INFLUENCE OF SERVICE QUALITY AND OPERATIONAL STANDARD OF SERVICE PROCEDURES (SOP) ON SATISFACTION OF COMMUNITY AT ONE-STOP SERVICE IMPLEMENTING UNIT SUB DISTRICT GUNUNG SAHARI UTARA

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Abstract

The purpose of this research is to know the influence of service quality and operational standard of service procedures (SOP) to public satisfaction at One-Stop Service Implementing Unit Sub District Gunung Sahari Utara. This research is a quantitative field research. Field research is a study to obtain data that actually occurs in the field. While quantitative means to emphasize the analysis of numerical data (numbers) obtained by statistical methods. The method used in this research is Survey research method. The population in this study were all applicants who used the services of One-Stop Service Implementing Unit Sub District Gunung Sahari Utara, taken based on the average number of visitors per month (period September - October 2017). So the sample in this study is as many as 271 people. The sampling technique used in this research is convenience/accidental sampling. Based on the result of F test analysis known that the value of F count 41.304, and with the level of significance (p-value), 0.000. This means that the value of Sig <value of (0.000 < 0.05), it can be concluded that Service Quality (X1) and Standard Operational Procedure Service (X2) together have a very significant effect on Satisfaction of society (Y). The result of Determination Coefficient analysis is known that the influence between Quality of service (X1) and Standard Operational Procedure Service (X2) on Satisfaction of society (Y) obtained coefficient of determination equal to 0.236. This implies that about 23.6% of the variations occurring in Community Satisfaction in the One-Stop Service Implementing Unit Sub District Gunung Sahari Utara can be explained by Quality of Service and Standard Operational Procedure of Service.

Keywords: Service Quality, Operational Standard, Public Satisfaction

INTRODUCTION

Today there are still many weaknesses in public services by government officials so that they have not been able to meet the quality expected by the community. This is indicated by the existence of various public complaints submitted through various mass media, giving rise to an unfavorable image of the performance of the government apparatus. Based on the Decree of the Minister of Empowerment of State Apparatus Number 25 of 2004 [1]that public services are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients, as well as in the context of implementing the provisions of laws and regulations.

One of the efforts to improve the quality of public services, as mandated in the Law of the Republic of Indonesia Number 25 of 2000 concerning the National Development Program (PROPENAS), it is necessary to develop a Community Satisfaction Index Study as a benchmark for assessing the level of service quality [2]. In addition, the Community Satisfaction Index Study data will be able to 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. Over time, the UPT for licensing in DKI Jakarta has changed to the One Stop Integrated Service and Investment Service (DPMPTSP). This new agency was formed with the aim of improving licensing and non-licensing services, providing convenience for the public to obtain licensing and non-licensing services and increasing the certainty of licensing and non-licensing services in DKI Jakarta.

The term administration etymologically comes from the Latin (Greek) which consists of two words, namely "ad" and "ministrate" which means "to serve" which in Indonesian means to serve or fulfill. Administration is defined as direction, governance, implementation activities, directive activities, creation of principles for implementing public policies, activities to analyze, balance and present decisions, policy considerations, as individual and group work in producing public goods and services, and as an arena academic and theoretical work [3]. Administration is the whole process of cooperation between two or more people based on a certain rationality, to achieve predetermined goals[4]. Administration is an activity or a series of activities as a process of controlling the cooperative effort of a group of people to achieve a predetermined common goal[5]. While the notion of the public is a number of people who have the same thoughts, feelings, hopes, attitudes and actions that are right and good based on the norms they have [6]. Public administration is the process by which public resources and personnel are organized and coordinated to formulate, implement, and manage decisions in public policy [7]. The term Public Administration shows how the government acts as the sole agent in power or as a regulator, who is active and always takes the initiative in regulating or taking steps and initiatives, which they think are important or good for the community because it is assumed that the community is a passive party, underprivileged, and must submit to and accept whatever is regulated by the government [8].

Literally Service Quality consists of two words, namely Quality and Service. Quality

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[1]Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 25 Tahun 2004

[2]Undang-undang Republik Indonesia Nomor 25 Tahun 2000 tentang Program Pembangunan Nasional (PROPENAS).

