



Effects of Public Service Quality, Performance Effectiveness and Professionalism Work on Community Satisfaction at Badan Perencanaan Pembangunan Daerah Kota Bandung

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ABSTRACT

This research moved from the problems that showed dissatisfaction with the community which was allegedly influenced by the quality of service, the effectiveness of the work and professionalism of work at Badan Perencanaan Pembangunan Daerah Kota Bandung. Bappeda has not been able to serve the community well seen from the relatively long time efficiency in serving the community, there are complaints from the public regarding employee performance and performance targets that have not all been realized. The purpose of this study was to determine the magnitude of the influence of public services, the effectiveness of performance and professionalism of work partially and simultaneously on community satisfaction at Badan Perencanaan Pembangunan Daerah Kota Bandung. The research method used is a quantitative method with an associative approach and descriptive verification analysis. The technique of collecting data through questionnaires distributed to employees of Badan Perencanaan Pembangunan Daerah Kota Bandung was 93 respondents. To determine how much influence public service has, the effectiveness of performance and work professionalism uses the t test and F test with the SPSS version 22 program. Based on the results of testing that the influence of the quality of public services on community satisfaction is 39.5%, the effect of performance effectiveness on community satisfaction is 27.1%, the effect of work professionalism on community satisfaction is 40.8%, while the effect of quality public services, performance effectiveness and simultaneous work professionalism towards community satisfaction is 64.1% and the rest is influenced by other variables not examined by the researcher.

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1. Introduction

Public services are services provided to the general public who become citizens or legally become residents of the country concerned (Rice & Mathews, 2014; Achmad, 2021). Public services are provided by public service providers. Recipients of public services are individuals or groups who are currently providing services. The community is a customer of public services, because the community can directly assess whether the quality of service provided is good or not in accordance with community expectations.

The quality of public services has a close relationship with community satisfaction, service quality provides an impetus to the community to establish strong ties with the government. In the long term, the government can increase community satisfaction where the government maximizes satisfying community experiences and minimizes unsatisfactory community experiences.

Governments that fail to satisfy services will get complex problems, generally people who are dissatisfied will share their bad experiences with others (Dadi, 2021; Nor et al., 2021). Therefore, every

government is obliged to plan, organize and control the system in such a way that the service can satisfy its customers.

To increase public satisfaction, the government must have quality public service standards. Public services can be used as a standard from the results of the government's performance itself, whether it is running well or there are still things that need to be addressed (Lipsky, 2010; Box, 2015; Meyer et al., 2014). If the quality of public services has not been successfully realized according to the objectives, then public services are still not running well and the people served also still have not felt the performance of the government.

However, in reality, public services in Indonesia, especially in the city of Bandung, have not fully run well or in accordance with the desired goals. Because there are still many complaints and complaints from the community to the local government about public services.

One of the organizations that is the subject of this research is the Bandung City Regional Development Planning Agency which is a technical institution within the Bandung City Government that carries out elements of the planners, implementers and controllers of Bandung City development.

Based on a preliminary study, there is a phenomenon that occurs in the field at the Regional Development Planning Agency (BAPPEDA) of Bandung City, it turns out that its implementation has not been effective as seen from the realization of control and regional development performance reports of 75%, the target that must be met is 100%. Next is the availability of information systems and data that are easily accessible with the realization of the program of four documents and two systems, the targets that must be met are five documents and two systems. This indicates that Bappeda has not been able to carry out the targets that have been determined and directly results in the inaccurate quantity of programs being implemented, as can be seen in the table 1 below:

Table 1

Targets, Performance Indicators, Targets and Realization of BAPPEDA Bandung City in 2020

Target	Performance Indicator	Target	Realization
Increased effective and efficient development planning	The level of community aspirations through the musrembang which is accommodated in the budget document	≥ 30 %	34,42%
Controlled and reported regional development performance	Percentage of consistency in the implementation of planned programs/activities	100 %	75 %
Availability of information systems and up-to-date and easily accessible data	Level of availability of information systems and data that support development planning	5 docks and 2 systems	4 docks and 2 systems
Increasing the quality of development planning through coordination, assessment and research so that effective and efficient quality development can be achieved	Percentage of results of coordination, preparation of planning documents, studies and research that are used as inputs in the implementation of development	20 %	20%
Improved investment climate	Increase in the number of investors	500 Company	2840 Company

