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How is the Social Community of Malang City? Index Study and Performance Analysis

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Abstract
The purpose of this study was to determine the Community Development Index (IPMas) of Malang City in 2024 using Importance Performance Analysis (IPA). IPMas can be seen from the Tolerance Index, Mutual Cooperation Index, and Sense of Security Index. The result is that overall IPMas Malang City got a score of 87.56%. This value tends to remain the same but can increase if various programs are implemented properly related to the cooperation index, tolerance index, and sense of security index. Malang City has realized a friendly city by paying attention to aspects of tolerance, mutual cooperation, and adequate sense of security. The contribution of this paper is to explain the performance of the Malang city government in the social community sector. The success of the regional government's performance can be measured not only by economic growth, but also by the influence of government performance on the community development index.

Introduction

Community development is one of the crucial aspects of realizing the welfare and sustainability of a region. Malang City is one of the centers of economic growth and education in East Java. Based on the Statistics Center Berau of Malang City, in 2023, the number of migrants who have moved to Malang City is 22.397 persons (BPS Kota Malang, 2024). On the other hand, economics growth of

Malang reached 5.41 percent in 2024 (BPS Kota Malang, 2025). Malang City is the second-biggest city in East Java because of the various economic situations. The Community Development Index (IPMas) is used as a measuring tool to assess the extent to which the quality of life of the community has improved through socio-social, economic, educational, and community participation indicators. Monitoring of IPMas is also a strategic step taken to meet the targets stated in the Malang City Regional Development Plan (RPD) 2024-2026.

Malang city is one of the biggest "Student Cities" in Indonesia, and also a destination city of migration. Thus, it has a variety of population backgrounds from various regions. For that, economic and social development in Malang City must be adjusted to the community. The Malang City Government has prepared a document for the Malang City Regional Development Plan (RDP) 2024-2026. Entering the 4th phase of the 2005-2025 RPJP, the 2024-2026 RPD has 4 (four) phases or stages that will cover the development steps of Malang City. To bridge the RPD between periods, an evaluation of community welfare is required, as demonstrated by the Community Development Index (IPMas). IPMas is an important indicator for measuring community welfare through mutual cooperation, tolerance, and a sense of security. As one of the big cities in East Java, Malang City continues to face economic development dynamics, including infrastructure, demographics, and socio-economics. However, accelerating economic expansion without ensuring equal distribution of community welfare risks generating social and economic inequality between social groups.

The Community Development Index (IPMas) in Malang City in 2024 is significant for several reasons (Fauzi (2020); Isnah et al (2022);Rahayu (2022)). First, the most recent data from IPMas is critical for planning and evaluating regional development policies that affect social comfort, including mutual cooperation, tolerance, and a sense of security. Second, because 2024 is a transition period in compiling a new RPJMD, the results of the IPMas analysis will be very useful in compiling inclusive development targets that are right on target from a socio-economic and community perspective. Third, as a destination for in-migration in East Java, rapid urbanization growth has resulted in public services, health, and education serving as the foundation of urban community development, allowing government intervention to be the most effective.

This study aims to determine the comprehensive IPMas value of Malang City using Importance Performance Analysis (IPA). The IPA method is a practical, measurable, and perception-oriented approach to evaluating and formulating community development strategies. The Malang City Government, through the sub-district government, strives to provide the best community-based services related to the index. Malang City is divided into five districts: Lowokwar, Klojen, Kedungkandang, Blimbing, and Sukun. IPA allows IPMas measurements to be more impactful and

interactive. The results of this analysis can reflect the performance of the Malang City government, which is characterized by mutual cooperation, tolerance, and a sense of security.

Literature Review

Community development is a process of change towards a better life for the community by relying on trust in the community's ability to build itself. The UN defines community development as a process that creates conditions for the economic and social progress of the community, with initiatives originating from the community itself or the government. Indonesian Minister of Home Affairs Regulation Number 7 of 2007 states that community empowerment is a strategy used in community development as an effort to realize the ability and independence in the life of society, nation and state. According to this definition, community, development is a process, both the efforts of the community concerned taken based on their initiative, and government activities, to improve the economic, social, and cultural conditions of the community. Several indicators that make up the Community Development Index are as follows:

Mutual Cooperation Index

According to the 2016 government work plan, the cooperation index assesses trust in the residential environment, ease of access to support, collective community activity in assisting those in need, social service activities, and social networks. According to Pudjiwati Sakjoyo (Rural Sociology), cooperation is a custom of helping each other between people in various fields of social activities, both according to kinship, neighbors, and efficiency which are practical and there are also other collaborations (Andriani et al., 2024)

The concept of cooperation can also be interpreted in the context of community empowerment because it can be social capital to form institutional strength at the community level, state society, and society across nations, as well as Indonesia in realizing prosperity. This is also because cooperation contains the meaning of collective action to struggle, self-giving, a common goal, and sovereignty. Cooperation encompasses three concepts: First, Humans do not exist alone in this world; rather, they are surrounded by their communities, societies, and the surrounding universe. Second, in all aspects of human life, they are essentially dependent on each other. Third, having good relationships with others are motivated by a common soul and a sense of togetherness (Mawardi et al., 2024).