[3]Yeremias Keban T. 2008. *Enam Dimensi Strategis Administrasi Publik, Konsep, Teori dan Isu*. Yogyakarta: Gava Media.

[4]Daryanto. 2011. *Administrasi Pendidikan*. Jakarta: Rineka Cipta. P.7

[5]Syafiie, Kencana, Inu. 2010. *Manajemen Pemerintahan*. Jawa Barat: Pustaka Reka Cipta. P.5

[6]Indonesian Harbani. 2011. *Teori Administrasi Publik*. Bandung: Alphabeta. P.6

[7]T. Jeremiah Keban. 2008. *Enam Dimensi Strategis Administrasi Publik, Konsep, Teori dan Isu*. Yogyakarta: Gava Media

[8]ibid

comes from the word quality which means quality of service. Quality is the overall characteristics of goods and services that indicate their ability to satisfy customer needs, both expressed and implied needs. While the notion of Service (Service) [9]. Service is: "An action or activity that one party can offer to another that is essentially intangible and does not result in the ownership of anything. Its production may or may not be linked to a single physical product. Quality according to ISO 9000 is: "degree to which a set inherent characteristic fulfills requirements" [10]. Meanwhile, the definition of service according to the Big Indonesian Dictionary is an effort to serve the needs of others. Services are basically activities offered by organizations or individuals to consumers (customers/served), which are intangible and cannot be owned [11].

Quality is a factor that causes a product in accordance with the purpose of production which can be seen from many things, as stated as follows: "Quality is a factor contained in a product that causes the product to start, according to the purpose for which the product is valuable, in accordance with the intent to what production is produced. Quality is determined by a set of uses (bundle of utilities) or functions including durability, comfort, outward appearance (color, shape, packaging, price determined by production costs). Service is a process of using the mind, five senses, and limbs with or without assistive devices by someone to get something they want, either in the form of goods or services [12].

Quality is determined by the customer; the customer wants products and services that meet their needs and expectations at a certain price level that determines the value of the product. Service quality is the expected level of excellence and control over the level of excellence to meet customer desires. [13]One of the success measures to win market competition is to pay attention to quality. Companies must have quality products and services in order to create customer satisfaction. With a quality product or service, customers will give more ratings. Quality can be defined as whatever the needs and desires of consumers, and quality is zero defects, perfection and conformity to requirements. Then quality can also be expressed as conformity to specifications [14]. As for another definition which states that quality is a dynamic condition related to products, people or labor, processes and tasks, as well as the environment that meets or exceeds customer or consumer expectations.

Based on the theories above, it can be concluded that Service Quality is the ability of service providers to provide services that are as expected from service users/customers.

Standard Operating Procedures (SOP) is a system that is designed to make work easier, tidy and orderly. This system contains a sequence of processes doing work from start to finish. Standard Operating Procedures are the formulation of procedures that are used repeatedly in a specific size or as an example that contains how to do something.

Service procedures must be owned by public service providers to ensure that quality services are provided by public service providers so that the service recipient community feels a high value for these services. Without a clear procedure, it is very possible that the services provided are far from public expectations. In such circumstances, there will be a high expectation gap. Things that need to be considered in standard public service procedures:

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[9]ibid

[10]Kotler, Philip and KL Keller. 2014. Manajemen Pemasaran. Jakarta: Erlangga.

[11]Sutopo and Adi Suryanto. 2013. Layanan Prima. Jakarta: Lembaga Administrasi Negara Republik Indonesia. P.8

[12]Moenir, HAS 2012. Manajemen Layanan Umum di Indonesia. Jakarta: Earth Literacy. P.37

[13]Fandy Tjiptono & Anastasia Diana. 2010. Total Quality Management, Yogyakarta: Andi Offset.

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a. Simplicity Service procedures should be easy to understand and not complicated.
b. Clarity Clarity in technical and administrative matters. This clarity is important for the community to avoid the occurrence of various deviations that are detrimental to the community.
c. Certainty of time the implementation of public services can be completed within a predetermined period of time.
d. Product Accuracy Public service products provided must be accurate, correct, precise, and legitimate.
e. Completeness of facilities and infrastructure Availability of adequate work facilities and infrastructure, equipment, and other supports including information technology.
f. Security Public service processes and products provide a sense of security and legal certainty. There should be no intimidation or pressure on the public in the service.
g. Ease of access Places and locations as well as adequate service facilities, easily accessible by the public, and able to utilize information technology.
h. Comfort The service environment must be orderly, orderly, provided a comfortable, clean, tidy waiting room, a beautiful and healthy environment and equipped with supporting facilities, such as toilets, parking lots, places of worship, and so on.