Source: Archives of the Annual Work Plan (RKT) of the Bandung City Regional Development Planning Agency for 2020

In addition to performance targets, which have not yet been realized, attendance and punctuality at work are also problems found in the field, as shown in the table 2 below:

Table 2
Recapitulation of Attendance of BAPPEDA Employees of Bandung City
Period May – August 2018

Mounth	Attendance Rate		Description						
	Come to work	Absent from work	Morning Parade	No Morning Apple	Sick	Permis sion	Paid leave	Study Tasks	Without explanati on
May	88	5	78	15	2	2	-	1	
June	85	8	76	17	4	2	1	1	
July	81	12	73	20	4	5	2	1	
August	83	10	75	18	5	3	1	1	

Source: General Section Personnel Sub-section of BAPPEDA Bandung City Period May–August 2020, after processing.

Table 2 above shows that there are still employees who do not come to work and are late for several months. The awareness of employees to be obedient and obedient to the rules is still not optimal, this can be seen from the presence of employees who are late for the morning apple.

The problems above clearly show that the performance and professionalism of employees at the Regional Development Planning Agency (Bappeda) of Bandung City is still lacking. The Regional Development Planning Agency (Bappeda) of Bandung City has not been able to produce good planning quality, relatively long time efficiency in planning management, results that are less flexible in responding to organizational problems and demands both internal and external and provide a value of satisfaction in serving the community. These problems are thought to be influenced by the quality of public services that are still lacking, as well as the effectiveness of performance that is not yet mature coupled with the professionalism of the performance that has not been maximized which has an impact on the performance satisfaction felt by the community is not optimal.

Furthermore, observations show that the quality of public services in satisfying the community is still low, this can be seen from problems such as limited planning document products such as the absence of planning standards regarding priority criteria in development programs, the unavailability of planning document information openly to the public, both the public and investors. for business purposes (Denhardt & Denhardt, 2015; Steen & Tuurnas, 2018; Zhang et al., 2020).

In addition, to create maximum service quality, employees must provide guarantees to the community. The guarantee is in the form of a guarantee of timely certainty, but in fact the problem is that there is still work that has not been completed at the appointed time, such as the construction of green open spaces in the Kebon Jeruk sub-district which should have been completed in 2017, until now it has not been realized. In addition, there are still overlapping activities between one agency and another in managing one job and there are still employees who have not been able to use their working time effectively, this is indicated by employees who seem to relax when they come to work.

These problems have an impact on serving the community less than optimally in terms of development in the city of Bandung, for example, there are lots of complaints from the people of Taman Sari Village regarding the eviction of their living area because there is no clear compensation to the local community, besides that according to observations it was found that the people of Kebon Village Jeruk complained about the construction of the city park which had not been completed until now.

The flow of the withdrawal of the problems that occur in the Regional Development Planning Agency of the City of Bandung can be seen in the following figure:

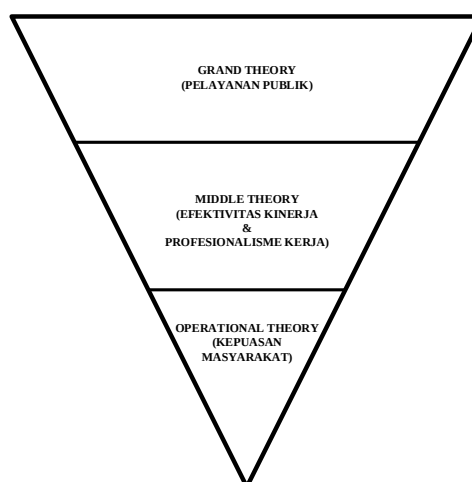


Figure 1. Problem Withdrawal Flow

The inverted pyramid image above shows the activities of researchers to draw out the problems that exist in the Bandung City Regional Development Planning Agency. The inverted pyramid is divided into three levels. Public services are located at the top of the pyramid, meaning that public services are a common problem in the Bandung City Regional Development Planning Agency. Furthermore, the problem of performance effectiveness and work professionalism is at the second level, meaning that after public service is a big problem, branches of problems related to performance effectiveness and work professionalism are described. Finally, the root of the problem in the Bandung City Regional Development Planning Agency is about community satisfaction as a result of the problems that occur due to public services, performance effectiveness and work professionalism. Based on the problems above, the authors are interested in further research.

