The influence of public services on community satisfaction at the Bonto Bahari sub-district office, Bulukumba district

Elma Helviana[1], Ahmad[1], Zalkha Soraya[1]
[1]Universitas Muhammadiyah Makassar
Email: elmahelvianab@gmail.com, ahmad@unismuh.ac.id, zalkha.soraya@unismuh.ac.id

*Correspondence: Elma helviana
Email: elmahelvianab@gmail.com

Abstract: The type of research used is quantitative researc haims to describe research objects or research results through data or sample, data collection techniques used were observation, questionnaires and documentation. The method in this research uses analytical methods simple regression with hypothesis testing, namely the T test. The number of samples is 100 people using the Simple Random Sampling Method. Based on The statistical results of the t test for the variable quality of public services obtained levels significance of 4.064 t table 1.984 which successfully proves that "The quality of public services has a significant effect on satisfaction community at the Bonto Bahari sub-district office, Bulukumba Regency. Statistically it can It is shown that the quality of public services does have an influence which is significant for community satisfaction at the Bonto Bahari sub-district office in Bonto Bahari District, Bulukumba Regency.
Keywords: service quality, community satisfaction

INTRODUCTION

Public service is all service activitiesb implemented by public service providers as an effort meeting public needs and implementing regulatory provisions legislation. Implementation of public services, government officials create prosperity. People have rights to get the best service from the government because The funds are in the form of paying taxes, levies and various things other levies (Alfionita et al., 2020)

Based on the observations that have been made, researchers found The problem that occurs at the Bonto Bahari sub-district office is that there is complaints from the community where the community is not satisfied with services provided so that their needs are not met customer expectations such as, there is no certainty about the time period solution, the attitude of officers who are less responsive to the community those being served, the attitude of the officers is less friendly or less polite easily seen by the public.

The objectives to be achieved in this research areto determine the effect of public services on satisfactioncommunity regarding public services at the Bonto Bahari sub-district office Bulukumba district.

Theoretically, this research is expected to provid contribution of thought and broadening of insight in particular to students. Practically, it is hoped that this research will provide additional benefits knowledge and input to the community, especially on
women who want to hold official positions.

METHOD

The type of research used in this research is method descriptive using a quantitative approach. According to (Sugiyono, 2019). namely using data processing in the form of numbers as a tool for analyzing and conducting research studies, especially regarding those that have been researched. To understand and explain the influence of public services on community satisfaction in Head of Bonto Bahari District, District. Bulukumba based on results observation, questionnaires, and documentation.

The population in this study was the entire population Bonto Bahari sub-district with a population of 31,575 people consists of from 19,428 women and 12,147 men from Office data sources Head of Bonto Bahari Subdistrict, Bulukumba Regency. In this method, samples are taken with special consideration of criteria or characteristics specifically those that have a close relationship with criteria or characteristics population. Sample selection is determined using a random sample method (random sampling) by drawing samples using the Slovin formula.

$$n = \frac{N}{1 + N.e^2}$$

Dimana :

n = Ukuran sampel

N = Ukuran populasi

e^2 = Tingkat presentasi toleransi ketidak telitian

Dalam penelitian ini akan digunakan nilai e = 10%, artinya tingkat toleransi ketidaktelitian sebesar 10%. Dengan menerapkan rumus slovin maka di peroleh sampel sebagai berikut:

$$n = \frac{N}{1 + (Nx\ e^2)}$$

$$n = \frac{31.575}{1 + (31.575x(0,1)^2)}$$

$$n = \frac{31.575}{1 + (31.575x0,01)}$$

$$n = \frac{31.575}{1 + 315,75}$$

$$n = \frac{31.575}{316,75}$$

$$n = 99,7$$

$$n = 100$$

Table 1 area of Bonto Bahari sub-district, Bulukumba district

Desa / Kelurahan	Luas Wilayah (Km2)	Status	Klasifikasi
(1)	(2)	(3)	(4)
Bira	19.5	Desa	Swasembada
Darubiah	16.9	Desa	Swasembada
Tanah Lemo	16	Kelurahan	Swasembada
A r a	13.4	Desa	Swasembada
Lembanna	11.7	Desa	Swasembada
Tanah Beru	7.1	Kelurahan	Swasembada
Sapolohe	7.2	Kelurahan	Swasembada
Benjala	17	Kelurahan	Swasembada
Bonto Bahari	108.00		

Sumber : KASI PMD Kecamatan Bonto Bahari

The collection technique is in the form of a questionnaire. This is a form of collection information to analyze and study inner behavior organizations that could be affected by the researcher's proposed system. The tool used is a checklist in the form of a checklist closed questionnaire.