Simarmata et al (2020) explored the role of mutual cooperation as a form of solidarity and cooperation between members in building a more inclusive and collaborative organizational culture. This shows that in cooperation there is an element of togetherness that is felt by the community so

that a good social capital role is formed. Although the cooperation index has not been widely standardized, it plays a very important role in community development in the economic and social resilience sectors.

Tolerance Index

The tolerance index measures the tolerance value of society for the activities of other religions and ethnicities in the residential environment. Tolerance is the highest level of belief, and it can be realized if one accepts diversity. The Big Indonesian Dictionary (KBBI) defines tolerance as "having a nature or attitude of tolerating (respecting, allowing, permitting) positions (opinions, views, beliefs, habits, behaviour, and so on) that are different or contrary to one's positions" (Effendi et al., 2021). Tolerance is defined as allowing other people to follow their respective beliefs and rules as long as they do not violate or conflict with the requirements of order and peace in society (Abdulatif & Dewi, 2021).

Tolerance is a noble human value, civilized behavior, and a means to achieve peaceful coexistence, social solidarity, coherence, and bonds (Alyahya 2022). This applies to people with various backgrounds and cultures. To achieve this goal, humans must respect and accept each other without discrimination (Azizah, 2021). The development of a contextual and methodologically appropriate tolerance index will be very helpful in meeting the increasing attitude of tolerance in society.

Sense of Security Index

The sense of security index measures the sense of security felt by people in their residential environment. Sense of security is defined by Maslow (Andrianto et al, 2023) as a need that drives individuals to obtain peace, certainty, and order from the state of the environment they live in (Setiadi et al (2021); Syaifullah (2022))

One of the national priorities in the 2015-2019 RPJMN is human development which not only sees humans as development resources but also as people with character. One of these community developments is stated in the Community Development Index (IPMas) with indicators used including tolerance, cooperation, and a sense of security (Safwadi et al (2021)).

Fairuz (2019) in his research "Second Order Analysis with the Warppls Approach to the Malang City Community Development Index Model" uses several important indicators to measure the Community Development Index (IPMas), including the Mutual Cooperation Index, Tolerance Index, and Sense of Security Index. The Gotong Royong Index is used to measure social capital, which includes trust, mutual assistance, collective action, and social networks. This index reflects the extent to which people trust and support each other in various social and economic activities. The tolerance

index is used to measure social cohesion, which consists of tolerance between ethnicities and religions, assessing how people can live harmoniously despite differences in ethnicity and religion. The sense of security index assesses the community's sense of security, including its perception of security from crime and social conflict. This study shows that both the Social Capital Index (IMS) and the Service and Infrastructure Satisfaction Index (IKLI) have a significant impact on on IPMas. In addition, IKLI also affects IPMas through IMS. Interestingly, the indirect influence of IKLI on IPMas through IMS is greater than its direct influence. Therefore, to achieve the best IPMas, it is required to enhance both IKLI and high IMS.

Method

In general, this research method is quantitative descriptive. This method can provide a complete and measurable explanation related to the results of the survey in the field. The data collection technique used is a questionnaire. Research on community development using Important Performance Analysis (IPA) is often conducted to determine the performance of local governments in providing public services and community satisfaction (Sinambela, 2019). IPA can be used to measure the level of community satisfaction, determine priorities for development improvements, evaluate community services programs, and respond to the voice of the people.

Based on previous research, De Silva et al (2005) revealed that the role of structured and cognitive social capital will affect the mental health of the community represented through mutual cooperation and tolerance. Ehsan (2015) highlighted the relevance of social and cognitive capital in individual well-being, will affect community well-being. Meanwhile, De Nadai et al (2016) found that the relationship between perceptions of environmental security and levels of social activity in urban areas affects community well-being. IPMas consists of 3 sub-indicators, such as (1) Mutual Cooperation Index; (2) Tolerance Index; and (3) Sense of Security Index. Using these 3 approaches will yield a holistic explanation to assess community development.

The sampling technique used in this study is probability sampling technique by means of proportional random sampling. This step divides the population into several strata or subgroups, and random samples are taken from each strata based on the proportion of the strata in the overall population. The number of samples is proportional to the number of residents in each sub-district, and respondents are selected at random at the village level with a proportional number of respondents at the village level in Malang City. The sample for this study was 400 participants, as deined by the Slovin formula, which is as follows:

$$n = \frac{N}{1+Ne^2} \tag{1}$$

The description of the Slovin formula is N as population, n is sample, e is sampling error rate of 5% and 95% confidence level.

$$n = \frac{673873}{1+673873(0,05^2)} = 399,76 \approx 400 \text{ responden} \tag{2}$$

IPMas is calculated using the following formula:

$$\text{Index Score} = \frac{\text{total of the perception scores per item}}{\text{number of questions (22)} \times \text{maximum score (5)}} \times 100 \tag{3}$$

$$\text{Index Score} = \frac{\text{total of the perception scores per item}}{110} \times 100 \tag{4}$$

The measurement criteria for measuring HDI are as follows:

Table 1. Criteria and Scores for Human Development Index Assessment

Criteria	Score	Interval Score	Categories	Explanation
Strongly disagree	1	1,00 – 1,80	E	Not good
Disagree	2	1,81 – 2,60	D	Not good enough
Quite	3	2,61 – 3,40	C	Fair
Agree	4	3,41 – 4,20	B	Good
Strongly agree	5	4,21 – 5,00	A	Very good

Source : Malang City Government Performance Report, 2023

Table 1 shows the analysis of the sub-variable factors that influence the achievement of IPMas in Malang City. The analysis used the Bartlett test and the Measure of Sampling Adequacy measurement for variable selection. The formation of component factors used principal component analysis with the criteria of eigenvalues greater than 1. The next step was to determine the Importance-Performance Analysis (IPA) value in the IPMas data. The results of the IPA analysis can be used to identify the characteristics of local government performance that require further improvement or development, as well as to evaluate effectiveness as an improvement effort to increase public satisfaction. The formulation for the level of suitability is as follows:

$$TKi = \frac{Xi}{Yi} \ x \ 100\% \tag{5}$$

Where, *TKi* is asuitability level, *Xi* is performance level assessment score, and *Y i*is research score of interest level. The average value for each attribute is then calculated using the following formula:

$$X = \frac{\Sigma Xi}{n} \tag{6}$$

$$Y = \frac{\Sigma Yi}{n} \tag{7}$$

Where, *X* is average score of performance level, *Y* is average score of importance level, and *n* is number of data. The final stage is to draw the results on a Cartesian diagram. A Cartesian diagram is a space divided into four parts and limited by two perpendicular lines at the point $(\bar{\bar{X}},\bar{\bar{Y}})$. The following formula provides the point:

$$X = \frac{\Sigma_{i=1}^{N} Xi}{k} \tag{8}$$

$$Y = \frac{\Sigma_{i=1}^{N} Yi}{k} \tag{9}$$

Where $\bar{\bar{X}}$ is x-axis limit (performance level), $\bar{\bar{Y}}$ is y-axis limit (importance level), and k is number of attributes studied.

Result and Discussion

Malang City is the second largest city in Indonesia, following Surabaya City. The population of Malang City reaches 885.27 thousand people with an area of 145.28 square kilometers. The Human Development Index (HDI) value of Malang City in 2024 reached 86.68, indicating that the quality of human development in Malang City is very good, as seen by the image of Malang City as a Student City.

Malang City is also a popular migration destination because its good economic conditions, which improve year after year (BPS Malang City, 2025). Malang City is divided into 5 (five) sub-districts: Klojen, Lowokwaru, Kedungkandang, Sukun, and Blimbing. The five sub-districts have their own population characteristics. Lowokwaru Sub-district is a sub-district of the education center, that includes three State Universities: Brawijaya University (UB), Malang State University (UM), and Malik Ibrahim State Islamic University (UIN), as well as a number of outstanding schools for elementary, junior high, and high schools. Klojen Sub-district is a trade and economy hub, with various malls, markets, and government centers. Kedungkandang Sub-district serves as a center for warehousing, housing, and transportation. Sukun Sub-district has the characteristics as a center for housing and logistics. Lastly, the Blimbing Sub-district serves as a center of trade and a gateway connecting

Malang City and Surabaya City. The characteristics of each sub-district are a reflection of the heterogeneity of society and the preferences of society in meeting economic needs.

Respondents in the HDI measurement activity consisted of Malang City residents from five sub-districts. The total number of respondents was 400 people, with the distribution shown in the following table.

Table 2. Number of Respondents per District

Sub-District	Number of Respondent	Percentage
Blimbing	87	22%
Kedungkandang	95	24%
Klojen	47	12%
Lowokwaru	78	19%
Sukun	93	23%
Total	400	100%

According to Table 2 on the Number of Respondents per Sub-district, the largest number of respondents come from Kedungkadang Sub-district, with 95 respondents (24%), while the lowest number of respondents come from Klojen Sub-district, with 47 respondents (12%). There are 93 respondents from Sukun Subdistrict, 78 from Lowokwaru Subdistrict, and 87 from Blimbing Subdistrict. The number of respondents in each sub-district has been proportional to the population in each sub-district. Klojen Sub-district has the lowest percentage because most of its area is a regional government office, market, and public facilities. The rest of the proportion of respondents ranges from 19-24 percent.