2. Method

The research method that will be used in this research is the quantitative research method. According to Silalahi (2012), "Quantitative Research can be constructed as a research strategy that emphasizes quantification in data collection and analysis with a deductive approach to the relationship between theory and research by placing theory testing (testing of theory)".

According to Sugiyono (2014) "The research method is a scientific way to get valid data with the aim of being able to find, develop, and prove certain knowledge so that in turn it can be used to understand, solve, and anticipate problems". So in getting valid data to solve a problem in a study, it must be based on science, namely rational, empirical and systematic.

In this study, quantitative methods will be used by looking at the level of explanation included in associative research. Research according to the level of explanation according to David Kline in Sugiyono (2014) is "The level of explanation. So, research according to the level of explanation is research that intends to explain the position of the variables studied and the relationship between one variable and another. While associative research is research that aims to determine the relationship between two or more variables.

The research method is used as a determination of the procedures for research that is carried out in a structured and systematic manner to achieve the research objectives that have been formulated.

Variable X as an independent variable (Independent Variable), according to Sugiyono (2014) "Independent variables are variables that affect the dependent variable". Where the independent variables in this study are divided into three, namely:

- a) Public Service Quality
- b) Performance Effectiveness

c) Work Professionalism

The variable Y as the dependent variable (dependent variable) according to Sugiyono (2014) states that "The dependent variable (the dependent variable) is a variable that is influenced by the independent variable". Where the dependent variable in this study is Community Satisfaction.

Population is the entire object of research consisting of humans, objects or events as a source of data that has certain characteristics in a study. The population used in this study are employees at the Bandung City Regional Development Planning Agency which can be seen in the table:

Table 3.

List of Employees of the Bandung City Regional Development Planning Agency as of February 2020

No	Description	Amount
1.	Head of Bappeda	1
2.	Secretariat	23
3.	Development Planning	13
4.	Sector of Socio-Cultural Planning and Welfare	13
5.	Economic Planning and Financing	13
6.	Investment Sector	9
7.	PPS field	16
8.	Spatial Planning and Infrastructure Sector	16
9.	BEP	9
10.	Functional Officer	12
	Amount	125

Source: General Section Personnel Sub Division of Bandung City Regional Development Planning Agency Per-February 2020

According to the data above, it can be seen that the population in this study amounted to 125 people.

According to Sugiyono (2014), suggests that "The sample is part of the number and characteristics possessed by the population".

In determining the number of samples, the authors determine according to the Slovin formula with a 95% confidence degree and an error rate of 5%. The calculation is as follows:

$$n = N / (1 + (N \times e^2))$$

The explanation of the above formula is:

n : number of samples

N : total population

e : fault tolerance limit

Using this formula, then:

$$n = 125 / (1 + (125 \times 0.052)) = 92.23$$

Thus the number of samples required is rounded up to 93 employees.

3. Result and Discussion

3.1 Hypothesis of the Effect of Public Service on Community Satisfaction

Table 4.

Results of Simple Linear Regression Analysis X₁ against Y

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	22,505	3,131		7,188	,000
x1	1,476	,191	,629	7,709	,000

a. Dependent Variable: y

Source: Results of Data Processing Using the SPSS 22. Program, 2020

From the table above, a simple linear regression equation can be obtained, namely as follows:

Effects of Public Service Quality, Performance Effectiveness and Professionalism Work on Community Satisfaction at Badan Perencanaan Pembangunan Daerah Kota Bandung (Juju Zuhriatusobah H.S, et al)

$$Y' = a + b X$$

$$= 22.505 + 1.476X$$

From the regression equation above, it can be explained as follows:

- The constant value of 22.505 means that if the Public Service value is 0 then the Community Satisfaction is 22.505.
- The value of the regression coefficient for the variable X1 (Public Service) is 1.476, meaning that for every increase in Public Service (X1) by 1 time or 1%, the level of Community Satisfaction will also increase by 1.476%.