Based on the theories above, it can be concluded that the Standard Operating Procedure (SOP) is a document/instrument containing the processes and procedures of an activity that is effective and efficient based on a standard that is already standard.

In general, satisfaction is a person's feelings of pleasure or disappointment that arise after comparing product performance with the desired results [15]. If the performance meets expectations, the customer will be satisfied. If performance exceeds expectations, the customer will be very satisfied. Satisfaction is a sense of relief or pleasure because expectations about something have been fulfilled. Customer satisfaction or dissatisfaction is the customer's response to the evaluation of the perceived discrepancy/discordance between previous expectations (or other performance norms) and the actual perceived performance of the product after its use. Customer satisfaction is a buyer's evaluation, where the alternative emphasizes that customer satisfaction is the level of a person's feelings after comparing the performance or results he feels compared to his expectations [16].

Satisfaction is the level of one's feelings after comparing the performance or results he feels with his expectations. Satisfied customers are loyal longer, are less price sensitive and leave favorable comments about the company. From the explanations of several experts above, it can be concluded that satisfaction is a feeling of pleasure, individual satisfaction because between expectations and reality in using and the services provided are fulfilled. Meanwhile, community satisfaction is the opinion of the community in obtaining services from the apparatus administering public services by comparing their expectations and needs.

Based on the observations made by the author at the One Stop Service Unit, Gunung Sahari Utara Village, it can be seen that there are various problems, namely the quality of work is still sometimes still low, this can be seen as the absence of general sub-sections and staffing in the classification of licensing archives is still not arranged alphabetically. nor numeric. There are still community reports about the lack of timeliness of employees in completing work, regarding permits and other services, which are considered difficult, convoluted, lengthy, and take a long time to complete.

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[15]Kotler, Philip and KL Keller. 2014. Manajemen Pemasaran. Jakarta: Erlangga.
[16]JF Engel, Roger D. Blackwell & PW Miniard. 2014. Perilaku Konsumen, Buku Dua, Jakarta: Binarupa Aksara.

RESEARCH METHODS

This research is a quantitative field research. The method used in this research is a survey research method. The variables in the study consisted of two independent variables, namely Service Quality as a variable (X1), Standard Operating Procedures (SOP) as a variable (X2), and one dependent variable, namely community satisfaction as a variable (Y).

The population in this study were all applicants who used the services of the One Stop Service Unit of Gunung Sahari Utara Village, which were taken based on the average number of visitors per month (September - October 2017 period). The sample size in this study used the Slovins formula, so for the total population 845, then the calculation to find the sample obtained a number of 271 people. The sampling technique used in this study is convenience/accidental sampling, which is a sampling technique based on anyone who coincidentally meets the researcher, if deemed suitable as a data source [17].

RESULT AND DISCUSSION

Variable Quality service (X1)

Variable quality service, collection the data use questionnaire with a total of 18 questions. Based on collection data field and analysis data on variable quality service obtained resultsthe lowest score was 53 and the highest score was 80, with a score of the total is 18254. Average (*Mean*) 67.36, median (Me) 68, mode (Mo)64, and ranges 27. Next for knowing, trend about quality services at the One-Stop Integrated Service Unit, Gunung Sahari Village North, from the calculation results obtained, that the percentage of service quality as big as 74.84%. After matched with category descriptive percentage above, so concluded that quality service on Unit Service IntegratedOne Village door Mountain Sahari North belong to good.

Variable Standard Operational Procedure Service (X2)

Variable Standard Operational Procedure Service, collection the data use questionnaire with total as much 16-item statement, based on field data collection and data analysis on variable Standard Operational Procedure Service obtained score which the lowest was 47 and the highest score was 74, with a score of the total is 16146. Average (*Mean*) 59.58, median (Me) 60, mode (Mo)62, and range 27. Next for knowing, trend about Standard Operational (SOUP) on Unit Service Integrated One Door WardGunung Sahari Utara, from the calculation results obtained, that the percentage quality service as big as 74.47%. After matched with category descriptive percentage above, it is concluded that the Standard Operating (SOP) at the One-Stop Integrated Service Unit, Gunung Sahari Village North belong to good.

