QUALITY OF DIRECT CASH ASSISTANCE SERVICES AFFECTED BY COVID-19 ON COMMUNITY SATISFACTION OF DIRECT CASH ASSISTANCE RECIPIENTS IN PEJENG VILLAGE GIANYAR REGENCY, BALI PROVINCE

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ABSTRACT
Pejeng Village Government Services in Handling Covid-19 in the Village through the Village APB by distributing Direct Cash Assistance (BLT) to the community. The quality of BLT distribution services in Pejeng Village will have an impact on community satisfaction. There were problems related to the BLT distribution that was not right on target. This condition is the background of this study to determine whether responsiveness, reliability, assurance, concern, and tangibles partially and simultaneously affect the satisfaction of the people of Pejeng Village, Gianyar Regency. The method used in this research uses a quantitative descriptive approach. The purpose of this study was to determine and analyze the effect of responsiveness, reliability, assurance, empathy, and tangibles on community satisfaction Pejeng Village. The results showed that responsiveness, reliability, assurance, empathy, and tangibles partially and simultaneously had a positive and significant effect on community satisfaction in Pejeng Village, Gianyar Regency.

Keywords: *Service Quality, Direct cash assistance (BLT), Covid-19 and Community Satisfaction.*

A. INTRODUCTIONS

Indonesia has a big challenge with the Covid-19 pandemic because it has a very large and widespread population and in fact has the third largest population in the world. On March 2, 2020, Indonesia reported 2 cases of Covid-19 confirmation. As of March 16, 2020, 10 people have tested positive for corona. (Yurianto, Ahmad, Bambang Wibowo, 2020) [1]. Many ways and efforts have

been made by the government in overcoming this pandemic where the government has issued many policies as a responsive first step to minimize the wider spread of this virus. Stipulation of the Peraturan Presiden Nomor 7 Tahun 2020 concerning the Task Force for the Acceleration of Handling of Corona Virus Disease 2019 (COVID-19) which is guided by the Undang-Undang Republik Indonesia Nomor 24 Tahun 2007 concerning Disaster Management which is the first step taken by the government to accelerate the handling of Covid-19 [2].

Based on data from the Covid-19 Handling Task Force in Indonesia until June 7, 2020, the number of people who tested positive for the corona virus reached 31,186 people, 10,498 recovered and 1,851 died (httpstirto.id ›Health, 2020) [3]. From data from the Task Force for the Acceleration of Handling of Covid-19 in the Province of Bali on June 7, 2020, it was recorded that 582 people were positively infected with Covid-19, of which 373 had been declared healthy, in treatment as many as 204 people and 5 people were declared dead. For Gianyar Regency itself, there were 41 people who were positively infected with Covid-19, of which 28 were declared healthy, 12 cases were treated and 1 case was declared dead (detik News; 7 June 2020; 20.13 WIB) [4].

With the increase in cases of the Covid-19 virus in Indonesia, a Circular (SE) was issued from the government on March 18, 2020 which stated that all indoor and outdoor activities in all sectors were temporarily postponed to reduce the spread of corona and stipulated the Peraturan Presiden Nomor 12 Tahun 2020 concerning The designation of non-natural disasters in the spread of covid-19 as a national disaster [5]. With the issuance of this circular, it currently impacts the entire community. According to Kompas, 28/03/2020 the impact of the Covid-19 virus occurred in various fields such as social, economic, tourism and education.

Through Government Regulation in Lieu of the Undang-Undang Nomor 1 Tahun 2020 concerning State Financial Policy and Financial System Stability for Handling the Corona Virus Disease 2019 (Covid-19) Pandemic and / or in the Context of Facing Threats that Endanger the National Economy and / or Financial System Stability, the government Indonesia is making efforts to address health, handle social impacts and save the national economy. Health care is focused on efforts to cure corona patients by increasing the health budget. The social impact management agenda is focused on implementing a social safety net. Meanwhile, economic recovery is directed towards providing fiscal, credit and monetary incentives.

In Government Regulation in Lieu of the Undang-Undang Nomor 1 Tahun 2020, which is very prominent is the regulation of state-regional financial policies, financial system stability, tax policies, national economic recovery, financial system stability policies, the authority of Bank Indonesia, the authority of the LPS and the authority of the OJK. Meanwhile, the regulation of social safety network programs and health programs is only briefly discussed. There is only a regulation in the article explaining that "prioritizing the use of Village Funds" can be used, among others, for assistance to the poor in villages and handling the Covid-19 pandemic. As a result of the covid-19 case, the government issued the Permendesa, PDTT Nomor 6 Tahun 2020 concerning amendments to the PDTT *Peraturan Menteri Desa* (Permendesa) Nomor 11 Tahun 2019, the core

of which the change is to regulate the use of village funds in 2020 for: (1). Covid-19 prevention and handling; (2). Village Cash Work Intensive; (3). Village Cash Direct Assistance. In realizing this, the central government has poured out enormous funds for each village which we know as the village fund. Hidayati (2016) argues, Village Funds given to villages will be managed by the village government so that the goal of village funds can be achieved.

