

# THE EFFECT OF SERVICE QUALITY AND EMPLOYEE COMMITMENT ON COMMUNITY SATISFACTION

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## Abstract

The purpose of this research was to analyze the influence of service quality and employee commitment on community satisfaction at the One Stop Integrated Service of the Muara Enim District Court. This research is quantitative research. The population of this research is 300 people. The sampling technique used simple random sampling. Determination of the number of samples using the slovin formula of as many as 75 respondents. The data in this study are primary data collected by distributing questionnaires. Data analysis used multiple linear regression analysis and descriptive statistical analysis. The results showed that there was a significant positive effect of each variable, namely service quality and employee commitment partially on community satisfaction at the One Stop Integrated Service of the Muara Enim District Court. The regression equation model shows that the lowest coefficient on the service quality variable should be given priority to be further improved by providing excellent service guidance and training for One-Stop Integrated Service Officers.

**Keywords:** Service Quality, Employee Commitment, Community Satisfaction, One-Stop Integrated Service, Excellent Service Training

## INTRODUCTION

State institutions in general have the task of providing services to the community in accordance with their respective main tasks and functions, both at the central and regional levels. The Muara Enim District Court has carried out services to the community through the One Stop Integrated Service (PTSP). One-Stop Integrated Service is a judicial administration service with integrity in a single process that starts from the stage of requesting information, complaints, case registration, payment and down-payment of court fees, to delivery/collection of court products through one door.

Muara Enim District Court employees who become PTSP officers in the Court have a very strategic role because PTSP is the front line in providing services to the community. PTSP officers are obliged to provide the best service to the community, both those who need information and those who are served at the information desk. PTSP officers must be professional and have integrity. The services provided by PTSP officers will affect community satisfaction and become the value to a judicial institution. One of the factors that influence community satisfaction is the quality of service provided by employees and employee commitment at PTSP Muara Enim District Court.

**Table 1**  
**PTSP Officer Daily Survey Results**

Meja Layanan Yang Dintal	Satuan Kerja	Indeks Kepuasan	Rekam Penilaian
HUKUM	PENGADILAN NEGERI MUARA ENIM	SANGAT PUAS	Kamis, 6 Mei 2021   09:52:49 WIB
PIDANA	PENGADILAN NEGERI MUARA ENIM	SANGAT PUAS	Rabu, 5 Mei 2021   13:58:58 WIB
PERDATA	PENGADILAN NEGERI MUARA ENIM	KURANG PUAS	Rabu, 5 Mei 2021   13:58:12 WIB
HUKUM	PENGADILAN NEGERI MUARA ENIM	SANGAT PUAS	Rabu, 5 Mei 2021   13:11:29 WIB
UMUM	PENGADILAN NEGERI MUARA ENIM	SANGAT PUAS	Rabu, 5 Mei 2021   12:02:19 WIB
PIDANA	PENGADILAN NEGERI MUARA ENIM	SANGAT PUAS	Rabu, 5 Mei 2021   11:47:04 WIB
PIDANA	PENGADILAN NEGERI MUARA ENIM	SANGAT PUAS	Rabu, 5 Mei 2021   11:00:21 WIB
PIDANA	PENGADILAN NEGERI MUARA ENIM	SANGAT PUAS	Rabu, 5 Mei 2021   10:52:25 WIB
PIDANA	PENGADILAN NEGERI MUARA ENIM	PUAS	Rabu, 5 Mei 2021   10:47:26 WIB
PIDANA	PENGADILAN NEGERI MUARA ENIM	PUAS	Rabu, 5 Mei 2021   10:00:14 WIB
HUKUM	PENGADILAN NEGERI MUARA ENIM	SANGAT PUAS	Selasa, 15 Februari 2022   11:21:11 WIB
PERDATA	PENGADILAN NEGERI MUARA ENIM	TIDAK PUAS	Selasa, 15 Februari 2022   10:59:40 WIB
HUKUM	PENGADILAN NEGERI MUARA ENIM	SANGAT PUAS	Selasa, 15 Februari 2022   10:36:33 WIB
HUKUM	PENGADILAN NEGERI MUARA ENIM	SANGAT PUAS	Selasa, 15 Februari 2022   10:30:02 WIB