Variable Satisfaction Public (Y)

Variable Satisfaction public (Y), collection the data use questionnaire with total as much 17 grain, based on collection data field and analysis data on variable Satisfaction The community obtained the lowest score of 50 and the highest score of 78, with score total is 17300. Mean (*Mean*) 63.84, median (Me) 64, mode (Mo) 64, and range 28. Next for knowing, trend about satisfaction community at the One Stop Integrated Service Unit in Gunung Village North Sahari, from the calculation results obtained, that the percentage of quality service as big as 75.10%. After matched with category descriptive percentage above, it is concluded that the community's satisfaction with the UnitOne-Stop Integrated Service, Gunung Sahari Utara Village is classified as satisfied.

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[17]Sugiyono. 2010. *Statistik untuk Pendidikan*, Bandung: Alfabeta.

Test Normality

Test normality used for knowing deployment data, whether the data is normally distributed or not. Test data normality on study this use method *One-Sample Kolmogorov-Smirnov test,* data distribute normal if Mark its significance biggerfrom 0.05.

Based on results test normality Kolmogorov-Smirnov variable Service quality (X_1) above, obtained a significance value (Sig.) of 0.088 this indicates that the value of Sig. = 0.088 > = 0.05 then it can beconcluded that deployment data on variable Quality service distribute normal. For variable Standard Operational Procedure Service (X_2) above, obtained a significance value (Sig.) of 0.051 pthis show that Mark Sig. = 0.051 > = 0.05 so could concluded that the spread of data on the variable Standard Operation Service Procedure (X_2) is normally distributed. For the satisfaction variable public (Y) in on, obtained Mark significance (Sig.) as big as 0.142 this matter shows that Mark Sig. = 0.142 > = 0.05 so could concluded that deployment data on variable satisfaction public (Y)distribute normal.

Test linearity used for knowing is two variables significantly have a linear effect or not. Linearity testused in this study is to look at the value of *Linearity* and *Deviation from linearity.* Test Linearity X $_1$ with Y. Linearity test results with SPSS for the variable Quality of service (X_1) with the community satisfaction variable (Y), the results are obtained as following:

Table 1. Test Linearity X1 with Y

			df	mean Square	F	Sig.
		(Combined)	24	45,487	2,321	.001
Satisfaction public	between Groups	*linearity*	1	510.132	*26,030*	*.000*
		Deviation from linearity	23	25,285	1,290	.174
* Quality						
Service	Within Groups		246	19,598		
	Total		270			

Based on the table above, it is known that the significance value of *linearity* as big as 0.000. Because Mark significance linearity not enough from 0.05(0.000 < 0.05), it can be concluded that between the variables Satisfaction community and service quality variable there is a linear relationship. With this, the assumption of linearity between the variable X $_1$ and the variable Y fulfilled.

Results test linearity with SPSS for variable Satisfaction community (Y) with the variable Standard Operating Procedure Service (X2), obtained results as follows:

Table 2 Test Linearity X2 with Y

			f	**Mean Square**	**F**	**Sig.**
Satisfaction public *Standard	between Groups	(Combined)	4	46,849	2.407	.000
		linearity		920,045	*47,266*	*.000*
		Deviation from linearity	3	8.884	.456	.986
Operational						
Procedure	Within Groups		46	19,465		
Service						
	Total		70			

Based on the table above, it is known that the significance value of *linearity* as big as 0.000. Because Mark significance linearity not enough from 0.05(0.000 < 0.05), it can be concluded that between the variables Satisfaction public (Y) and variable Standard Operational Procedure Service (X_2) there is a linear relationship. With this, the assumption of linearity

between variable X_2 with variable Y fulfilled.