Gianyar Regency is one of the districts in the Province of Bali to take quick, precise, focused, integrated, and synergistic steps between the central government, local governments and village governments by establishing the Gianyar Regent Decree Regarding the Acceleration of Handling Corona 2019 Disease Virus (Covid-19) Through the Field of Disaster Management, Emergency Situations and Urgent Villages in the Village Income and Expenditure Budget which is guided by the Circular of the Peraturan Menteri Dalam Negeri Republik Indonesia Nomor 3 Tahun 2020 dated April 21, 2020 concerning Handling Corona Virus Disease 2019 (Covid -19) in the Village through the Village Revenue and Expenditure Budget.

Pejeng Village is one of the villages located in Tampak Siring District, Gianyar Regency. Pejeng Village Government services in the current pandemic situation are required to support the central government program in the Acceleration of Handling of the 2019 Corona Virus Disease through the fields of disaster management, emergencies and urging villages to the Village Revenue and Expenditure Budget, Implementation of activities referred to in the form of Cash Intensive Activities, Activities Strengthening the Village Economy, Providing Food Assistance, and Direct Cash Assistance (BLT). Efforts to fulfill the primary needs and basic services of the poor who have experienced an emergency due to the COVID-19 outbreak, for example in the form of food assistance for the poor who experience an emergency and / or Direct Cash Assistance (BLT) for the poor based on the provisions of the Laws. poor / underprivileged / do not have income, neglected elderly, neglected families and communities who carry out independent isolation due to being affected by COVID-19.

Pejeng Village Government is obliged to budget for Direct Cash Assistance (BLT) which comes from the Village Fund for 2020. The amount of BLT is given Rp. 600,000 (Six Hundred Thousand Rupiah) / month for 3 (three) months from April 6 to June 2020. Food aid recipients are adjusted to the financial capacity of the village, it is decided in a village meeting and set forth in a *Perbekel* Regulation concerning a list of food aid recipients. Distribution is carried out by the Pejeng Village Government using a Non-Cash mechanism. The people of Pejeng Village who receive Direct Cash Assistance (BLT) are poor families, poor people, neglected elderly, neglected families domiciled in the local village and those concerned have lost their income as a result of the Corona Disease -2019 (COVID-19) Virus outbreak.

The direct cash assistance managed by Pejeng Village is expected to meet the expectations of the community, because the community has a big role in comparing the standards for evaluating satisfaction and quality. The satisfaction of the people of Pejeng Village is a comparison between the community's beliefs, namely the customers themselves who will be received with the quality of service

they receive. The level of service quality is perceived as satisfactory and good, and if the quality of the service provided exceeds the expectations of the community it is perceived as ideal. Service quality is a measure of how well the level of service provided is in accordance with customer expectations (Wijaya, 2011: 52) [6]. The data on BTL recipients in Pejeng Village, based on the BLT report of Pejeng Gianyar Village, are as many as 106 family heads in Pejeng Village consisting of 17 heads of families in *Banjar Panglan*, as many as 18 heads of families in *Banjar Pande*, as many as 18 heads of families in *Banjar Puseh*, as many as 18 heads of families in *Banjar Guliang*, as many as 18 heads of families in *Banjar Intaran* and as many as 17 heads of families in *Banjar Pedapdapan*. Based on the results of research by the UGM Center for Population Studies (Triyastuti Setyaningrum, 2016) on the implementation of public services, it is found that the services provided by the government in the public sector are still not optimal [7]. Of course this should not be allowed to drag on because it will have an impact on community satisfaction. This situation is a problem that needs to be anticipated by the government, including in Pejeng Gianyar Village in an effort to increase community satisfaction so that services can be optimal. The problems faced by employees in Pejeng Gianyar Village are as follows: The services provided are not in accordance with the quality of service that should be provided by the service provider, seen from the various service problems that exist in Pejeng Gianyar Village where the distribution of Direct Cash Assistance provided has not been on target where there are still people in Pejeng Gianyar Village who receive double assistance, people who are civil servants / retirees and well-off families but their names are registered in the data of aid recipients; and People who should receive assistance but the data is not registered.

Based on this data, it is physical evidence or Tangibles that are given to the Pejeng Gianyar Village community directly, but the BLT recipient data is still not on target because there are still people in Pejeng Gianyar Village who receive double assistance, people with civil servant / retirement status and their families. able but their name is registered in the beneficiary data. And there are also people who should receive assistance but the data is not registered. This is of course less reliable or lack of reliability because it has not been as promised accurately and reliably. If the services provided are not suitable or not satisfactory to what the government has promised to the community, as a result the community shows anti-patience to the village government so that it reflects the less optimal responsiveness or responsiveness of Pejeng Gianyar Village to provide appropriate services to people affected by the pandemic. With the less optimal responsiveness of Pejeng Gianyar Village, the community will think that there is no assurance or guarantee and certainty in fostering public trust in Pejeng Gianyar Village. So that the sense of empathy or empathy in Pejeng Gianyar Village is not yet optimal in giving attention either individually or in groups to the community by trying to understand the needs of the people affected by the pandemic to get targeted assistance.