Respondent Demographic Analysis

Demographic analysis is very important in this study because it is used to determine the condition of the population from the perspective of gender, sex, age, education level, and type of work. Figure 1 shows that there are more male respondents than female respondents (Male256; Female 146).
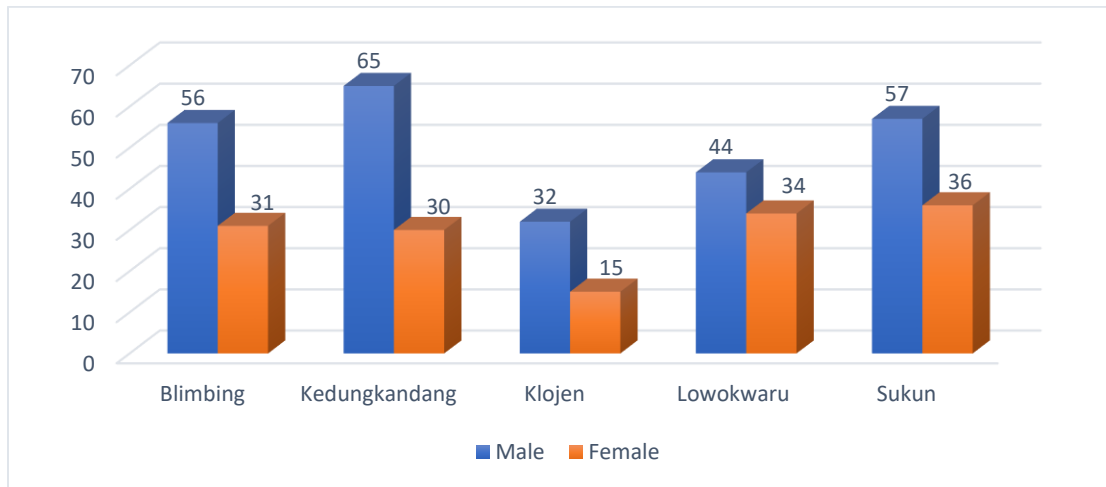
Figure 1. Distribution of Respondents by Gender

Men dominated the survey results collection process because they are more able to comprehend the characteristics of the community environment in terms of meeting IPMas needs (see Figure 1). This is because men outnumber women in positions of RT, RW, and village officials. In addition, male respondents are more responsive to community dynamics in the fields of mutual cooperation, tolerance, and security because they are family leaders.

The ages of respondents in this research activity are quite diverse (see Figure 2). Respondents in this research activity range in age from 17 to 76 years. The most dominant age of respondents comes from the 47-52 year age group (59 respondents) in Kedungkandang, Klojen, and Blimbing Districts. Respondents from Lowokwaru District are mostly aged 41-46 years (15 respondents). Meanwhile, the majority of respondents from Sukun District range in age from 53 to 58 years. Respondents are dominated by people with an age range of over 40 to 58 because they have lived in Malang City for decades and had experienced the impact of various government programs for social society on the comfort of being a full citizen of Malang City.
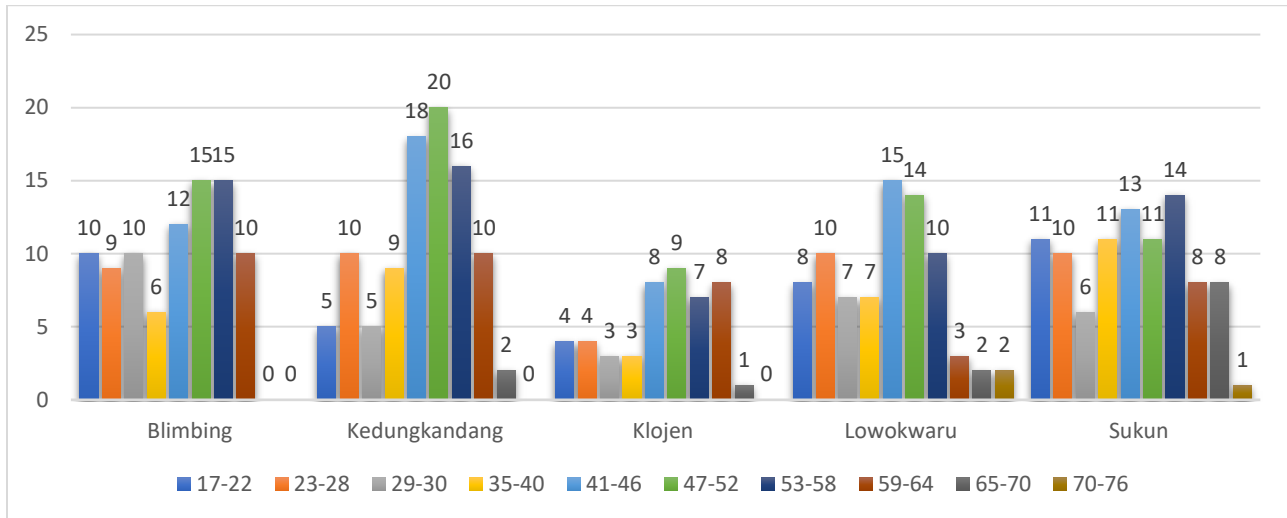
Figure 2. Distribution of Respondents by Age