Based on the results of a daily survey of PTSP officers using the SISUPER application (Electronic Service Survey Application) at the Muara Enim District Court, there are still people who are not satisfied with the services provided by PTSP employees. The author observes that the PTSP officers of the Muara Enim District Court have not fully provided good service to the community. One of them is due to the lack of discipline of PTSP officers regarding service hours. Supposedly at 13.00, the officers were already at the PTSP desk, but in the fact, there were still officers taking a break at that hour. In addition, it is also caused by the lack of ability of employees in the field of information technology, lack of good communication skills, and lack of understanding of the principles of excellent court service. The author observes that the PTSP Officer of the Muara Enim District Court does not yet fully understand the main duties and functions of a PTSP officer, and does not understand the Standard Operating Procedure (SOP) of the products issued at the PTSP table. So the authors suspect the problem of quality of service provided and employee commitment to be the dominant factor that affects the dissatisfaction of the community.

### ***Service quality***

Good service is the company's ability to provide services that can provide satisfaction to customers according to their needs and desires. According to Arianto (2018:83), Service Quality can be interpreted as focusing on meeting needs and requirements, as well as on timeliness to meet customer expectations. Quality of Service applies to all types of services provided by the company while the client is in the company. According to Kotler and Keller (2016:143) "quality is the completeness of the features of a product or service that has the ability to provide satisfaction to a need".

Based on the definitions above, it can be concluded that Service Quality is an action taken by the company in the form of things that are intangible but can be felt by consumers. Measurement of Service Quality can be seen from the service that has been received by consumers to meet the needs and desires of their expectations.

According to Fitzsimmons in Zaenal Mukarom and Muhibudin (2015: 108) put forward five indicators of Service Quality, namely:

1. Reliability is marked by providing the right and correct Quality of Service.
2. Tangibles are characterized by the adequate provision of other resources.
3. Responsiveness is characterized by the desire to serve consumers quickly.
4. Assurance which is marked by the level of attention to ethics and morals in providing Service Quality.
5. Empathy is characterized by the level of willingness to know the wants and needs of consumers.

### ***Employee Commitment***

Many experts suggest the meaning of employee commitment. Cohen in Kusumaputri (2015) defines work commitment as a force that binds individuals to take an action toward one or more organizational goals. While Best (in Kusumaputri, 2015) says that individuals who are committed to taking special actions or behaviors are based on moral beliefs rather than personal gain.

Based on the opinions of the experts above, it can be concluded that employee commitment is the level at which an employee identifies with the company and its goals to maintain membership in an organization, as well as support and carry out the goals of the organization or company voluntarily.

There are several Indicators of Employee Commitment. Kaswara and Santoso (2008) suggest three indicators of commitment used in the approach to determine employee commitment to the organization, namely:

- a) Affective commitment or affective commitment  
Commitment is where the individual has a strong desire to keep working at the organization because there is a similarity or agreement between the personal values of the individual and the organization. Affective commitment is based on Goal Congruence Orientation, in which there is a psychological attachment between the individual and the organization that affects the individual's behavior toward the task he receives. Individuals with high Affective Commitment have a strong emotional attachment to the organization, which means that the individual will have the motivation and desire to contribute significantly to the organization compared to individuals with low Affective Commitment.
- b) Continence commitment or continuous commitment  
The individual's tendency is to maintain employee commitment to the organization because there is nothing else that can be done outside of it. Individuals with high Continuance Commitment will stay in the organization, not because of emotional reasons, but because of the awareness in the individual of the big losses they will experience if they leave the organization. Individuals with high Continuance Commitment will stay in the organization more than those with low.
- c) Normative commitment or normative commitment  
Normative commitment is a commitment that shows the feeling of an individual who is obliged to continue to work for his organization, and also shows the existence of obligations and responsibilities that must be borne. Individuals with high normative commitment will remain in the organization because

they feel an obligation or duty. Such feelings will motivate individuals to behave well and take appropriate actions for the organization. The company expects that with normative commitment, employees have a positive relationship with behavior at work, such as job performance, work attendance, and organizational citizenship.