With the main problem regarding the provision of direct cash assistance distribution services to the community that are not in accordance with the expectations of the community, it will have an impact on community

dissatisfaction. Based on the results of the initial interviews conducted by researchers in Pejeng Gianyar Village with residents / communities, some of the community expressed their deep disappointment regarding the direct cash assistance distribution services provided because the distribution of assistance was not on target. Of course, this is not in accordance with the implementation of the *Nawa Citta* launched by President Joko Widodo, which means that public service is a manifestation of the closeness of the State to the community through services. As stated by the community during the interview, it can be concluded that there are many problems and shortcomings that exist in providing services, so that Pejeng Gianyar Village should improve and improve the quality of services provided so that the community will feel happy and satisfied and be loyal to the service of the Pejeng Gianyar Village apparatus. Based on the arguments and the explanation of these theories and problems, it is necessary to research community satisfaction as a benchmark to assess the level of service quality provided by Pejeng Gianyar Village. In addition, research on community satisfaction will be used as an assessment material for service elements that still need improvement and become a driving force for each service provider unit to improve the quality of its services. From the background description and problem identification above, there are actually many factors and aspects that influence community satisfaction. However, due to limited time, energy and funds and so that research becomes more focused so that optimal results are obtained, this study is limited to the influence of the dimensions of service quality in public services which consist of: responsiveness, reliability, assurance, empathy, tangibles to the satisfaction of the village community. Pejeng with the research title "The Effect of the Quality of Direct Cash Assistance Services Affected by Covid-19 on Community Satisfaction in Pejeng Gianyar Village". Based on the background of the problem and the identification of the problems previously described, the problems in this study can be formulated as follows: (1) Are tangible, reability, responsiveness assurance empathy responsiveness in the form of Direct Cash Assistance Affected by Covid-19 partially significant effect on the satisfaction of the community receiving BLT in Pejeng Gianyar Village? (2) Does the responsiveness, reliability, assurance, empathy, tangibles in the form of Direct Cash Assistance Affected by Covid-19 have a significant effect on the satisfaction of the community receiving BLT in Pejeng Gianyar Village?

B. THEORY

Quality theory according to Zeitham in Hardiyansyah (2011) [8] Service quality is a dynamic condition related to products, services, people, processes and the environment where the quality assessment is determined at the time the public service occurs, namely the tangible dimensions, reliability, responsiveness, assurance and empathy. Each dimension has the following indicators:
1. Tangible Dimensions
　　a. Waiting room and service counter.
　　b. Service personnel appearance.
2. Dimensions of Reliability
　　a. Reliability of officers in providing service information

b. Reliability of officers in smoothing procedures and technical services.

3. Responsive Dimensions

a. Service officer response to citizen complaints.

b. Service officer response to citizen suggestions and criticism.

4. Dimensions of Assurance

a. Administrative and technical skills of service personnel.

b. Social skills of service officers.

5. Dimensions of Empathy

a. Attention service personnel.

b. Care and friendliness of service personnel.

Community Satisfaction according to Tjiptono (2014) [9] defines "Customer satisfaction as an emotional response to an evaluation of the experience of consuming a product or service". According to Nina Rahmayati (2010) [10], there are several Community Satisfaction Indicators (IKM) including the following:

1. Service Procedure
2. Terms of Service
3. Clarity of Service Officers
4. Discipline of Service Officers
5. Responsibilities of Officers
6. Ability of Service Officers
7. Speed of Service.

Referring to this provision, three questions can be asked, namely what is the definition of assistance, who are the poor, and what is the definition of village funds (Permendes, 2020) [11]. Cash transfers or abbreviated as BLT is a government assistance program of the type of cash giving or a variety of other assistance, both conditional (conditional cash transfers) or unconditional (unconditional cash transfers) for the poor (Wikipedia, 2018) [12]. Corona virus or severe acute respiratory syndrome coronavirus 2 (SARS-CoV2) is a virus that attacks the respiratory system. The disease due to this viral infection is called COVID-19 (Nazwa Dwi Archika, 2020) [13].

According to the World Health Organization (2020) [14], Pneumonia Corona virus Disease 2019 (COVID-19) is an inflammation of the lung parenchyma caused by Severe acute respiratory syndrome corona virus 2 (SARS-CoV2). Coronavirus is a positive, encapsulated, and unsegmented single-strain RNA virus (Huang C and Wang Y, 2020) [15]. This research method uses a quantitative descriptive approach with the SPSS (Statistical Package for the Social Sciences) software analysis tool, which is preceded by testing the validity and reliability of the research instrument). Taking the location of this research was conducted in Pejeng Village, Tampaksiring District, Gianyar Regency, Bali Province. The reason is that the community's satisfaction with the service quality of distribution of Covid-19 Affected Direct Cash Assistance that they receive is still not optimal, which still needs to be improved. The population in this study was the total number of people in Pejeng Village who received direct cash assistance due to the Covid-19 pandemic totaling 106 people. Samples taken from the population must be truly representative (Sugiyono, 2017) [16]. In taking the sample, the researcher did not take the entire population sample, the researcher

used the accidental sampling method where the researcher chose the sample based on subjective considerations, the researcher used the Slovin formula in sampling. According to Umar, to determine the number of samples to be taken, the Slovin formula is used with an error rate of 10%. So the number of samples used was 52 people from Pejeng Village.

C. RESULT AND DISCUSSION
a. Simultaneous Linear Regression Analysis

A good regression equation model is one that meets the requirements of classical assumptions, including all data is normally distributed, the model must be free from multicollinearity symptoms and free from heteroscedasticity. From the previous analysis it has been proven that the equation model proposed in this study has met the requirements of the classical assumptions so that the equation model in this study is considered good. Regression analysis is used to test the hypothesis about the influence of the independent variables on the dependent variable. Based on the multiple regression estimation with the SPSS 17.00 program, the results are as shown in table 1.