Based on the education level (see Figure 3), most respondents had completed high school, vocational high school, Islamic high school, or equivalent education. This also applies to respondents from all sub-districts. The following diagram displays a more detailed distribution of respondents based on their education level. Respondents in this study were dominated by those with a high school, vocational high school, Islamic high school, or equivalent education level (187 respondents), followed by S1/Diploma graduates (123 respondents), and the rest were respondents from various other education levels.
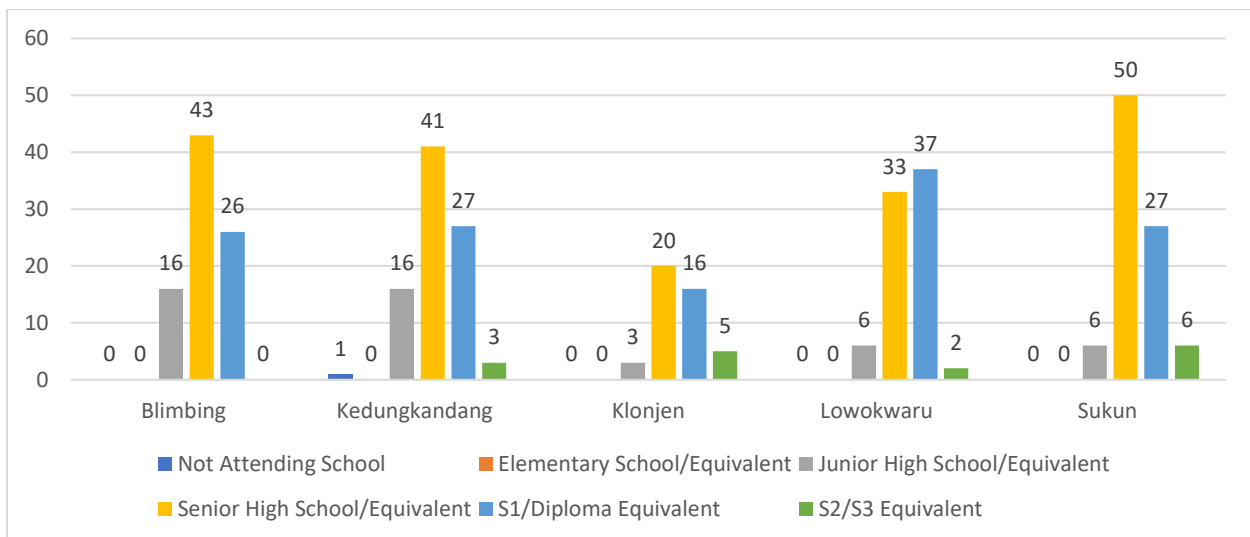

Figure 3. Distribution of Respondents Based on Education Level

Based on the type of work, most respondents work as employees, with up to 85 respondents. Furthermore, up to 60 respondents are housewives. The type of work with the fewest number of respondents was medical personnel (doctors and nurses), with 1 person. Table 3 displays a more detailed distribution of respondents based on their job level.

Table 3. Distribution of Respondents Based on Type of Work

Jobs	Total	Jobs	Total
Household Assistant	3	Garment Workers	2
Civil Servant not an Educator	13	Educators (Teachers or Lecturers)	29
Not Working	1	Entrepreneurs and Traders	57
Labour	7	Retirees	19
Doctor	1	Nurses	1
Driver	14	Social Welfare Workers	2
Housewife	60	Not Working	2
Employee	85	TNI and Polri	2
Student and College Student	38	Self-Employed	35
Others	27	Entrepreneurs	2

Validity Test and Reliability Test

Validity test is used to test the extent to which an instrument is accurate as a measuring tool for variables in a study. According to Arikunto (2010), validity is a measure to show levels of validity or authenticity. In other words, validity describes how the instrument used has measured what it intended to measure. In this study, the Pearson Product – Moment Correlation validity test was used. In this test, the r_xy value is calculated using the following formula:

$$r_{xy} = \frac{n(\sum_{i=1}^{n} x_i y_i) - (\sum_{i=1}^{n} x_i)(\sum_{i=1}^{n} y_i)}{\sqrt{(n\sum_{i=1}^{n} x_i^2 - (\sum_{i=1}^{n} x_i)^2)(n\sum_{i=1}^{n} y_i^2 - (\sum_{i=1}^{n} y_i)^2)}} \tag{10}$$

Where, *rxy* is the correlation coefficient between x and y, *x* is ascore for each question item, y is the total score from respondents, and *n* is the number of respondents.

The validity of an item can be determined by comparing the Pearson Product-Moment correlation index at a 5% significance level. If the probability of the correlation result is greater than 5% (0.05), then the instrument is declared invalid. Conversely, if the probability of the correlation result is less than 5% (0.05), then the instrument is declared valid. Alternatively, compare the r-count produced from the formula with the r-statistic table. If the r-count is greater than the r-statistic table,

the item is considered valid. The tool for testing validity and reliability uses SPSS software. The validity test of the instrument was performed using SPSS software, and the results are shown.

