The Effect Of Community Complaints Handling, Service Time Effectiveness And Service Quality On Community Satisfaction At The Office Of Dinas Kependudukan Dan Pencatatan Sipil Kota Kupang

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A R T I C L E I N F O

ABSTRACT

The purpose of the study was specifically to obtain the results of the analysis of the effect of the variable handling of public complaints, the effectiveness of service time, and service quality on community satisfaction partially or simultaneously. The research method uses descriptive and verification surveys, and field data collection uses questionnaires, interviews, and documentation techniques. This research is associative research, where in this study there are variables that are related and can influence other variables. The population of this study was 2,103 people who visited and took care of population administration and civil registration documents at the Kupang City Population and Civil Registration Office. Based on the population, the sample was determined by purposive sampling using a probability of 10% from the Slovin respondent determination technique so that the sample of research respondents became 96 people. Processing data using SPSS 25 analysis tools. Testing data using t-test, that the handling of public complaints has an effect on community satisfaction with t-count 15.319 > t-table 1.98552, there is an effect of service time effectiveness on community satisfaction, with t-count 21.180 > t-table 1.98552, quality service affects the community satisfaction with t-count 2.159 > t-table 1.98552 and the handling of public complaints, the effectiveness of service time and service quality affect community satisfaction with F-count > F-table or 149.667 > 2.47. The common thread of research is that the handling of public complaints, the effectiveness of service time, and service quality have a positive and significant effect on community satisfaction at the Office of Dinas Kependudukan dan Pencatatan Sipil Kota Kupang, either partially or simultaneously.

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1. Introduction

The government as a servant of the state and a public servant in carrying out their duties often faces various problems, including the process of providing public services to the community. This is in accordance with the statement of Riwukore et al. (2022) that good governance is a contextual issue of human resource management today. One of them is to strengthen the performance of the institution so that its performance is accountable and transparent. The more complex or the many needs of the community, the government's attention to providing services is the main thing in providing good services to the community (good governance). This is in line with the increase in public knowledge due to advances in science, insight, and technology as a result of the ruling government towards good governance in a democratic country (Riwukore et al., 2022).

Public services are related to public welfare, quality public services will of course create satisfaction from the community as the target of public service goals. Public complaints arise due to the gap between expectations and reality when people get public services from the government. This happens because of dissatisfaction in getting these services. Public dissatisfaction occurs over the reception of services from the government which seem convoluted and lengthy, including a quick response to complaints from the public regarding the quality of services from the government. Public dissatisfaction with poor government services has been reported by Habaora et al. (2021) that public dissatisfaction occurs because of convoluted work procedures and mechanisms, not transparent, less informative, less responsive, and less consistent so that it does not guarantee service certainty. The community's dissatisfaction occurs because of the slow handling of public complaints, the ineffectiveness of service time for officers, and the quality of service to the community.

The fast handling of public complaints has the effect of supporting a conducive organizational climate because employees feel they have a high responsibility to resolve existing complaints, support each other and find solutions together (Larasati & Kertamuki, 2016). Based on this explanation, the position and role of service officers is very important and determine the success in carrying out public services by the government (Layaman & Hartati, 2008).

Effectiveness is often used as a concept of effectiveness which an organization aims to produce. The effectiveness of service time can be done by paying attention to satisfaction, achieving the organization's vision, fulfilling aspirations, developing the organization's human resources and aspirations, as well as providing a positive impact on the community (Moningka, 2014). Speed in service is a pressure that must be met by a company, considering that the organizational image situation can be influenced by slow service and the wider community that takes into account the company's performance (Ismail & Yusuf, 2021). Good and excellent service quality to fulfill services can protect and improve the level of service or services it provides so that the services or services of the organization will continue to be used by customers because they feel happy.

In service organizations such as the government, meeting the satisfaction of the community is very important to be well organized. The quality of service in question is related to excellence to meet people's expectations. Good service quality does not come from the organization that started it, but from understanding and fulfilling community expectations (Putri & Utomo, 2017). Thus, to determine the level of satisfaction in the community, it can be done to provide excellent service quality to the community.

One of the government organizations that carry out functions and roles related to community satisfaction is the Department of Population and Civil Registration (Dukcapil) of Kupang City. In carrying out this role, there are still complaints from the community regarding the handling of public complaints, the effectiveness of the service time, and the quality of service from the officers. The problem of complaints about services at the Kupang City Population and Civil Registration Service in this pre-study there were several problems, including First, complaints were not recorded and archived properly, even though the data was good information, if managed properly it would be valuable information for employee performance evaluation framework. Second, the facilities for submitting complaints are limited, namely only a suggestion box, while other facilities such as hotlines and e-mail are not yet available. The most basic reason is that these facilities are not a priority in handling complaints from the people of Kupang City.