Table 1. Multiple Regression of Analysis Test Results

		Coefficients^a			
			Standardized Coefficients		
	Unstandardized Coefficients				
Model	*B*	*Std. Error*	*Beta*	*T*	*Sig.*
1 (Constant)	2.909	2.220		1.310	.197
Tangibles	.284	.129	.117	2.213	.032
Reliability	1.158	.219	.316	5.298	.000
Responsiveness	.529	.128	.252	4.122	.000
Assurance	.473	.151	.127	3.129	.003
Empathy	.670	.098	.369	6.837	.000

a. *Dependent Variable*: Community Satisfaction

Source: Processed data

Based on Table 1, it can be seen that the regression equation formed is:

$$Y = 2,909 + 0,284X1 + 1,158 X2 + 0,529 X3 + 0,473 X4 + 0,670 X5$$

Information:

Y = Community Satisfaction

X1 = Tangibles

X2 = Reliability

X3 = Responsiveness

X4 = Assurance

X5 = Empathy

This equation can be explained that:

1) a = 2.909, meaning that if Tangibles, Reliability, Responsive, Assurance and Empathy are considered constant or fixed values, then the amount of Community Satisfaction is 2.909.

2) b1 = 0.284, meaning that Tangibles are considered constant or a fixed value, then an increase in Reliability, Responsiveness, Assurance and Empathy by one unit will be followed by an increase in Community Satisfaction by 0.284.

3) b2 = 1.158, meaning that if Reliability is considered constant or a constant value, then an increase in Tangibles, Responsiveness, Assurance and Empathy by one unit will be followed by an increase in Community Satisfaction by 1.158.
4) b3 = 0.529, meaning that if Responsive is considered constant or a constant value, then an increase in Tangibles, Reliability, Assurance and Empathy by one unit will be followed by an increase in Community Satisfaction by 0.529.
5) b4 = 0.473, meaning that if Assurance is considered constant or a fixed value, then an increase in Tangible, Reliability, Responsive and Empathy by one unit will be followed by an increase in Community Satisfaction by 0.473.
6) b5 = 0.670, meaning that if Empathy is considered constant or a fixed value, then an increase in Tangibles, Reliability, Responsiveness and Assurance by one unit will be followed by an increase in Community Satisfaction by 0.670.

b. Analysis of Determination

According to Sugiyono (2017: 98), the analysis of determination is the relationship between the ability of all independent variables (X1, X2, X3, X4 and X5) to explain the variants of the dependent variable (Y). Determination analysis aims to determine how much the contribution or contribution of changes between the independent variables (X1, X2, X3, X4 and X5) to the dependent variable (Y) in the form of a percentage. The test results can be seen in table 2.

Table 2. Determination of Analysis Test Results

		Model *Summer*[b]		
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.970[a]	.941	.934	1.20584
a. *Predictors:(Constant),* tangibles, reliability, Responsiveness, Assurance, Empathy				

Source: Processed data

The table above shows the correlation coefficient (R) of 0.970, this means that there is a relationship between the dependent variable (Community Satisfaction) and the independent variable Tangibles, Reliability, Responsiveness, Assurance and Empathy) of 0.970. The coefficient of determination (Adjusted R Square) of 0.934 means that the contribution of the independent variables Tangibles, Reliability, Responsiveness, Assurance and Empathy affects the dependent variable (Community Satisfaction) by 93.4%, while the remaining 6.6% is influenced by other variables outside the model.

c. T Test (Partial Hypothesis Test)

The t test is used to test the regression coefficient partially, so that it is known the effect of Tangibles, Reliability, Responsiveness, Assurance and Empathy partially on community satisfaction. The results of the t test analysis can be seen in Table 3, as follows:

Table 3. T test results partially

Coefficients^a					
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.909	2.220		1.310	.197
Tangibles	.284	.129	.117	2.213	.032
Reliability	1.158	.219	.316	5.298	.000
Responsive	.529	.128	.252	4.122	.000
Assurance	.473	.151	.127	3.129	.003
Empathy	.670	.098	.369	6.837	.000

a. *Dependent Variable*: Community Satisfaction

Source: Processed data

The steps for testing the hypothesis are as follows:
1) **Tangibles variable**
   a. Formulating Hypotheses:
      H0: b1 = 0, meaning that there is no positive and partially significant influence between the physical ability variables (tangibles) on the community's satisfaction in Pejeng Gianyar Village.
      Ha: b1> 0, meaning that there is a positive and partially significant influence between the physical ability variables (tangibles to the community's satisfaction in Pejeng Gianyar Village.
   b. Determination of t-table
      By using a one-tailed test at an error rate of 5% (0.05), where n = 52 and k = 6. There are degrees of freedom (df) = n - k = 52 - 6 = 46, so that the t-table value is t 0.05 (46) = 1.6787
   c. Calculation of t-count
      Based on the results of the SPSS analysis in Table 3, the t1-count is 2,213
   d. Testing criteria
      If t1-count> t-table then H0 is rejected, or Ha is accepted
      If t1-count <t-table then H0 is accepted, or Ha is rejected
   e. Describe the areas of acceptance and rejection of H0