Test multicollinearity *used* for knowing is there is perfect relationship between independent variables. Good regression model there should be no correlation between independent variables. The regression model that free from multicollinearity could seen if have Mark *Variance inflation Factor* (*VIF*) in lower 10 and Mark *tolerance* in on 0.1. Test multicollinearity in research based on the output of the program SPSS as follows:

Table 3. Test Multicollinearity Data

Model	t	Sig.	Collinearity Statistics	
			Tolerance	VIF
(Constant)	4.913	.000		4.913
Quality service	5.296	.000	.999	5.296
Standard OperationProcedure Service	7.236	.000	.999	7.236

Based on table in on could known Mark *Variance Inflation Factor (VIF)* variable Quality of service (X_1) = 5,296 and variable Standard Operating Procedure Service (X_2) = 7,236 both are smallerthan 10, as well as the *tolerance value* greater than 0.1 (0.999). With thereby could concluded that between variable free no occur influence linear or model regression no occur problem multicollinearity.

a. Test by Partial (t test)

To determine the effect of the independent variable on the dependent variable individually (partial) t test is used. The test is carried out with compare the value of t $_{count}$ with t $_{table}$. If t $_{count}$ > t $_{table}$ then Ho rejected and Ha accepted so that could conclude there is influence Among variable X to variable Y. In addition, the t-test can also be done with see level significance (p-value), with provision hypothesis that is, ifprobability significance > 0.05, so Ho accepted and Ha rejected. And ifprobability significance < 0.05, so Ho rejected and Ha accepted. Influence Quality service (X_1) to Satisfaction public (Y) Based on the results of regression analysis using SPSS obtained information as follows:

Table 4. CoefficientsRegression Variable X 1 to Y

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	44,851	3.777		11,874	.000
	Quality Service	.282	.056	.294	5.040	.000

From the results of the analysis table above, information is obtained that the t test analysis on table in on, showing Mark t $_{count}$ as big as 5,040. After compared, it turns out that the value of t $_{arithmetic}$ is greater than t $_{table}$ (5.040 > 1.969). Thereby also with level significance (p-value), on table in on known that Mark probability significance (Sig.) = 0.000. This means MarkSig < value (0.000 < 0.05), it can be concluded that Ho is rejected and Ha accepted. So that could conclude that Quality service work take effect significant to Community satisfaction.

The Influence of Standard Operating Procedures for Service (X2) on Satisfaction community (Y). Based on the results of regression analysis using SPSS obtained information as follows:

Table 5. Coefficients Regression Variable X 2 to Y

Model		Unstandardized Coefficients		Standardized Coefficients	t	ig.
		B	Std. Eror	Beta		
	(Constant)	40,527	3.321		12,202	.000
	SOUP	.391	.056	.394	7.041	.000

From the results of the analysis table above, information is obtained that the t test analysis on table 4.20 in on, showing Mark t_{count} as big as 7,041. After compared, it turns out that the value of $t_{arithmetic}$ is greater than t_{table} (7.041 > 1.960). Thereby also with level significance (p-value), on table in on known that probability value significance (Sig.) = 0.000. This means Mark Sig < Mark (0.00< 0.05), so could concluded Ho rejected and Ha accepted. So, it can be concluded that the Standard Operating Procedures Servicetake effect significant to satisfaction public.

Influence Quality service (X_1) and Standard Operational Procedure Services (X_2) Together for Community Satisfaction (Y)

Based on results analysis regression multiple with use SPSSobtained information as follows:

Table 6 Coefficients Regression Variable X 1 and X 2 to Y

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	22,700	4.621		4.913	.000
Quality Service	.272	.051	.283	5.296	.000
SOUP	.383	.053	.387	7.236	.000

From results table in on, produce equality line regression multipleas following:

$$Y = + b X_1 + b X_2 = , + ,272 X_1 + ,383 X_2$$

From equality the in on could explained that:

a. Overall independent variables, Quality of service (X_1) and Standard Operating Procedure Service (X_2), give influence which positive to variable tied to community satisfaction (Y).

b. Mark coefficient Service quality as big as 0.272 which means that if Quality service the more good with assumption variable other permanent soSatisfaction public will experience enhancement as big as 0.272.

c. The coefficient value of the Standard Operating Procedure Service is 0.383 which ismeans that if the Standard Operating Procedure of the Service is getting better with assumption variable other permanent so Satisfaction public will experience an increase of 0.383.

d. Variables that have a greater influence on satisfaction public is the variable Standard Operating Procedure Service, namely of 0.383, while the service quality variable has an effect which smaller than Community satisfaction that is 0.272.