Table 4. IPMas Validity Test Results Based on Aspect Importance

No	Statement	Number of r	Number of Table	Number of Sig	Explanation
A	**Mutual Cooperation Index**				
1	The community actively participates in carrying out joint social activities (Community Service)	0.858	0.3120	0.000	valid
2	The community actively works together to hold national and religious holidays	0.841	0.3120	0.001	valid
3	The relationship between neighbors in my neighborhood is good and harmonious	0.532	0.3120	0.000	valid
4	The community voluntarily helps residents who have celebrations/thanksgivings	0.476	0.3120	0.000	valid
5	The community easily gets help when they are experiencing financial problems	0.666	0.3120	0.000	valid
6	The community is willing to help residents in need if they experience a disaster (death, illness, etc.)	0.887	0.3120	0.000	valid
B	**Tolerance Index**				
7	People respect and appreciate religious differences in their living environment	0.767	0.3120	0.000	valid
8	Living environment, people respect and appreciate each other between different ethnic groups	0.764	0.3120	0.000	valid
9	Living environment, people respect and appreciate each other between those with different social statuses (people with high rank and ordinary people)	0.593	0.3120	0.000	valid
10	Living environment, people respect and appreciate each other between those with different economic statuses (poor and rich)	0.573	0.3120	0.000	valid
11	Living environment, people respect and appreciate each other between those with different political statuses	0.797	0.3120	0.000	valid
C	**Sense of Security Index**				
12	Safe residential environment	0.745	0.3120	0.000	valid
13	Feeling safe while traveling (public roads)	0.752	0.3120	0.000	valid
14	Feeling safe in crowded places (markets, terminals, stations, malls, etc.)	0.752	0.3120	0.000	valid
15	Trusting law enforcement in maintaining security, order, and justice	0.642	0.3120	0.000	valid
16	Feeling safe in participating in elections	0.607	0.3120	0.000	valid
17	Feeling safe with the existence of NGOs related to community empowerment and capacity development	0.651	0.3120	0.000	valid
18	Feeling safe being a member of a mass organization (ormas) and political party (parpol)	0.710	0.3120	0.000	valid
19	Feeling safe with the availability of facilities/efforts to anticipate/mitigate natural disasters	0.773	0.3120	0.000	valid

No	Statement	Number of r	Number of Table	Number of Sig	Explanation
20	Feeling safe participating in education and training on natural disaster preparedness	0.787	0.3120	0.000	valid
21	Security/government forces involved as mediators in mass violence	0.830	0.3120	0.000	valid
22	Religious/community leaders involved as mediators in mass violence	0.830	0.3120	0.000	valid

Table 5. IPMas Validity Test Results Based on Aspect Performance

No	Statement	Number of r	Number of Table	Number of Sig	Explanation
A	**Mutual Cooperation Index**				
1	The community actively participates in carrying out social activities together (community service)	0.638	0.3120	0.000	valid
2	The community actively works together to organize national and religious holidays.	0.521	0.3120	0.001	valid
3	The relationship between neighbors in my residential area is good and harmonious.	0.630	0.3120	0.000	valid
4	The community voluntarily helps residents who are having celebrations/thanksgivings	0.662	0.3120	0.000	valid
5	People can easily get help when they are experiencing financial problems.	0.602	0.3120	0.000	valid
6	The community is willing to help residents in need if they experience a disaster (death, illness, etc.)	0.697	0.3120	0.000	valid
B	**Tolerance Index**				
7	People respect and appreciate religious differences in their residential environment.	0.724	0.3120	0.000	valid
8	Residential environment, people respect and appreciate each other between different ethnic groups	0.840	0.3120	0.000	valid
9	Residential environment, people respect and appreciate each other between those with different social statuses (people with high rank and ordinary people)	0.729	0.3120	0.000	valid
10	Residential environment, people respect and appreciate each other between those with different economic statuses (poor and rich)	0.747	0.3120	0.000	valid
11	Residential environment, people respect and appreciate each other with different political statuses	0.584	0.3120	0.000	valid
C	**Sense of Security Index**				
12	Safe living environment	0.747	0.3120	0.000	valid
13	Feel safe on the road (public roads)	0.652	0.3120	0.000	valid
14	Feel safe in crowded places (markets, terminals, stations, malls, etc.	0.655	0.3120	0.000	valid
15	Trust in law enforcement in maintaining security, order, and justice	0.749	0.3120	0.000	valid
16	Feeling safe in participating in the election	0.741	0.3120	0.000	valid

No	Statement	Number of r	Number of Table	Number of Sig	Explanation
17	A sense of security with the presence of NGOs related to community empowerment and capacity development	0.806	0.3120	0.000	valid
18	Feeling safe as a member of a mass organization and political party	0.824	0.3120	0.000	valid
19	A sense of security with the availability of facilities/efforts to anticipate/mitigate natural disasters	0.670	0.3120	0.000	valid
20	Feeling safe participating in disaster preparedness education and training	0.687	0.3120	0.000	valid
21	Security/government forces involved as mediators in mass violence	0.599	0.3120	0.000	valid
22	Religious/community figures involved as mediators in mass violence	0.638	0.3120	0.000	valid

The validity test was conducted by administering questionnaires to 40 respondents. Based on the r table for 40 questionnaires presented in the Table 5, the r table value is 0.3120. After being analyzed using SPSS, it was concluded that for the statement items in IPMas, all were valid because the calculated r value was greater than the r table (Sugiharto (2006). .

Reliability Test

Reliability refers to an understanding that an instrument used in research to obtain information used can be trusted as a data collection tool and reveal the actual information (Sugiharto, 2006). By calculating the Cronbach Alpha value is one way to find reliability. The formula is as follows:

$$\alpha = \left[\frac{k}{k-1}\right]\left[1 - \frac{\sum \sigma_b^2}{\sigma_t^2}\right] \quad\quad\quad\quad (11)$$

Where, α is reliability instruments, k is thenumber of questions, σ_b^2 is the number of item variances, and σ_t^2 is the total variance of the approach. To measure reliability using the Alpha Cronbach method, compare coefficient α to 0.06. If the coefficient α <0.6, it indicates that the item is not reliable. Conversely, if α ≥ 0.6, the instrument used is reliable. In addition, if the reliability value is equal to or greater than 0.8, then it is considered that the reliability of the instrument is good (Sugiharto, 2006). An instrument with good reliability is considered capable of describing the actual information from the population. In this study, the Alpha Cronbach coefficient was calculated using SPSS software. Table 6 shows the results of reliability testing for three IPMas components.