Normal Distribution Curve t

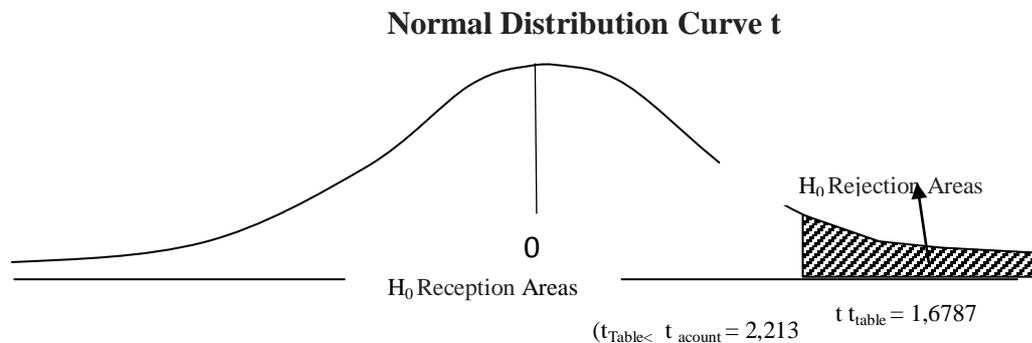$(t_{Table<}$ $t_{acount} = 2,213$ t $t_{table} = 1,6787$

Figure 1. Ho Tangibles Reception and Rejection Areas

f. Conclusion
From the results of the tangibles hypothesis testing, it shows the t value of 2.213> t table of 1.6787 with a significant level of 0.035 <of 0.05, meaning that the hypothesis in this study accepts Ha and rejects Ho. Thus the H1 tangibles hypothesis has a positive and significant effect on community satisfaction in Pejeng Village Gianyar Regency.

2) **Reliability Variable**
a. Formulating Hypotheses:
H0: b2 = 0, meaning that there is no positive and partially significant influence between the reliability variable on community satisfaction in Pejeng Gianyar Village.
Ha: b2> 0, meaning that there is a positive and partially significant influence between the reliability variable on the community's satisfaction in Pejeng Gianyar Village.
b. Determination of t-table
By using a one-tailed test at an error rate of 5% (0.05), where n = 52 and k = 6. There are degrees of freedom (df) = n - k = 52 - 6 = 46, so that the t-table value is t 0.05 (46) = 1.6787.
c. Calculation of t-count
Based on the results of the SPSS analysis in Table 3, the t1-count is 5.298
d. Testing criteria
If t1-count> t-table then H0 is rejected, or Ha is accepted
If t1-count <t-table then H0 is accepted, or Ha is rejected
e. Describe the areas of acceptance and rejection of H0

Normal Distribution Curve t

H_0 Rejection Areas

H_0 Reception Areas

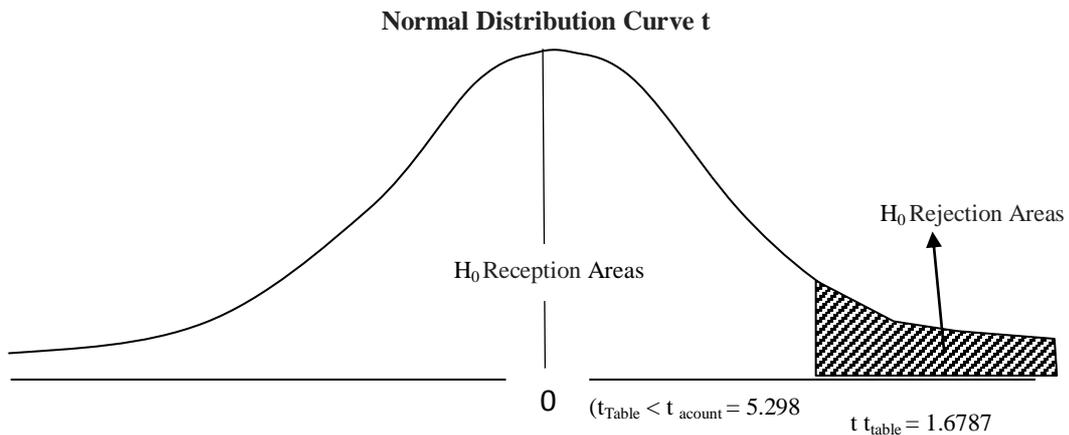0   (t_{Table} < t_{acount} = 5.298

t t_{table} = 1.6787

Figure 2. H0 Reliability Reception and Rejection Areas

f. Conclusion
From the results of testing the hypothesis reliability shows the t value of 5.298> t table of 1.6787 with a significant level of 0.000 <of 0.05, meaning that the hypothesis in this study accepts Ha and rejects Ho. Thus the hypothesis H2 reliability has a positive and significant effect on community satisfaction in Pejeng Village Gianyar Regency.