Furthermore, to test the effect of the service quality variable and Standard Operational Procedure Service by together to Satisfaction public used F. test as follows:

Table 7. Test F (Anova)

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	1393.138	2	696.569	41.304	.000 [b]
Residual	4519,718	268	16,865		
Total	5912.856	270			

Based on results test F on table Anova in on, known that MarkF count is 41.304. After being compared, it turns out that the value of F count is more big than Ftable (41,304 > 3.029). Thereby also With see levelsignificance (p-value), in the table above it is known that the probability value significance (Sig.) = 0.000. This means Mark Sig < Mark (0.000 < 0.05), so it can be concluded that Ho is rejected and Ha is accepted. It can be concluded that Quality service work (X_1) and Standard Operational Procedure Service (X_2) by together take effect significant to Satisfaction community (Y). Next from results analysis obtained fact as

following:

Table 8. Coefficients Determination X 1 and X2 to Y

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.485 ^{a}	*.236*	.230	4.107

Based on results analysis in on seen that influence betweenQuality service (X_1) and Standard Operational Procedure Service (X_2) against Satisfaction public (Y) obtained coefficient determination (*R squares*)of 0.236. This means that about 23.6% of the variation that occurs inCommunity satisfaction can be explained by Quality of service and Standard Operational Procedure Service. the rest 76.4% satisfaction public in influenced by factors other than Quality of service and Operational Standards Procedure Service which not researched in this research. Influence Quality service to Satisfaction community Based on the results of the regression analysis and the influence it is known that the Qualityservice has an influence on community satisfaction, this is proven based on the results of the t-test analysis, shows the t-count value of 5.040. Therebyalso with level significance (p-value), known that Mark probability significance (Sig.) = 0.000. This means Mark Sig < Mark (0.000 < 0.05), so couldconcluded that Quality service take effect significant to Satisfactionpublic at the One-Stop Integrated Service Unit, Gunung Sahari Village North. Influence of Standard Operating Procedure Service to Satisfaction public Based on the results of the t-test analysis, it is known that the t - count value is 7.041, and with level significance (p-value), known that Mark probability significance (Sig.) = 0.000. This means Mark Sig < Mark (0.000 < 0.05), so couldconcluded that Standard Operational Procedure Service take effect significant to Satisfaction public in Unit Service Integrated One DoorWard Mountain Sahari North.

The Influence of Service Quality and Standard Operating Procedures for Service by Together to Satisfaction community Based on the results of the analysis of the F test, it is known that the calculated F value is 41,304, and with level significance (p-value), 0.000. This means Mark Sig < Mark(0.000 < 0.05), it can be concluded that the quality of service (X_1) and Standard Operational Procedure Service (X_2) by together take effect very significant to community satisfaction (Y). Result of coefficient analysis Determination known that influence Among Quality service (X_1) and Standard Operational Procedure Service (X_2) to Satisfaction public (Y) the coefficient of determination is 0.236. This gives the meaning that around 23.6% variation which occur on Satisfaction public in Unit Service Integrated One Door Ward Mountain Sahari North could explained byQuality service and Standard Operation Service Procedure.

CONCLUSION

Service quality has a positive and significant effect on community satisfaction in the One Stop Service Unit, Gunung Sahari Utara Village. This means that the higher the service quality, the higher the community satisfaction, and vice versa, the lower the service quality, the lower the community satisfaction.

Standard Operating Procedures Service has a positive and significant effect on community satisfaction in the One Stop Service Unit, Gunung Sahari Utara Village. This means that the better the implementation of the Service Standard Operating Procedures, the higher community satisfaction will be, and vice versa, the worse the implementation of the Service Standard Operating Procedures will have an impact on low community satisfaction.

There is a joint influence of service quality and standard operating procedures on community satisfaction in the One Stop Integrated Service Unit, Gunung Sahari Utara Village. This means that the higher the service quality and the better the implementation of the Service Standard Operating Procedures, it will increase community satisfaction, and vice versa, the

weak service quality and poor implementation of the Service Standard Operating Procedures will have an impact on low community satisfaction.

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Legislation

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