The Kupang City Government, in this case, the Kupang City Population and Civil Registration Service, in providing public services to the community often receives complaints from the public regarding the effectiveness of services that are deemed unresponsive, slow, untimely regarding the administration of e-KTP, birth certificates within the City Dukcapil Service. Kupang. From the response and service effectiveness which is seen by the community as not yet optimal, it is evidence that the level of satisfaction of the people of Kupang City on the perceived service is very low/not maximized.

In connection with the current service from the Dukcapil Office of Kupang City, initial interviews were conducted with existing leaders and employees, and resulted in information: (1) public services are still perceived as not in accordance with the demands and expectations of the community; (2) the number of complaints submitted by the public about complicated service systems and procedures,

long service times, and (3) the behavior of officers who were complained by the public for acting like community rulers and regulators, not public servants.

In addition, the researcher also conducted interviews with 10 community members related to the services provided by the Dukcapil Office of Kupang City, and the results: (1) 3 people admitted that when they came to the Dukcapil Office of Kupang City to take care of family cards, the officers who served were very slow. ; (2) 5 people who came to the Dukcapil Office of Kupang City to take care of their identity cards (KTP) claimed to be asked to come back the next day for no apparent reason and the behavior of the officers was unpleasant; (3) 2 people admitted that they were very disappointed with the Dukcapil Office of Kupang City when they complained about making the old ID card, even though the file had been put in the counter for a long time, but the officer said that the blank ID card was empty, the information should have been submitted earlier so that people did not wait ; and (4) 7 community members admitted that they were very confused by the officer's explanation regarding the procedures for managing children's ID cards, family cards, and death certificates. The problem of the low level of community satisfaction, it is necessary to have an in-depth study to find a way out to overcome these problems so that it is not sustainable in the future. Scientific studies are one alternative, namely the existence of research that is seriously focused on the process for this issue. Therefore, the authors are interested in conducting research with the aim of analyzing and proving the effect of handling public complaints, the effectiveness of service time and service quality on community satisfaction at the Kupang City Population and Civil Registration Office. The benefits of the research obtained are the development of a more comprehensive scientific and policy recommendation for stakeholders.

2. Methods

This research was conducted for ± 5 months (February-June 2022) at the Office of Population and Civil Registration of Kupang City. This research is a quantitative research in the discipline of human resource management. The design of this study consists of a framework of thinking and the hypothesis that the handling of public complaints, the effectiveness of service time and service quality have an effect on community satisfaction. The research population was 2,103 people, and respondents were determined by purposive sampling with the Slovin technique at a probability of 10% so that there were 96 people who became respondents. The types of data used are primary and secondary. Data collection techniques are questionnaires (closed interviews with a Likert scale), observation, and documentation studies. To find out whether the questionnaire used can truly describe the research objectives (valid) and is consistent (reliable), it is necessary to test the reliability and validation of the measurement instruments that have been prepared. Then the classical assumption test was carried out consisting of normality test, autocorrelation test, multicollinearity test, and heteroscedasticity test. Furthermore, the regression analysis test was carried out both partially (t test) and simultaneous test (F test) while looking for the coefficient of determination of the research variables. The analytical tool used is SPSS version 25.

3. Results And Result

3.1 Validity Test
The r-table value of this study is 0.2006 based on a sample of 96 respondents at df = 94. The decision-making of the valid research instrument is r-count > r-table. The results of the research validity test are presented in Table 2. Based on Table 1, all statement items in the research instrument show the value of r-count > r-table (0.2006), which means that all items are valid.

Table 1.
Result of validity test

Index	Pengaduan Masyarakat		Efektivitas Waktu Layanan		Kualitas Pelayanan		Kepuasan Masyarakat		Results
r_{tabel}	Item	r_{count}	Item	r_{count}	Item	r_{count}	Item	r_{count}	
0.2006	X1.1	0,427**	X2.1	0,428**	X3.1	0,525**	Y1	0,229*	Valid