Employees who show high commitment have the desire to give more energy and responsibility in supporting the welfare and success of their organization. The actions and abilities of employees in an agency that are carried out with full commitment to provide the best and quality service will increase community satisfaction.

### ***Consumer Satisfaction***

Consumer satisfaction is an emotional response to experiences related to certain purchased products or services, retail outlets, or even behavioral patterns (such as shopping behavior and buyer behavior), as well as the market as a whole. According to Tjiptono (2015) giving an understanding of customer satisfaction is a person's feeling of pleasure or disappointment that arises after comparing the perception of the performance (results) of a product with his expectations. According to Kotler and Armstrong (2018), customer satisfaction is one of the main drivers that connects companies and customers in the long term. When talking about satisfaction or dissatisfaction, it consists of certain feelings of pleasure or disappointment that come from a comparison between the performance of a product with personal desires.

Based on the understanding of the experts, it can be concluded that customer satisfaction is an assessment of each consumer by comparing the existing conditions with the expected conditions.

Hawkins and Lonney cited in Tjiptono (2014) the indicators forming consumer satisfaction consist of:

- a. Conformity of Expectations  
Is the level of conformity between the service performance expected by consumers and those felt by consumers
- b. Interested to Come Back  
It is the willingness of consumers to visit again or re-use related services
- c. Willingness to Recommend  
It is the willingness of consumers to recommend services that have been felt by friends or family.

Good and satisfactory service will enhance the image and consumer confidence in a product or service offered to consumers. Aryani and Rosinta (2010) stated that there is a strong and positive influence between service quality variables on customer satisfaction. Quality of Service is the key to creating customer satisfaction.

Research conducted by S. Suryakerta (2021) concluded that there is a direct influence between service quality variables on patient satisfaction. The quality of service applied at Juliana Hospital Bogor is currently running optimally, so as to create a sense of satisfaction felt by patients.

Based on the description above, the following hypotheses can be proposed:

- H1 : It is suspected that there is an influence of service quality on community satisfaction at PTSP Muara Enim District Court

Commitment has an important role in an organization because employees who have high commitment will help the success of organizational goals and will lead to high organizational performance. To create services that are in accordance with community expectations so as to create community satisfaction, it takes a high dedication that can be realized in the form of employee commitment.

Research conducted by S. Suryakerta (2021) concluded that there is a direct influence between the variables of employee commitment to patient satisfaction. Employee commitment owned by employees at Juliana Hospital Bogor in working is very high so a sense of satisfaction is felt by patients. Based on the description above, the following hypotheses can be proposed:

- H2 : It is suspected that there is an influence of employee commitment on community satisfaction at PTSP Muara Enim District Court

## **RESEARCH METHODS**

### **Population and Sample**

The research was conducted at the One Stop Service (PTSP) of the Muara Enim District Court in 2022. The scope of this research is the influence of service quality and employee commitment on community satisfaction at the PTSP of the Muara Enim District Court.

The population in this study is the community served at the PTSP of the Muara Enim District Court which is calculated from January to June 2022, which is 300 people. Sampling and research using the Simple Random Sampling Method. The main characteristic of this sampling is that each element of the entire population has an equal chance of being selected. This means that each element is chosen independently of every other element. To

determine the number of samples in the study using the Slovin formula (Sakaran, 1992). With a population of 300 people, the specified margin of error (e) is 10% or 0.1. So the sample in this study was 75 people.

