

Analysis of the performance of urban services in the city of Loshan

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Satisfaction of citizens with the city environment and services provided by the municipality an important factor is to motivate people to participate in urban development and improve the quality of their home. In addition, citizens' satisfaction with municipality performance is the main factor for continuous improvement in the process of work which aims to increase the efficiency and improve the quality of comprehensive urban management. The purpose of this study was to analyze the performance of urban services in the city of Lushan. The method of this research is applied to the purpose. The research methodology is a descriptive analytic in terms of how the work is done in the theory section. Library and documentary studies and field studies were used to collect data and information. Finally, SPSS software and its tests were used to analyze the obtained data. Data analysis was performed using one-sample t-test and Friedman test and Anova using SPSS software. The result of this research showed that citizens' satisfaction with municipal performance in urban services is lower than average. The results of Friedman test also showed that the construction component had the highest rank among citizens of the municipality in terms of satisfaction of municipal services of the municipality of Lushan.

Keywords : Performance Analysis, Urban Services, Lushan Municipality

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