3.2 Coefficient of Determination Test (R^2)

The analysis of the coefficient of determination can be seen in the output model summary as follows:

Table 5
Results of the Coefficient of Determination Analysis of X₁ against Y
Model Summary^b

Model	R	R Square	Adjusted Square	Std. Error of the Estimate
1	,629 ^a	,395	,388	2,633

a. Predictors: (Constant), x1

Source: Results of Data Processing Using the SPSS 22. Program, 2020

Based on the table above, the R² (R Square) number is 0.395 or (39.5%). This shows that the percentage of Public Service contributions (X₁) partially has a fairly good influence on Community Satisfaction (Y) of 39.5%. While the remaining 60.5% is influenced or explained by other variables not examined by the researcher.

3.3 Partial Significance Test (Uji t)

This partial significant test (t test) can be seen in the output Coefficients as follows:

Table 6
Partial Regression Coefficient Test Results (t-test) X1 against Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	22,505	3,131		7,188	,000
	x1	1,476	,191	,629	7,709	,000

a. Dependent Variable: y

Source: Results of Data Processing Using the SPSS 22. Program, 2020

Based on the table obtained t count of 7.709. The t distribution table is searched at = 10% : 2 = 5% (two-sided test) with degrees of freedom df (93-3-1) = 89. With a two-tailed test (significance = 0.05) the results obtained for the t table are 1.988. Therefore, the value of tcount > ttable (7.709 > 1.988) with a significance level of 0.000 < 0.05, then H₀ is rejected, meaning that partially there is a significant influence between public services on community satisfaction.

3.4 Hypothesis of the Effect of Performance Effectiveness on Community Satisfaction

This simple linear regression analysis can be seen in the output Coefficients as follows:

Table 7
Results of Simple Linear Regression Analysis X2 against Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	27,070	3,362		8,051	,000
	X2	1,179	,203	,521	5,816	,000

a. Dependent Variable: y

Source: Results of Data Processing Using the SPSS 22. Program, 2020

From the table above, a simple linear regression equation can be obtained, namely as follows::

$$\begin{aligned} Y' &= a + b X \\ &= 27,070 + 1,179X \end{aligned}$$

From the regression equation above, it can be explained as follows:

- Constant value of 27.070 means that if the effectiveness of the performance value is 0 then community satisfaction is 27.070.
- The value of the regression coefficient of the X2 variable (performance effectiveness) is 1.179, meaning that for every 1 time increase in performance effectiveness or 1%, the level of community satisfaction will also increase by 1.179%.

3.5 Coefficient of Determination Test (R²)

The analysis of the coefficient of determination can be seen in the output model summary as follows:

Table 8

Results of the Coefficient of Determination Analysis of X2 against Y
Model Summary^b

Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	,521 ^a	,271	,263		2,891

a. Predictors: (Constant), x2

Source: Results of Data Processing Using the SPSS 22. Program, 2020

Based on the table above, the number R² (R Square) is 0.271 or (27.1%). This shows that the percentage of the contribution of performance effectiveness partially gives a fairly good influence on people's satisfaction by 27.1%. While the remaining 72.9% is influenced or explained by other variables not examined by researchers.

3.6 Partial Significance Test (t Test)

This partial significant test (t test) can be seen in the output Coefficients as follows:

Table 9

Partial Regression Coefficient Test Results (t-test) X2 against Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	27,070	3,362		8,051	,000
	X2	1,179	,203	,521	5,816	,000

a. Dependent Variable: y

Source: Results of Data Processing Using the SPSS 22. Program, 2020

Based on the table obtained t count of 5.816. The t distribution table is searched at = 10% : 2 = 5% (two-sided test) with degrees of freedom df (93-3-1) = 89. With a two-tailed test (significance = 0.05) the results obtained for the t table are 1.988. Because the value of tcount > ttable (5.816 > 1.988) with a significance level of 0.000 < 0.05, H₀ is rejected, meaning that partially there is a significant effect between performance effectiveness and community satisfaction.