**Technical data collection**

In this research, the writer uses quantitative research. Quantitative research methods are research methods related to numbers and statistics. The data in this study are primary data collected by distributing questionnaires. The questionnaire submitted to the respondents contained 25 statement items, every 12 items for the service quality variable, 6 items for the employee commitment variable, and 7 items for the community satisfaction variable. Each is measured by an ordinal scale. The structure of the statement was prepared using Likert’s model (strongly agree; agree; disagree; disagree, and strongly disagree).

**Method analysis**

Descriptive statistical analysis was carried out by describing the distribution of respondents' responses, namely by making an interval scale and calculating the average score of each statement item on each independent and dependent variable. To test the measuring instrument, the validity test was carried out by looking at the calculated r-value, and the instrument reliability test by looking at Cronbach’s alpha value. Before testing the hypothesis, a classical assumption test is performed to test whether the regression line equation obtained is linear and can be used for forecasting. Classical assumption tests include a Multicollinearity test by looking at the value of the variance inflation factor (VIF ), a heteroscedasticity test using a Scatterplot graph, and a normality test using a normal PP Plot of Regression Standardized Residual graph . So that the research can be concluded with generalizations, inferential statistical analysis is used, namely multiple linear regression analysis, partial effect significance test (t-test) which is carried out to make decisions by looking at the significant value in the Coefficients table and the coefficient of determination test (R2). The data was processed using the statistical software SPSS 25.

**Variable Operation**

This study uses three variables, namely two independent variables and one dependent variable. The dependent variable in this study is community satisfaction and the independent variables are service quality and employee commitment.

**1. Dependent variable:  
- Community Satisfaction**

Variables of community satisfaction, dimensions and indicators were developed from Irawan (2015:37) which include: Product quality, price, service quality, emotion, cost.

Table 2  
Dimensions and Indicators of Community Satisfaction Variables

Dimension	Indicator
Product quality	1. Satisfied with the product used
Service quality	1. Talking positive things about service quality to others 2. Recommend services to others
Emotional	1. Respond quickly in responding to customer complaints 2. Rarely make complaints
Trust	1. The reputation of the organization is getting more positive in the eyes of the community
Cost	1. Prices are set according to the products produced

**2. Independent variables:  
- Service Quality**

Service quality variables, dimensions, and indicators were developed from Fitzsimmons in Zaenal Mukarom and Muhibudin (2015:108) which include: *Reliability, Tangibles, Responsiveness, Assurance, and Empathy.*

Table 3  
Dimensions and Indicators of Service Quality Variables

Dimension	Indicator
Tangibles	<ol style="list-style-type: none"> <li>1. Courtesy and friendliness of officers</li> <li>2. Convenience of service place</li> <li>3. Employee discipline</li> </ol>
Reliability (reliable)	<ol style="list-style-type: none"> <li>1. Ease of procedure.</li> <li>2. Conformity of requirements with the type of service</li> </ol>
Responsiveness (responsive and fast)	<ol style="list-style-type: none"> <li>1. Officer ability</li> <li>2. Timeliness of service</li> <li>3. Service speed</li> </ol>
Assurance (Cost)	<ol style="list-style-type: none"> <li>1. Reasonable cost</li> <li>2. Service security</li> </ol>
Empathy	<ol style="list-style-type: none"> <li>1. Justice in providing services</li> <li>2. Attention to customers</li> </ol>

### - Employee Commitment

Variables of employee commitment, dimensions and indicators were developed by Kaswara and Santoso (2008) which include: *Affective commitment* or affective commitment, *Continuance commitment* or commitment to sustainability, and *Normative commitment* or normative commitment.