0.2006	X1.2	0,809**	X2.2	0,225**	X3.2	0,357**	Y2	0,292**	Valid
0.2006	X1.3	0,773**	X2.3	0,373*	X3.3	0,470**	Y3	0,476**	Valid
0.2006	X1.4	0,703**	X2.4	0,439**	X3.4	0,494**	Y4	0,482**	Valid
0.2006	X1.5	0,798**	X2.5	0,579**	X3.5	0,621**	Y5	0,751**	Valid
0.2006	X1.6	0,432**	X2.6	0,516**	X3.6	0,557**	Y6	0,772**	Valid
0.2006	X1.7	0,793**	X2.7	0,229*	X3.7	0,335**	Y7	0,770**	Valid
0.2006	X1.8	0,254*	X2.8	0,608**	X3.8	0,646**	Y8	0,771**	Valid
0.2006	X1.9	0,379**			X3.9	0,296**			Valid
0.2006	X1.10	0,384**			X3.10	0,262**			Valid
0.2006					X3.11	0,207**			Valid
0.2006					X3.12	0,495**			Valid
0.2006					X3.13	0,343**			Valid
0.2006					X3.14	0,671**			Valid
0.2006					X3.15	0,709**			Valid
0.2006					X3.16	0,712**			Valid
0.2006					X3.17	0,708**			Valid
0.2006					X3.18	0,513**			Valid
0.2006					X3.19	0,227*			Valid
0.2006					X3.20	0,229*			Valid

Source: SPSS output processed by researchers, 2022

3.2 Reliability Test

According to Bahri & Zamzam (2015), certain limits can also be used as a reference to determine the level of reliability, namely: not strong reliability (<0.50), less strong reliability (0.50-0.59), moderate reliability (0. 60-0.69), strong reliability (0.70-0.79), very strong reliability (0.80-0.89), and perfect reliability (0.90-0.10). The results of the questionnaire reliability test of the variables of intellectual quotient, emotional quotient, spiritual quotient, adversity quotient and performance are presented in Table 2.

Table 2.
Result of reliability test

Variables	Cronbach's Alpha	Criteria	Results
	0,779	≥ 0.60	Perfect Reliability
	0,655	≥ 0.60	Perfect Reliability
	0,819	≥ 0.60	Very Strong Reliability
	0,691	≥ 0.60	Perfect Reliability

Source: SPSS output processed by researchers, 2022

Based on Table 2, the reliability test results show the Cronbach's Alpha value of each research instrument item > 0.60, which means that all items are reliable.

3.3 Uji Normalitas

The normality test uses the Kolmogorov-Smirnov (liliefors) test where the decision is that a data is normally distributed if it has a significance value (2-tailed) of > 0.05. The results of the normality test from this study are presented in Table 3. As a result, all variables have a significance value > 0.05, which means that the research data is normally distributed.

Tabel 3.
Uji normalitas Kolmogorov-Smirnov

Variabel	*Asymp.Sig* (2-tailed)	Kriteria	Keterangan
Penanganan pengaduan masyarakat	0.135	> 0.05	Data Berdistribusi Normal
Efektivitas waktu layanan	0.105	> 0.05	Data Berdistribusi Normal
Kualitas pelayanan	0.200	> 0.05	Data Berdistribusi Normal
Kepuasan masyarakat	0.167	> 0.05	Data Berdistribusi Normal

Sumber : *Output* SPSS diolah peneliti, 2022

3.4 Uji Autokorelasi

The autocorrelation test in this study used the DW test (Durbin-Watson), with the decision criteria (1) there was autocorrelation (<1.10); (2) without conclusion (1.10-1.54); (3) no autocorrelation (1.55-2.46); (4) without conclusion (2.47-2.90); and (5) there is autocorrelation (> 2.90). The results of the autocorrelation test are presented in Table 4. Based on the results of the autocorrelation test, the DW

value is 1.556 or is between 1.55-2.46 which indicates that the research data has no symptoms of autocorrelation.

Tabel 4.
Uji Autokerelasi

Model Summaryᵇ					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.911ᵃ	.830	.824	2.030	1.556

a. Predictors: (Constant), Kualitas Pelayanan (X3), Penanganan Pengaduan Masyarakat (X1), Efektivitas Waktu Layanan (X2)
b. Dependent Variable: Kepuasan Masyarakat

3.5 Uji Multikolinearitas

Multicollinearity test uses tolerance value and variance inflation factor (VIF). The data of this study are free of multicollinearity symptoms if the tolerance value > 0.10 and VIF < 10. The results of the multicollinearity test in this study are presented in Table 5. As a result, all independent variables have a tolerance value > 0.10 and a VIF value < 10 which indicates that the data it is symptom free of multicollinearity.