3.7 Hypothesis of the Effect of Work Professionalism on Community Satisfaction

This simple linear regression analysis can be seen in the output Coefficients as follows:

Table 10
Results of Simple Linear Regression Analysis X₃ against Y

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	21,833	3,133		6,969	,000
X ₃	1,595	,201	,639	7,919	,000

a. Dependent Variable: y

Source: Results of Data Processing Using the SPSS 22. Program, 2020

From the table above, a simple linear regression equation can be obtained, namely as follows:

$$Y' = a + b X$$

$$= 21,833 + 1,595X$$

From the regression equation above, it can be explained as follows:

- a) Constant value of 21.833 means that if the work professionalism is 0 then the effectiveness of program implementation is 21.833.
- b) The value of the regression coefficient of the X₃ variable (work professionalism) is 1.595, meaning that for every increase in the analysis of organizational position by 1 time or 1%, the level of community satisfaction will also increase by 1.595%.

a. Coefficient of Determination Test (R²)

The analysis of the coefficient of determination can be seen in the output model summary as follows:

Table 11
Results of the Coefficient of Determination Analysis of X₃ against Y
Model Summary^b

Model	R	R Square	Adjusted Square	Std. Error of the Estimate
1	,639 ^a	,408	,401	2,605

a. Predictors: (Constant), x₃

Source: Results of Data Processing Using the SPSS 22. Program, 2020

Based on the table above, the number R² (R Square) is 0.408 or (40.8%). This shows that the percentage of the contribution of work professionalism partially gives a fairly good influence on people's satisfaction by 40.8%. While the remaining 59.2% is influenced or explained by other variables not examined by researchers.

b. Partial Significance Test (Uji t)

This partial significant test (t test) can be seen in the output Coefficients as follows:

Tabel 12
Partial Regression Coefficient Test Results (t-test) X₃ against Y

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	21,833	3,133		6,969	,000
X ₃	1,595	,201	,639	7,919	,000

a. Dependent Variable: y

Source: Results of Data Processing Using the SPSS 22. Program, 2020

Based on the table obtained t count of 7.919. The t distribution table is searched at = 10% : 2 = 5% (two-sided test) with degrees of freedom df (93-3-1) = 89. With a two-tailed test (significance = 0.05) the results obtained for the t table are 1.988. Because the value of tcount > ttable (7.919 > 1.988) with

a significance level of $0.000 < 0.05$, H_0 is rejected, meaning that partially there is a significant influence between work professionalism and community satisfaction.

3.8 Hypothesis of the Effect of Public Service, Performance Effectiveness and Work Professionalism on Community Satisfaction

The results of this multiple linear regression analysis can be seen in the output coefficients as follows:

Tabel 13
Multiple Linear Regression Analysis Test Results

Coefficients ^a							
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	8,779	3,439		2,553	,013		
X1	,825	,162	,265	5,099	,000	,847	1,181
X2	,940	,141	,354	6,666	,000	,811	1,233
X3	1,087	,122	,473	8,903	,000	,808	1,237

a. Dependent Variable: Community Satisfaction (Y)

Source: Multiple Linear Regression Analysis Results using SPSS 22, 2020

From the regression coefficient obtained, the regression equation can be formed as follows:

$$Y' = a + b_1X_1 + b_2X_2 + b_3X_3$$

$$Y' = 8,779 + 0,825 X_1 + 0,940 X_2 + 1,087 X_3$$

From the regression equation above, it can be explained as follows:

- A constant of 8,779 means that Community Satisfaction (Y) on an interval scale is 8,779 if there is no Public Service variable (X1), Performance Effectiveness (X2), Work Professionalism (X3).
- The regression coefficient of 0.825 means that each public service variable (X1) of an interval scale unit will increase community satisfaction at the Bandung City Regional Development Planning Agency.
- The regression coefficient of 0.940 means that each performance effectiveness variable (X2) of an interval scale unit will increase community satisfaction at the Bandung City Regional Development Planning Agency.
- The regression coefficient of 1.087 means that each variable of work professionalism (X3) of an interval scale unit will increase community satisfaction at the Bandung City Regional Development Planning Agency.
- The regression coefficient here is positive, it can be interpreted that there is a positive influence from public services (X1), performance effectiveness (X2), work professionalism (X3) on Community Satisfaction at the Regional Development Planning Agency of Bandung City. This positive influence can be interpreted that the better public services (X1), performance effectiveness (X2), work professionalism (X3), then Community Satisfaction (Y) will increase, and vice versa.

a. Coefficient of Determination Analysis (R^2)

The analysis of the coefficient of determination can be seen in the output model summary as follows:

Tabel 14
The Result of the Coefficient of Determination

Model Summary^b

Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate	Durbin-Watson
1	,800 ^a	,641	,620		2,076	1,985

a. Predictors: (Constant), x1, x2, x3

b. Dependent Variable: y

Source: Results of Data Processing Using the SPSS 22 Program, 2020

Based on the table above, the number R^2 (R Square) is 0.641 or (64.1%). This shows that the percentage contribution of the independent variable of public service (X1), performance effectiveness (X2), work professionalism (X3) to the dependent variable, namely Community Satisfaction (Y) is 64.1%. While the remaining 35.9% is influenced or explained by other variables not examined by researchers.

b. Simultaneous Significant Test (Uji F)

The results of the simultaneous significant test (Test F) were obtained through the Analysis of Variance (ANOVA) table as shown in the following table:

Tabel 15
Simultaneous Regression Coefficient Test Results (Uji F)

ANOVA ^a		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	668,151	5	133,630	31,012	,000 ^b
	Residual	374,881	87	4,309		
	Total	1043,032	92			

a. Dependent Variable: y

b. Predictors: (Constant), x1, x2, x3

Source: Results of Data Processing Using the SPSS 22 Program, 2020

The value of F_{count} for the regression model used is 31,012. To determine the F_{table} using the 95% confidence level, $\alpha = 5\%$, $df_1 (5-1) = 4$, and $df_2 (93 - 3 - 1) = 89$, the results obtained for F_{table} are 2,319. $F_{count} > F_{table}$ ($31.012 > 2.319$), then H_0 is rejected, meaning that there is a significant influence between public services (X1), performance effectiveness (X2), work professionalism (X3) on Community Satisfaction (Y).

4. Conclusion

Public Service has an effect on Community Satisfaction. It is proven by the results of the t test or partially obtained $t_{count} > t_{table}$ that is equal to ($7.709 > 1.988$) with a significance level of $0.000 < 0.05$. While the percentage of the contribution of the influence of Public Services has an effect on Community Satisfaction by 39.5%.

Effectiveness of Performance has an effect on Community Satisfaction. It is proven by the results of the t test or partially obtained $t_{count} > t_{table}$ that is equal to ($5.816 > 1.988$) with a significance level of $0.000 < 0.05$. Meanwhile, the percentage of the contribution of the effect of Performance Effectiveness on Community Satisfaction is 27.1%.

Work Professionalism has an effect on Community Satisfaction. It is proven by the results of the t-test test or partially obtained $t_{count} > t_{table}$ that is equal to ($7.919 > 1.988$) with a significance level of $0.000 < 0.05$. While the percentage of the contribution of the influence of Work Professionalism has an effect on Community Satisfaction by 40.8%.

Based on the joint or simultaneous hypothesis test (F-Test) between Public Service, Effectiveness of Performance and Work Professionalism, the F_{count} value for the regression model used is 31.012 and the result for F_{table} is 2.319. $F_{count} > F_{table}$ ($31.012 > 2.319$), then H_0 is rejected, meaning that there is a significant influence between Public Service, Performance Effectiveness and Work Professionalism on Community Satisfaction. While the percentage of the contribution of the influence of Public Service, Effectiveness of Performance and Work Professionalism to Community Satisfaction is 64.1%.

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