challenges. 19.

Hair, J. F., William, J., Babin, B. J., & Anderson, R. E. (2014). Pearson New International Edition. British Library Cataloguing-in-Publication Data.

Jun, K., Yoon, B., Lee, S., & Lee, D.-S. (2021). Factors Influencing Customer Decisions to Use Online Food Delivery Service during the COVID-19 Pandemic. Foods Journal.

Junaedi, D., & Salistia, F. (2020). Dampak Pandemi COVID-19 Terhadap Pertumbuhan Ekonomi Negara-Negara Terdampak. In Simposium Nasional Keuangan Negara (pp. 995–1115).

Kinyenje, E. S., Yahya, T. A., Degeh, M. M., German, C. C., Hokororo, J. C., Mohamed, M. A., Nassoro, O. A., Bahegwa, R. P., Msigwa, Y. S., Ngowi, R. R., Marandu, L. E., Mwaisangela, S. M., & Eliakimu, E. S. (2022). Clients satisfaction at primary healthcare facilities and its association with implementation of client service charter in Tanzania. 987, 1–19.

Kurdi, M. (2020). Menggagas Pelayanan Prima di Masa Pandemic Covid 19. Jurnal Lingkar Widyaiswara, 07(November), 04–09.

Ma, G., Ding, Y., & Ma, J. (2022). The Impact of Airport Physical Environment on Perceived Safety and Domestic Travel Intention of Chinese Passengers during the COVID-19 Pandemic: The Mediating Role of Passenger Satisfaction. Sustainability, Mei, 2–18. https://doi.org/10.3390/su14095628

Galuh Setyawati et al

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

Menteri Kesehatan. (2020). Keputusan Menteri Kesehatan Republik Indonesia Nomor Hk.01.07/Menkes/382/2020. Jurnal Respirologi Indonesia, 40(2), 119–129. https://doi.org/10.36497/jri.v40i2.101

Menteri Perhubungan. (2020). Peraturan Menteri Perhubungan Republik Indonesia Nomor 18 Tahun 2020 tentang Pengendalian Transportasi Dalam Rangka Pencegahan Penyebaran Coronavirus Disease 2019 (COVID-19). Nomor 9(Pedoman Pembatasan Sosial Berskala Besar dalam Rangka Percepatan Penanganan Corona Virus DIsease 2019 (COVID-19)), 1–71. http://jurnalrespirologi.org/index.php/jri/article/view/101

Mohler, G., Bertozzi, A. L., Carter, J., Short, M. B., Sledge, D., Tita, G. E., Uchida, C. D., & Brantingham, P. J. (2020). Impact of social distancing during COVID-19 pandemic on crime in Los Angeles and Indianapolis. Journal of Criminal Justice, 68(April). https://doi.org/10.1016/j.jcrimjus.2020.101692

Mulyanti, D., & Vionesta, I. (2015). Analisis Dampak Pandemi COVID-19 Terhadap Pendapatan Masyarakat Didesa Wangisagara Kecamatan Majalaya Kabupaten Bandung. Riskesdas 2018, 3, 103–111.

Nugraha, A. P., & Suriani, S. (2023). Boosting Employee Engagement And Collaboration. SEIKO: Journal of Management & Business, 6(2).

Nurfatimah, S. (2021). Analisis Dampak COVID-19, Protokol Kesehatan Dan Fasilitas Terhadap Kepuasan Masyarakat Pengguna Jasa Kir Pada Dinas Perhubungan Kabupaten Purbalingga.

Patma, T. S., Fienaningsih, N., Rahayu, K. S., & Artatanaya, I. G. L. S. (2021). Impact of Information Quality on Customer Perceived Value, Experience Quality, and Customer Satisfaction From Using Gofood Aplication. Journal of Indonesian Economy and Business, 36(9), 51–61. https://doi.org/10.22146/jieb.59810

Restuputri, D. P., Indriani, T. R., & Masudin, I. (2021). The effect of logistic service quality on customer satisfaction and loyalty using kansei engineering during the COVID-19 pandemic. Cogent Business and Management, 8(1), 1–36. https://doi.org/10.1080/23311975.2021.1906492

Rifani, D. N. (2021). Pelayanan Publik Pada Masa Pandemi COVID-19 di Kecamatan Sambaliung Kabupaten Berau. Sawala : Jurnal Administrasi Negara, 9(2), 115–124. https://doi.org/10.30656/sawala.v9i2.3761

Sa'adah, H. (2020). Optimalisasi Pelayanan Drive Thru Berbasis Pemenuhan Persyaratan Teknis Dan Lain Jalan Pada Unit Pengelola Pengujian Kendaraan Bermotor Kedaung Angke Dinas Perhubungan Provinsi DKI Jakarta.

Shaw, R., Kim, Y. kyun, & Hua, J. (2020). Governance, technology and citizen behavior in pandemic: Lessons from COVID-19 in East Asia. Progress in Disaster Science, 6, 100090. https://doi.org/10.1016/j.pdisas.2020.100090

Singh, R., & Adhikari, R. (2020). Age-structured impact of social distancing on the COVID-19 epidemic in India. Iv, 1–9. http://arxiv.org/abs/2003.12055

Steinwender, L., Holy, D., Burkhard, J., & Uckay, I. (2022). Daily use of public transportation and incidence of symptomatic COVID-19 among healthcare workers during the peak of a pandemic wave in Zurich, Switzerland. 50, 352–354.

Sukwadi, R., Cory, S., & Liang, Y.-C. (2022). The Study of Travel Satisfaction in MRT Jakarta During the Pandemic of COVID-19. Geojournal of Tourism and Geosites, 40(1), 191–199. https://doi.org/10.30892/GTG.40123-819

Wu, W., Jia, F., & Enders, C. (2015). A Comparison of Imputation Strategies for Ordinal Missing Data on

Galuh Setyawati et al

Drive Thru Administration Service Satisfaction Model on the Impact COVID-19, New Normal Policies, and Public Service Facilities

Likert Scale Variables. Multivariate Behavioral Research, 50(5), 484–503. https://doi.org/10.1080/00273171.2015.1022644

Yao, Y., Geara, T. G., & Shi, W. (2021). Impact of COVID-19 on city-scale transportation and safety: An early experience from Detroit. 22.

Yu, X., Zhao, Y., Li, Y., Hu, C., Xu, H., Zhao, X., & Huang, J. (2020). Factors Associated With Job Satisfaction of Frontline Medical Staff Fighting Against COVID-19: A Cross-Sectional Study in China. 1–9. https://doi.org/10.3389/fpubh.200.00426

Yuktadatta, P., Ono, S., Khan, M. S. R., & Kadoya, Y. (2022). Satisfaction with the COVID-19 Economic Stimulus Policy: A Study of the Special Cash Payment Policy for Residents of Japan.

Yuniarti, A., & Aditya, T. (2020). Service Quality Terhadap Kepuasan Masyarakat Mass Rapid Transit (MRT) Dki Jakarta Di Stasiun Lebak Bulus Pada Masa Pandemik COVID-19. Jurnal Ilmiah Ilmu Administrasi, 10(2), 55–69. https://doi.org/10.33592/jiia.v10i2.840

Zhang, L., Wu, C., & Hao, Y. (2022). Effect of The Development Level of Facilities for Forest Tourism on Tourists' Willingness to Visit Urban Forest Parks. Forest Economics, Policy, and Social Science, Juni.

Zilincikova, M., & Stofkova, J. (2020). Impact of COVID 19 on the provision of services by public administration. 010.