Table 4  
Dimensions and Indicators of Service Quality Variables

Dimension	Indicator
Tangibles	<ol style="list-style-type: none"> <li>1. Courtesy and friendliness of officers</li> <li>2. Convenience of service place</li> <li>3. Employee discipline</li> </ol>
Reliability (reliable)	<ol style="list-style-type: none"> <li>1. Ease of procedure.</li> <li>2. Conformity of requirements with the type of service</li> </ol>
Responsiveness (responsive and fast)	<ol style="list-style-type: none"> <li>1. Officer ability</li> <li>2. Timeliness of service</li> <li>3. Service speed</li> </ol>
Assurance (Cost)	<ol style="list-style-type: none"> <li>1. Reasonable cost</li> <li>2. Service security</li> </ol>
Empathy	<ol style="list-style-type: none"> <li>1. Justice in providing services</li> <li>2. Attention to customers</li> </ol>

## RESULTS AND DISCUSSION

### Characteristics of Respondents

Most respondents are male with a total of 45 people or 60%, the rest are female with a total of 30 people or 40%. The majority of respondents at PTSP Muara Enim District Court were between the ages of 20-30 years as many as 30 people or 40%. The respondent's education is dominated by high school/high school education with a total of 52 people or 69%.

Table 5  
Characteristics of Respondents

Characteristics	Classification	Amount	Amount (%)
Gender	Man	45	60
	Woman	30	40
Age	20-30	30	40
	31-40	24	32
	41-50	19	25
	51-60	2	3
Education	Postgraduate (S2)	0	0
	Bachelor degree)	15	20
	Diploma (D1/D2/D3/D4)	3	4
	SMA/SLTA	52	69
	SD	5	7
Number of Respondents		75	

Source: Processed primary data, 2022

### Test Measuring Tool

#### 1. Validity Test

The results of testing the validity of using the SPSS 25 program on the research instrument for all variables, the value of  $r_{table} = 0.227$  with  $r_{count} > r_{table}$ , it can be concluded that the results of the validity test for all questionnaire items on the variables X1 (Employee Service Quality), X2 (Employee Commitment), and Variables Y (Community Satisfaction) are VALID.

Table 6  
Test the Validity of Service Quality Variables ( $X_1$ )

Question Items	$r_{table}$	$r_{count}$	Validity
X1.1	0.227	0.827	Valid
X1.2	0.227	0.838	Valid
X1.3	0.227	0.862	Valid
X1.4	0.227	0.863	Valid
X1.5	0.227	0.783	Valid
X1.6	0.227	0.718	Valid
X1.7	0.227	0.781	Valid
X1.8	0.227	0.743	Valid
X1.9	0.227	0.802	Valid
X1.10	0.227	0.843	Valid
X1.11	0.227	0.862	Valid
X1.12	0.227	0.780	Valid

Source: Data processed with the SPSS program in 2022

Table 7  
Employee Commitment Variable Validity Test ( $X_2$ )

Question Items	$r_{table}$	$r_{count}$	Validity
X2.1	0.227	0.845	Valid
X2.2	0.227	0.820	Valid
X2.3	0.227	0.853	Valid
X2.4	0.227	0.846	Valid

X2.4	0.227	0.816	Valid
X2.6	0.227	0.816	Valid

*Source: Data processed with the SPSS program in 2022*

**Table 8**  
**Validity Test of Community Satisfaction Variable (Y)**

Question Items	r <sub>table</sub>	r <sub>count</sub>	Validity
Y.1	0.227	0.848	Valid
Y.2	0.227	0.797	Valid
Y.3	0.227	0.862	Valid
Y.4	0.227	0.860	Valid
Y.5	0.227	0.918	Valid
Y.6	0.227	0.824	Valid
Y.7	0.227	0.873	Valid

*Source: Data processed with the SPSS program in 2022*

## 2. Reliability Test

The results of the reliability testing of all variables, it can be concluded that all question items are reliable or reliable because they have Cronbach's Alpha values > 0.600.