3) **Responsive Variable**
   a. Formulating Hypotheses:
      H0: b3 = 0, meaning that there is no positive and partially significant influence between the responsiveness variable on the community's satisfaction in Pejeng Gianyar Village.
      Ha: b3> 0, meaning that there is a positive and partially significant influence between the responsiveness variable on the satisfaction of the people of Pejeng Gianyar Village.
   b. Determination of t-table
      By using a one-tailed test at an error rate of 5% (0.05), where n = 52 and k = 6. There are degrees of freedom (df) = n - k = 52 - 6 = 46, so that the t-table value is t 0.05 (46) = 1.6787.
   c. Calculation of t-count
      Based on the results of the SPSS analysis in Table 3, the t1-count is 4.122.
   d. Testing criteria
      If t1-count> t-table then H0 is rejected, or Ha is accepted.
      If t1-count <t-table then H0 is accepted, or Ha is rejected.
   e. Describe the areas of acceptance and rejection of H0

Normal Distribution Curve t

H_0 Rejection Areas

H_0 Reception Areas

0 $(t_{Table} < t_{acount} = 4.122$ t $t_{table} = 1.6787$
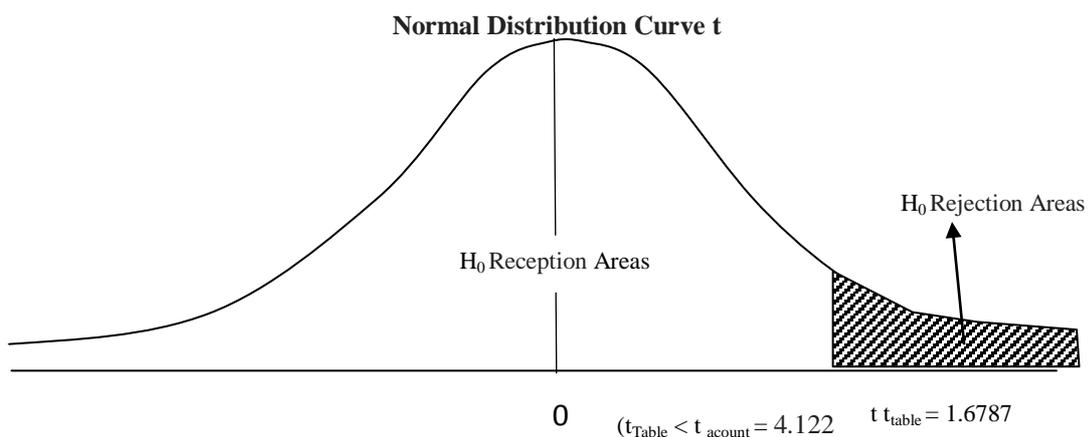
Figure 3. H0 Responsive Reception and Rejection Areas

   f. Conclusion
      From the results of the responsive hypothesis testing, it shows the t value of 4.122> t table of 1.6787 with a significant level of 0.000 <of 0.05, meaning that the hypothesis in this study accepts Ha and rejects Ho. Thus the hypothesis H3 responsive has a positive and significant effect on community satisfaction in Pejeng Village Gianyar Regency.

4) **Assurance Variable**
   a) Formulating Hypotheses:
      H0: b4 = 0, meaning that there is no positive and partially significant influence between the assurance variable on community satisfaction in Pejeng Gianyar Village.

Ha: b4> 0, meaning that there is a partially positive and significant influence between the assurance variable on community satisfaction in Pejeng Gianyar Village.

b) Determination of t-table

By using a one-tailed test at an error rate of 5% (0.05), where n = 52 and k = 6. There are degrees of freedom (df) = n - k = 52 - 6 = 46, so that the t-table value is t 0.05 (46) = 1.6787.

c) Calculation of t-count

Based on the results of the SPSS analysis in Table 3, the t1-count is 3.129.

d) Testing criteria

If t1-count> t-table then H0 is rejected, or Ha is accepted.

If t1-count <t-table then H0 is accepted, or Ha is rejected.

e) Describe the areas of acceptance and rejection of H0

Normal Distribution Curve t

H_0 Reception Areas

H_0 Rejection Areas

0

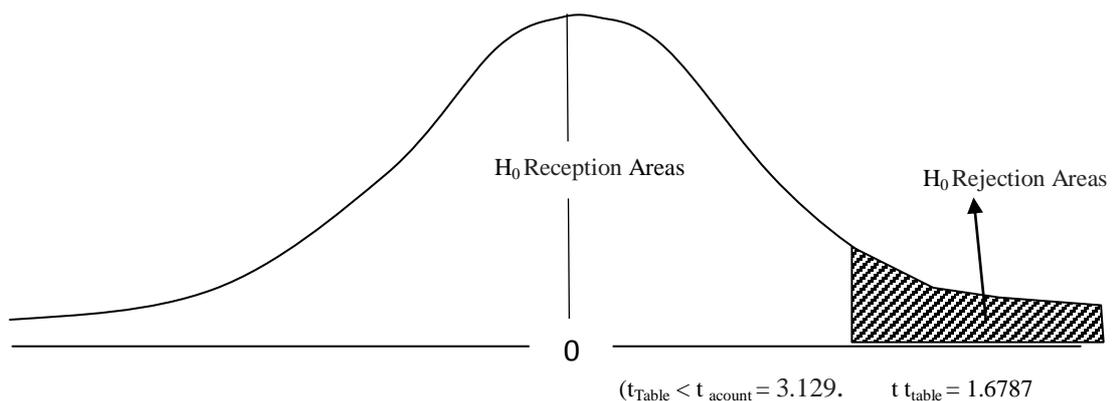$(t_{Table} < t_{acount} = 3.129.$ $t\ t_{table} = 1.6787$

Figure 4. H0 Assurance Reception and Rejection Areas

f) Conclusion

From the results of testing the assurance hypothesis (assurance) shows the t value of 3.129> t table of 1.6787 with a significant level of 0.003 <from 0.05, meaning that the hypothesis in this study accepts Ha and rejects Ho. Thus the H4 assurance hypothesis has a positive and significant effect on community satisfaction in Pejeng Gianyar Village.