Table 6. IPMas Reliability Test Based on Aspect Importance

Component	Cronbach's Alpha Score	Description
Mutual Cooperation Index	0,864	Reliable
Tolerance Index	0,904	Reliable
Sense of Security Index	0,945	Reliable

The results presented in Table 6 shows that the Cronbach's Alpha value is 0.864 for the Mutual Cooperation component, 0.904 for the Tolerance Index component, and 0.945 for the Sense of Security Index component. This shows that the Cronbach's Alpha value is more than 0.6. As a result, it can be concluded that the questionnaire is reliable.

Table 7. IPMas Reliability Test Based on Aspect Performance

Component	Cronbach's Alpha Score	Description
Mutual Cooperation Index	0,933	Reliable
Tolerance Index	0,855	Reliable
Sense of Security Index	0,930	Reliable

Table 7 shows that the Cronbach's Alpha value is 0.933 for the Mutual Cooperation component, 0.855 for the Tolerance Index component, 0.930 for the Sense of Security Index component. The findings indicate that the Cronbach's Alpha value is more than 0.8, which means that the instrument used has good reliability. Thus, it is considered capable of describing the conditions in the field.

IPMas Achievements Per Sub-district

The Community Development Index consists of 3 components: mutual cooperation, tolerance, and a sense of security. The achievement of the Community Development Index is used to measure the progress of community development achievements and to determine the condition of community development in an area. The following are the results of the IPMas achievements in Malang City in 2024 for each sub-district in Malang City.

Based on the calculation of IPMas achievements (Table 8), the achievement of IPMas Malang City reached a value of 87.56%. This value indicates that the community development index, which inculdes the mutual cooperation index, role index, and sense of security index, have been succesfully achieved in 5 sub-districts. If further explained, the highest value is the tolerance index with a score of 89.94%. This fact shows that tolerance between religions, ethnicities, and politics in the Malang city community has been running well. The high IPMas value indicates that health, education and security services are under the control of the community and are in accordance with community needs; additionally, community development activities such as Musrenbang and mutual cooperation have also been implemented optimally (Nguyen, (2021), Padamata & Vangapandu (2024)). Malang

City, on the other hand, as a destination city for migrants, undoubtedly fosters a high level of tolerance towards all backgrounds of the population's origin. This naturally provides high tolerance and formulates a social community system for the comfort of living in Malang City. In addition, the government actively contributes to activities that promote tolerance between communities.

Table 8. IPMas Achievement per Sub-district

Indicators	Sub-district					IPMas Malang City
	Blimbing	Kedungkandang	Klojen	Lowokwaru	Sukun	
Mutual Cooperation Index	86,17%	88,56%	87,30%	90,60%	83,73%	87,17%
Tolerance Index	89,2%	90,06%	89,11%	93,28%	88,13%	89,94%
Sense of Security Index	85,96%	87,75%	86,97%	90,95%	82,60%	86,70%
IPMas per Sub-district	86,75%	88,5%	87,54%	91,39%	84,16%	87,56%

The second highest achievement is the mutual cooperation index with a value of 87.17%. This value is just as high as the tolerance index. In this component, the high mutual cooperation index value is influenced by harmony between communities, represented through community service, social activities, environmental love activities, and various activities initiated by the city government or the community independently (Riyanto (2024); Wijaya (2014); Mahfudz (2017)).

The last is the security index with a value of 86.70%. This value is quite high, but not significantly higher than the other 2 indexes. As a centre of migration and education, Malang City naturally attracts a large number of new residents from various regions. Although the security system has been well supported by the government and community initiatives, crimes continue to occur as negative externalities of poverty, ethnic and cultural diversity, social inequality, and other economic concerns. Vigilance and security systems must be improved to increase public trust (Mulyana (2021); Sulisworo (2009)).

When viewed from a regional perspective, the Lowokwaru District has the highest index value compared to other districts. The Lowokwaru community is aware that their district has the highest number of migrants enter, which is affected by the location of state universities in Malang City. This results externalities to the number of temporary housing or boarding houses having a very high number. As a result, the Lowokwaru District community is well-prepared for mutual cooperation and

tolerance, as well as a very good security system initiated by the local community, which is very aware of the environmental conditions very well.

Kedungkandang District has the second highest IPMas and offers numerous programmes to promote mutual cooperation, tolerance, and a sense of security. The third is Klojen District, followed by Blimbing District. Sukun District is the largest district in Malang City. Sukun District currently has RTRW as an area for expanding change and industry in Malang City. The significant number of housing indicates that migrants are also prevalent. This is an area for expanding housing in Malang City, which will increase occupancy rate, the number of modern markets, and the number of schools are increasing. As a residential location, a better security system is required ((Ulimpa (2018); Sukmana et al (2020)).