**Table 9**  
**Research Variable Reliability Test**

Variable	Cronbach's Alpha Value	Minimum Requirements for Cronbach's Alpha Score	Information
Service quality	0.949	0.600	Reliable
Employee Commitment	0.916	0.600	Reliable
Community Satisfaction	0.938	0.600	Reliable

*Source: Data processed with the SPSS program in 2022*

## Asus Classic Test

### 1. Multicollinearity Test

The results of the multicollinearity test carried out are known that the Tolerance value of the independent variable has a Tolerance value of less than 10, namely the service quality variable is 0.206, and the employee commitment variable is 0.206.

As for the value of the variance of the inflation factor (VIF) of the two variables, namely the service quality variable of 4.852, the variable of employee commitment of 4.852 is smaller than 10. Thus, it can be concluded that there is no symptom of multicollinearity among the independent variables.

**Table 10**  
**Multicollinearity Test**

Coefficients <sup>a</sup>								
Model		Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics		
		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	,274	1,400		,196	,845		
	Kualitas_Pelayanan	,174	,057	,279	3,071	,003	,206	4,852
	Komitmen	,813	,109	,680	7,481	,000	,206	4,852

a. Dependent Variable: Kepuasan

*Source: Data processed with the SPSS program in 2022*

## 2. Heteroscedastic Test

Figure 1  
Heteroscedastic Test

Based on the scatterplot graph above, it shows that patterns or points spread randomly and do not gather in one place. So it can be concluded that there is no heteroscedasticity in the regression model.

## 3. Normality Test

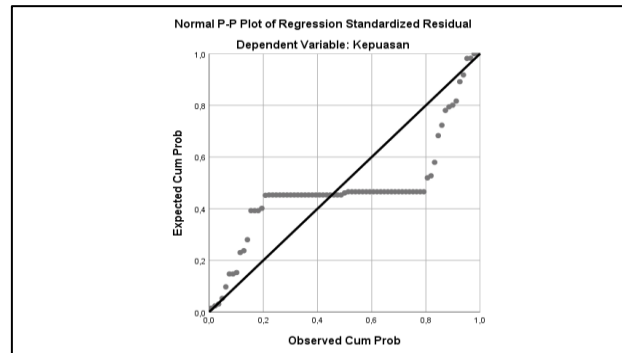


Figure 2 Normal PP Plot Of Regression Standardized Residual

From the normal PP Plot Of the Regression Standardized Residual graph above, it can be seen the pattern of data distribution where data in the form of dots or small circles spreads closer to a straight diagonal line around the diagram. Based on the guidelines for assessing the normality of the data, it is concluded that the residual data from the independent variables, namely Service Quality (X1) and Employee Commitment (X2) are data with normal distribution. Thus, this normality test shows that the normality assumption is fulfilled.

### Inferential Statistical Analysis

#### 1. Multiple Regression Analysis

Table 11  
Multiple Regression Test

		Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	,274	1,400		,196	,845		
	Kualitas_Pelayanan	,174	,057	,279	3,071	,003	,206	4,852
	Komitmen	,813	,109	,680	7,481	,000	,206	4,852

a. Dependent Variable: Kepuasan

Regression equations that can be written in the form of regression equations are:

$$Y = 0.274 + 0.174 (X1) + 0.813 (X2)$$

Multiple regression equation with the following explanation:

1.  $\beta_0$  is 0.274, which is a constant value, which means that if the variable value of Service Quality (X1) and Employee Commitment (X2) is ignored or assumed to be zero, then the Community Satisfaction variable (Y) has a value of 0.274 percent.
2.  $\beta_1$  is 0.174 meaning that if the Service Quality variable (X1) is increased by 0.174 one - unit then the Community Satisfaction variable (Y) will increase by 0.174 or 17.4%, meaning that the Service Quality variable (X1) has an influence on the Community Satisfaction variable (Y) of 17.4% and the remaining 82.6% is influenced by other factors not examined by the author such as competence, work motivation, trust, and morale.
3.  $\beta_2$  is 0.813 meaning that if the Employee Commitment variable (X2) is increased by 0.813 one unit, then the Community Satisfaction variable (Y) will increase by 0.813 or 81.3%, meaning that the Employee Commitment variable (X2) has an influence on the Community Satisfaction variable (Y) of 81.3% and the remaining 18.7% are influenced by other factors not examined by the author such as competence, work motivation, trust, and morale.