5) **Empathy Variable**

a) Formulating Hypotheses:

H0: b5 = 0, meaning that there is no positive and partially significant influence between the empathy variable (empathy) on community satisfaction in Pejeng Gianyar Village.

Ha: b5> 0, meaning that there is a partially positive and significant influence between the variable empathy (empathy) on community satisfaction in Pejeng Gianyar Village.

b) Determination of t-table

By using a one-tailed test at an error rate of 5% (0.05), where n = 52 and k
= 6. There are degrees of freedom (df) = n - k = 52 - 6 = 46, so that the t-
table value is t 0.05 (46) = 1.6787

c) Calculation of t-count
Based on the results of the SPSS analysis in Table 3, the t1-count is 6.837.
d) Testing criteria
If t1-count> t-table then H0 is rejected, or Ha is accepted.
If t1-count <t-table then H0 is accepted, or Ha is rejected.
e) Describe the areas of acceptance and rejection of H0

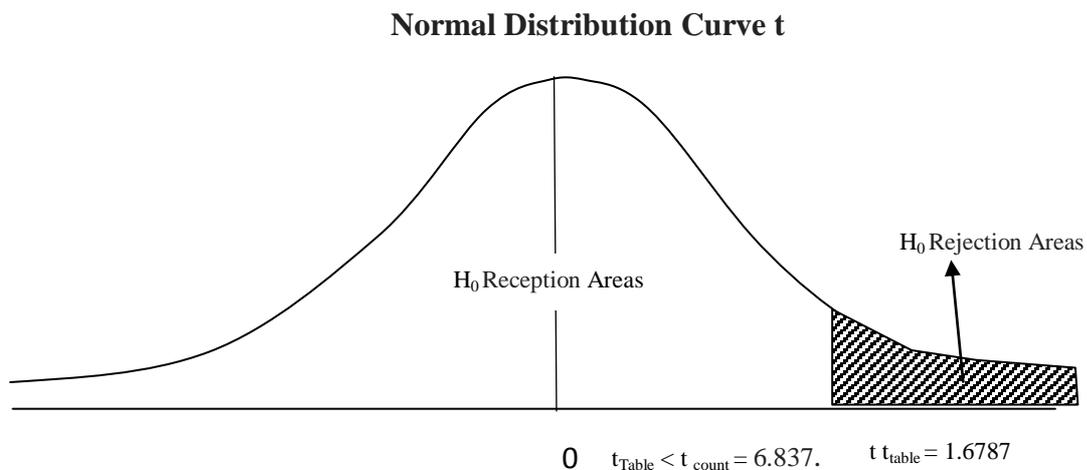**Normal Distribution Curve t**

Figure 5. H0 Empathy Reception and Rejection Areas

f) Conclusion
From the results of the attention hypothesis testing (emphaty), it shows the
t value of 6.837> t table of 1.6787 with a significant level of 0.000 <from
0.05, meaning that the hypothesis in this study accepts Ha and rejects Ho.
Thus the hypothesis H5 attention (empathy) has a positive and significant
effect on community satisfaction in Pejeng Village Gianyar Regency.

d. F Test (Simultaneous Test)
To test the effect of the independent variables together, tested using the F test.
The results of simultaneous regression calculations are obtained as follows:

Table 4. Simultaneous Regression Analysis Results

|		$ANOVA^a$				
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1059.806	5	211.961	145.772	.000^b
	Residual	66.887	46	1.454		
	Total	1126.692	51			
a. Dependent Variable: Community Satisfaction						
b. Predictors: (Constant), tangibles, reliability, Responsiveness, Assurance, Empathy						

Source: Primary data processed, 2020

Hypothesis 6 Test (H6) :
1) Formulating a Hypothesis:
   a. H0: b1,2,3,4,5 = 0, meaning that there is no positive and significant effect simultaneously between tangibles (X1), reliability (X2), responsive (X3), assurance (X4) and empathy (X5) to community satisfaction (Y) Dese Pejeng Gianyar.
   b. Ha: b1,2,3,4,5> 0, meaning that there is a positive and significant effect simultaneously between tangibles (X1), reliability (X2), responsive (X3), assurance (X4) and empathy (X5) to community satisfaction (Y) Pejeng Gianyar Village.
2) Determination of the F-table
   By using an error rate of 5% (0.05), where n = 52 and k = 6. There are degrees of freedom for the denominator (df) = k - 1 = 6 - 1 = 5, and degrees of freedom for the numerator (df) = n - k = 52 - 6 = 46, so that the F-table value is F0.05 (5: 46) = 3.20.
3) Calculation of F-count
   Based on the results of the SPSS analysis in Table 4, the F-count is 145.772.
4) Testing criteria
   If F-count> F-table then H0 is rejected, or Ha is accepted.
   If F-count <F-table then H0 is accepted, or Ha is rejected.
5) Describe the areas of acceptance and rejection of H0