According to (Siregar, 2013). closed questionnaires are questions questions given to respondents who are already in preferred form. So this type of questionnaire respondents do not provide an opportunity to express opinions.

RESULTS AND DISCUSSION

Determination($R2$) The coefficient of determination $R2$ is used to find out what percentage of variation in the Dependent Variable can be explained by variations in the independent variable. This R^2 value lies between 0 and 1. If the R^2 value is close to 0, it means little once the variation in the dependent variable is explained by independent variable. If the R^2 value moves closer to 1 it means the greater the variation in the dependent variable that can be explained by the Independent variable if it turns out to be deep the calculation of the R^2 value is equal to 0 then this shows that the dependent variable cannot be explained by the variable independent.

then Test validity is the ability of indicators to measure the level of accuracy of a concept. What does it mean? the concept that has been developed is valid or not. The purpose of the validity test is to determine the extent of accuracy and the accuracy of an internal measurement instrument perform its measuring function. So that the data obtained can be relevant/in accordance with the purpose of the measurement the and Reliability test The reality test is an index that shows the extent where a measuring instrument can be trusted and relied upon. Reliability shows the consistency of a measuring instrument in measuring the same symptoms.

Table 2 validity test results

Variables	Service Items	Corrected Item Total Correlation	R Standard	Information
Service Quality (X)	X1.1	0.348	0.30	Valid
	X2.2	0.454	0.30	Valid
	X3.3	0.611	0.30	Valid
	X4.4	0.362	0.30	Valid
	X5.5	0.448	0.30	Valid
	X6.6	0.511	0.30	Valid
	X7.7	0.514	0.30	Valid
	X8.8	0.547	0.30	Valid
Community Satisfaction (Y)	Y1.1	0.100	0.30	Valid
	Y2.2	0.482	0.30	Valid
	Y3.3	0.620	0.30	Valid
	Y4.4	0.583	0.30	Valid
	Y5.5	0.603	0.30	Valid
	Y6.6	0.427	0.30	Valid
	Y7.7	0.569	0.30	Valid
	Y8.8	0.487	0.30	Valid

Based on the results of the validity test, it shows 55 indicators of the variables service quality and community satisfaction with the Corrected Item-Total value Corrected is greater than or above 0.30. Thus the questionnaire used regarding service quality and expressed community satisfaction valid to use as a variable measuring tool.

Table 3. reliability test results

Variable	Cronbach's Alpha Based on Standardizes Items	Standar Reliabilitas	Keterangan
Service Quality (X)	0.500	0.60	Reliable
Community Satisfaction (Y)	0.535	0.60	Reliable

Based on the data table above, it shows the figures for the values cronbachsAlpha(a) on all variables in this study, all of them shows a value above 0.60. This shows that the variable independent and dependent are reliable and it can be concluded that The respondent's questionnaire statement shows reliability in measuring variables in the research model.

CONCLUSION

Based on the results of research regarding the influence of Service Qualitybpublic regarding Community Satisfaction at the Bonto Bahari Subdistrict Office in Bonto Bahari District, Bulukumba Regency, conclusions can be drawn as follows.Quality of Service at the Bonto Bahari Subdistrict Office, Bulukumba Regency I see a lack of supporting facilities to improve services to the community because of employees of the Bonto Bahari District Head Office Bulukumba has not worked professionally, there is still a lack of responsiveness employees in serving the community. Based on the statistical results of the t test for the public service quality variable obtained a significance level of 4.064 t table 1.984 which was successful proves that "The quality of public services at the Bonto

Bahari sub-district office in Bonto Bahari District, Bulukumba Regency has a significant influence on community satisfaction.

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