Employee Commitment Variable (X2) is the most dominant variable affecting the Community Satisfaction variable (Y), this can be seen through the results of the regression coefficient value of 0.813 which shows the largest regression coefficient value when compared to the regression coefficient values of other variables.

## 2. Partial Test (t-Test)

Partial Test (t-Test)

No	Independent Variable	Score	
		t count	Sig.
1	Service quality	3.071	0.003
2	Employee Commitment	7,481	0.000

*Source: Data processed with the SPSS program in 2022*

Hypothesis:

1) Hypothesis 1 (Effect of Employee Service Quality on Community Satisfaction)

- Ho: Employee Service Quality partially has no effect on Community Satisfaction
- Ha: Employee Service Quality partially affects Community Satisfaction

2) Hypothesis 2 (Effect of Employee Commitment to Community Satisfaction)

- Ho: Employee Commitment partially has no effect on Community Satisfaction
- Ha: Employee Commitment partially affects Community Satisfaction

Based on Table 13, it is known that the  $t_{\text{count}}$  for the Service Quality variable is 3.071 and the Employee Commitment variable is 7.481. The  $t_{\text{table}}$  value is known through the statistical table at a significance level of 0.05 (5%).  $df = nk-1$  or  $75-2-1 = 72$ , then the  $t_{\text{table}}$  number is 1,996.

Based on the calculations for the variable test of Service Quality on Community Satisfaction, the  $t_{\text{count}}$  is  $3.071 > t_{\text{table}}$  is 1.996. So, Ho is rejected and Ha is accepted. Thus, it can be concluded that Service Quality has an effect on Community Satisfaction. This is reinforced by a significance value of  $0.003 < 0.05$ . Thus Service Quality (X1) has a significant effect on the Community Satisfaction variable (Y), so the hypothesis in this study is proven.

Based on the calculations for the variable test of Employee Commitment to Community Satisfaction, the  $t_{\text{count}}$  is  $7.481 > t_{\text{table}}$  is 1.996. So, Ho is rejected and Ha is accepted. Thus, it can be concluded that Employee Commitment has an effect on Community Satisfaction. This is reinforced by a significance value of  $0.000 < 0.05$ . Thus, Employee Commitment (X2) has a significant effect on the Community Satisfaction variable (Y), so the hypothesis in this study is proven.

## 3. Coefficient of Determination

In this study the coefficient of determination ( $R^2$ ) aims to determine how much the variable Service Quality (X1), Employee Commitment (X2), is able to explain the variable of Community Satisfaction (Y), which is indicated by the value of Adjusted R Square ( $R^2$ ) as follows:

Table 13  
Coefficient of Determination

<b>Model Summary<sup>b</sup></b>					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,937 <sup>a</sup>	,878	,874	1,121	2,171

a. Predictors: (Constant), Komitmen, Kualitas\_Pelayanan  
b. Dependent Variable: Kepuasan

*Source: Data processed with the SPSS program in 2022*

The table above explains the value of the coefficient of determination by looking at the Adjusted R Square value, the value is 0.878. This means that the variables of service quality and employee commitment have a role of 87.8% together to be able to explain the variation of the dependent variable of community satisfaction and the remaining 12.2% is influenced by other variables.

## Discussion

### 1. The Effect of Service Quality on Community Satisfaction

Based on the results of the calculation of the service quality variable, it was found that the hypothesis was accepted with a t-count value of 3.071 and a t-table value of 1.996 with a significant value of  $0.003 < 0.05$ . The results of this study indicate that the service quality variable has a positive and significant influence on community satisfaction.