H_0 Reception Areas

H_0 Rejection Areas

$F_{table} (3.20) < F_{count} (145.772)$
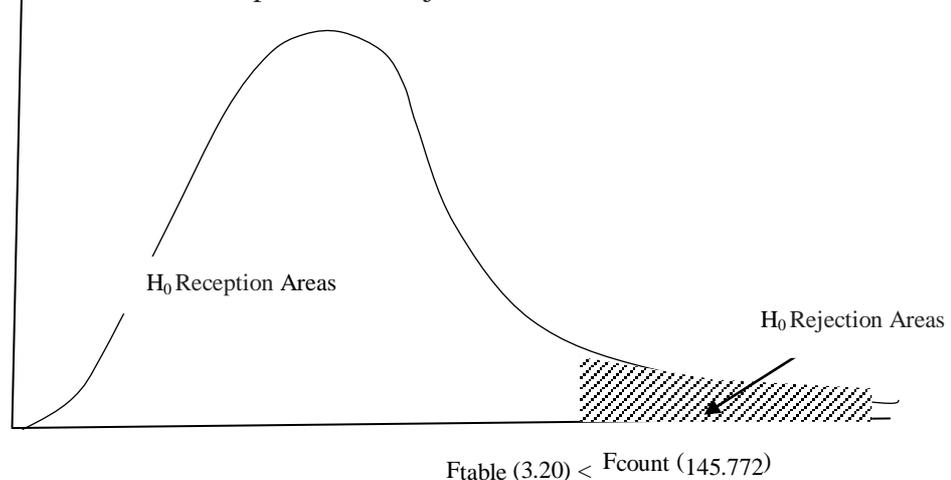
Source: Data processed by researchers
Figure 5. Areas of Acceptance and Rejection of Test F

6) Conclusion
   Based on table 4. that the independent variables simultaneously affect the dependent variable using the F test. The results of statistical calculations show that the value of Fcount = 145,772 > Ftable = 3.20 with a significant value of 0.000 < 0.05. This means that the hypothesis states that simultaneously affect the variables of tangibles, reliability, responsiveness, assurance and empathy to community satisfaction in Pejeng Village Gianyar Regency.

D. CONCLUSIONS AND SUGGESTIONS
a. Conclusions

1. Tangibles in the form of BLT affected by Covid-19 partially had a positive and significant effect on the dependent variable on the satisfaction of the community receiving BLT in Pejeng Village. Judging by the t value of 2,213> t table of 1.6787 with a significance level of 0.032 is smaller than 0.05. This also shows that the better the BLT Tangibles are affected by Covid-19, the more satisfaction of the BLT recipient community in Pejeng Village. Reliability in the form of BLT affected by Covid-19 partially has a positive and significant effect on the dependent variable on the satisfaction of the BLT recipient community in Pejeng Village. Judging by the t value of 5,298> t table of 1.6787 with a significant level of 0.000 less than 0.05. This also shows that the better the Reliability in the form of Direct Cash Assistance affected by Covid-19, the more satisfaction of the BLT recipient community in Pejeng Village. Responsive in the form of direct cash assistance affected by Covid-19 partially has a positive and significant effect on the dependent variable on the satisfaction of the community receiving BLT in Pejeng Village. Judging by the t count value of 4.122> t table of 1.6787 with a significant level of 0.000 less than 0.05. This also shows that the better the Responsiveness in the form of Direct Cash Assistance affected by Covid-19, the more satisfaction of the BLT recipient community in Pejeng Village. Assurance in the form of direct cash assistance affected by Covid-19 partially has a positive and significant effect on the dependent variable on the satisfaction of the community receiving BLT in Pejeng Village. Judging by the value of t count of 0.473. The t value is 3.129> t table is 1.6787 with a significant level of 0.003 less than 0.05. This also shows that the better the Direct Cash Assistance Assurance affected by Covid-19, the more satisfaction of the BLT recipient community in Pejeng Village. Empathy Direct Cash Aid affected by Covid-19 partially has a positive and significant effect on the dependent variable on the satisfaction of BLT recipient communities in Pejeng Village. Judging by the t value of 6,837> t table of 1.6787 with a significant level of 0.000 less than 0.05. This also shows that the better the Empathy in the form of Direct Cash Assistance affected by Covid-19, the more satisfaction of the BLT recipient community in Pejeng Gianyar Village.

2. Tangibles, Reliability, Responsiveness, Assurance and Empathy in the form of Direct Cash Assistance affected by Covid-19 simultaneously have a positive and significant influence on the dependent variable of community satisfaction with BLT recipients in Pejeng Gianyar Village. Viewed the value of the value of Fcount = 145,772> Ftable = 3.20 with a significant value of 0.000 <0.05. It also shows that the better Tangibles, Reliability, Responsiveness, Assurance and Empathy in the form of Direct Cash Assistance affected by Covid-19, the satisfaction of the community receiving BLT in Pejeng Village Gianyar Regency is increasing.

b. Suggestions

Based on the above conclusions, the suggestions that can be conveyed in this study are:

1. For the Pejeng Gianyar Village Government, it should make more efforts to increase the satisfaction of BLT recipient communities by supporting service quality factors in the distribution of direct cash assistance affected by Covid-19 such as better and more sustainable Tangibles, Reliability, Responsiveness, Assurance and Empathy.
2. For further researchers, it may be necessary to add other variables, moderation or intervening to make this research more accurate with different levels of approach so that it can help in the next research process.

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