Importance Performance Analysis (IPA)

In the context of governance and community development, Importance Performance Analysis (IPA) can be used to measure the performance and level of importance of aspects of indicators that support government performance (Lai (2015); Lusianti (2018);Pratiwi (2018)).. Several key performance indicators will be evaluated to assess the achievement of local governments in achieving development goals and effective public services (Wisudawati et al (2023). In this study, measurements were made of the performance and level of importance of aspects supporting the Community Development Index (IPMas) consisting of aspects of the mutual cooperation index, tolerance index and sense of security index. Each aspect in the table is distributed into four different quadrants, numbered 1, 2, 3, and 4, with explanations as shown in the Figure 4.

Quadrant 1. Shows aspects that are considered important, but show poor performance. (Priority)	**Quadrant 2.** Shows aspects that are considered important and show good performance (Maintain) Quadrant
Quadrant 3. Shows aspects that are considered less good and show poor performance. (Low Priority)	**Quadrant 4.** Shows aspects that are considered less important but show good performance. (Excessive)

Figure 4. Importance Performance Analysis (IPA) Quadrant Diagram

According to Riyanto (2021), Quadrant 1 represents aspects that are considered important by respondents but have not shown good performance, thus they must be prioritized in formulating strategies and policies. Quadrant 2 shows aspects that are considered important and have shown good performance, indicating that they are achievements resulting from the implementation of

policies derived from aspects and indicators. Quadrant 3 shows aspects that are considered less important and have not shown good performance. Handling aspects that appear in this quadrant need to be prioritized, but the aspects in quadrant 1. Quadrant 4 shows aspects that are considered less important yet still perform good, so they are considered excessive and not a priority. Furthermore, an IPA analysis was carried out in each sub-district based on the value of the supporting aspects of IPMas. The results of the analysis can be used as considerations in the evaluation process of the implementation of social and development programs.
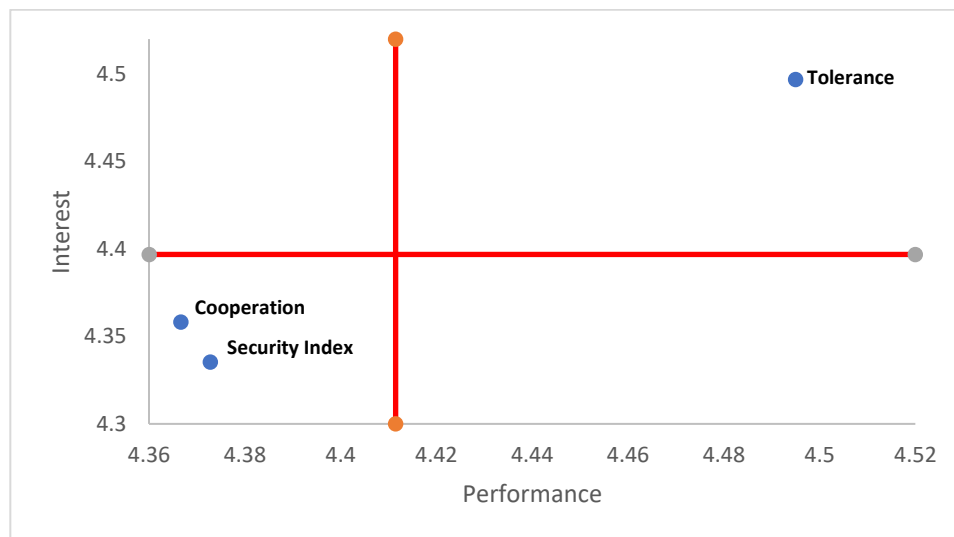

Figure 5. IPA Plot Result

The results of the IPA analysis for the Malang City IPMas indicator (Figure 5) suggest that respondents consider the mutual cooperation index to be a less important aspect and show poor performance because it is located in quadrant 3. According to the image results, the Malang City government must improve the performance of the mutual cooperation index with relevant policies and programs due to its value the community (ridwamata (2020)). The decline in the mutual cooperation index will increase the population's indifference to others. If this trend continues, there will be a peaceful and harmonious socio-economic degradation. The tolerance index shows good performance and is considered very important for the community (Ridwan et al (2021).

The tolerance index is represented by a culture of mutual respect and appreciation of differences in religion, ethnicity, social status, economic status, and politics (Wijaya & Danar (2014). For the sense of security index, the community considers its performance to be less good and its level of importance is also low. The community feels less safe when in the residential environment, public places, or on the road. The presence of community empowerment NGOs, voting in elections, and

joining organisations also makes the community feel less secured (Suara & Tjahjadi (2021). Therefore, the direction of government policies and programs related to the sense of security index needs to be improved and enhanced again.

Conclusion

IPMas Malang City in 2024 achieved an 87.56% rating based on the mutual cooperation index, tolerance index, and sense of security index. This score is very good score, however it could be improved. The highest IPMas achievement is the tolerance index, while the lowest achievement is the sense of security index. The results of the IPA analysis show that the tolerance index is the most important thing to do in the Malang City community, while the sense of security index is the one that needs to be improved and enhanced the most. In general, Malang City has become a friendly city by emphasizing the aspects of tolerance, mutual cooperation, and adequate sense of security. Malang City must improve community empowerment programs and community-based socio-economic development. Furthermore, as the number of new migrants grows, security infrastructure and social group structures must be improved.

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