The findings of this study are in line with the theory about customer satisfaction put forward by Riyanto (2018) which states that customer satisfaction is a comparison of the quality of service experienced by customers, which is expected by customers, if the quality experienced by customers is lower than expected, dissatisfaction will occur. When the quality experienced by customers is as expected, the customer will be satisfied. And if the quality of Service Quality is more than what is expected, the customer will be very satisfied.

The findings of this study support the results of previous research conducted by S. Suryakerta in 2021 regarding the Effect of Service Quality and Work Commitment on Patient Satisfaction in Hospitals. Juliana Bogor stated that the quality of employee service has a positive effect on patient satisfaction at the Juliana Hospital, Bogor.

### 2. The Effect of Employee Commitment to Community Satisfaction

Based on the results of the calculation of the employee commitment variable, it was found that the hypothesis was accepted with a t-count value of 7.481 and a t-table value of 1.996 with a significant value of  $0.000 < 0.05$ . The results of this study indicate that the employee commitment variable has a positive and significant effect on community satisfaction. Employee commitment to the organization is a relationship between individual employees and work organizations. The commitment of a worker is very important to foster confidence in the quality of what he does and this commitment affects a person's behavior to work according to what has been assigned. The actions and abilities of employees in an agency that are carried out with a full commitment to providing the best and quality service will increase community satisfaction.

The findings of this study are in line with the theory of employee commitment proposed by Steers in Kuntjoro (2002) which states that employee commitment is a sense of identification, involvement, and loyalty expressed by an employee to his organization. Employees who show high commitment have the desire to provide more energy and responsibility in supporting the welfare and success of their organization.

The findings of this study support the results of previous research conducted by Ana Solekhati Dewi and Muhsin, (2019), with the title "The Effect of Competence, Performance Commitment, and Service Quality on Community Satisfaction". The results of the study explain that work commitment has a positive effect on community satisfaction in Bandar District.

## CONCLUSION

Based on the results of the discussion in the previous chapter, the following authors describe the conclusions from the results of the study, namely:

1. From the results of the calculation of the service quality variable, it was found that the hypothesis was accepted with a t-count value of 3.071 and a t-table value of 1.996 with a significant value of  $0.003 < 0.05$ . This means that Service Quality (X1) has a significant effect on the Community Satisfaction variable (Y).
2. From the calculation of the employee commitment variable, it was found that the hypothesis was accepted with a t-value of 7.481 and a t-table value of 1.996 with a significant value of  $0.000 < 0.05$ . This means that Employee Commitment (X2) has a significant effect on the Community Satisfaction variable (Y).

From the conclusions above, the authors can describe some suggestions, namely as follows:

1. As has been shown from the results of multiple linear regression analysis, the value of community satisfaction (Y) is 0,274 or 27.4%. So this should be followed up by the Muara Enim District Court, steps that can be taken include the fulfillment of service facilities by improving facilities and infrastructure and the comfort of the PTSP room and improving the service system by providing ease of service procedures.
2. The regression equation model shows that the lowest coefficient is the service quality of employees at 0.174 or 17.4%. Therefore, this variable must be given priority in an effort to improve the quality of service by PTSP officers by providing guidance and training on service excellence (service excellence) for PTSP officers, which can be carried out in collaboration with other parties (eg Bank BRI). The goal is to strengthen the quality of service and integrity to become a friendly, professional, and independent public servant so that the public is satisfied with the services received.
3. For the lowest respondent's response score, which is on the quality of service, namely "do you think the fees/tariffs charged for services in the Court are in accordance with the official rates", in order to create and inform service standards and transparency of official fees/tariffs either through information boards or social media pages.

4. For the lowest respondent's response score which is on employee commitment, namely "Employees at PTSP understand the Standard Operating Procedure (SOP) well" so that the Muara Enim District Court prepares Human Resources with quality, competence, and integrity by carrying out independent training on Standard Operating Procedures (SOP). ) of the regulations issued by the Supreme Court of the Republic of Indonesia to run the One Stop Integrated Service (PTSP).

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