Tabel 5.
Uji multikolinearitas

Variabel	*Tolerance*	VIF	Keterangan
Penanganan pengaduan masyarakat	.181	5.518	Tidak Terjadi Multikolinearitas
Efektivitas waktu pelayanan	.176	5.673	Tidak Terjadi Multikolinearitas
Kualitas pelayanan	.936	1.068	Tidak Terjadi Multikolinearitas

Sumber : Output SPSS diolah peneliti, 2022

3.6 Uji Heteroskedastisitas

Heteroscedasticity test using Glejser test. The research data is symptom-free heteroscedasticity if it has a significance value > 0.050. The results of the heteroscedasticity test are presented in Table 6. As a result, all independent variables have a significance value > 0.05 which indicates that all data are free of heteroscedasticity.

Tabel 6.
Uji heteroskedastisitas

Variabel	Sig.	Kriteria	Keterangan
Penanganan pengaduan masyarakat	.629	> 0.050	Tidak Terjadi Heteroskedastisitas
Efektivitas waktu pelayanan	.628	> 0.050	Tidak Terjadi Heteroskedastisitas
Kualitas pelayanan	.955	> 0.050	Tidak Terjadi Heteroskedastisitas

Sumber : Output SPSS diolah peneliti, 2022

3.7 Hypothesis Test: Multiple Regression Analysis

The results of multiple linear regression analysis are presented in Table 7. The result, the regression equation in this study is Y = 5.126 + 0.109X1 + 0.670X2 + 0.008X3. Based on the results of testing the effect of handling public complaints on community satisfaction, it is known that the tcount value is 15.310 and the ttable value with N = 96 (df = N-2) is 1.98552. Thus the value of tcount > ttable or 15.319 > 1.98552. Meanwhile, the significance level is smaller than the set significance level, which is 0.000 < 0.05.

Tabel 7.
analisis regresi

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.126	1.951		1.572	.119

Penanganan Pengaduan masyarakat (X1)	.109	.084	.131	15.310	.000
Efektivitas Waktu Layanan (X2)	.670	.087	.788	21.180	.000
Kualitas pelayanan (X3)	.008	.023	.016	2.159	.033

a. Dependent Variable: Kepuasan Masyarakat (Y)
Sumber : Output SPSS diolah peneliti, 2022

Based on the results of testing the effect of service time effectiveness on community satisfaction, it is known that the service time effectiveness variable has a regression coefficient value of 0.909 and a tcount value of 21.180 and a ttable value with N = 96 (df = N-2) is 1.98552. Thus the value of tcount > ttable or 21.180 > 1.98552. Meanwhile, the significance level is smaller than the set significance level, which is 0.000 < 0.05.

Based on the results of testing the effect of service quality on public satisfaction, it is known that the service quality variable has a regression coefficient value of 0.217 and a tcount value of 2.159 and a ttable value with N = 96 (df = N-2) is 1.98552. Thus the value of tcount > ttable or 2.159 > 1.98552. Meanwhile, the significance level is smaller than the set significance level, which is 0.000 < 0.05.

Tabel 8.
Uji simultan

ANOVAᵃ						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1850.465	3	616.822	149.667	.000ᵇ
	Residual	379.160	92	4.121		
	Total	2229.625	95			

a. Dependent Variable: Kepuasan Masyarakat (Y)
b. Predictors: (Constant), Kualitas Pelayanan (X3), Penanganan Pengaduan Masyarakat (X1), Efektivitas Waktu Layanan (X2)
*Sumber : **Output SPSS diolah peneliti, 2022***

Based on the results of testing the effect of handling public complaints, the effectiveness of service time, and service quality on community satisfaction, the regression coefficient value is 0.696 and the Fcount value is 149.667 and the Ftable value with N = 103 is 2.47. Thus the value of Fcount > Ftable or 149.667 > 2.47. Meanwhile, the significance level is smaller than the set significance level, which is 0.000 < 0.05.

Tabel 9.
Koefisien determinasi

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.911ᵃ	.830	.824	2.030

a. Predictors: (Constant), Kualitas Pelayanan (X3), Penanganan Pengaduan Masyarakat (X1), Efektivitas Waktu Pelayanan (X2)
b. Dependent Variable: Kepuasan Masyarakat (Y)
Sumber : Output SPSS diolah peneliti, 2022

The correlation value is 0.911 which can be explained that the relationship between the independent variable and the dependent is in the strong category. The value of R Square obtained is 0.83, which can be interpreted that the independent variable X has an 83.0% contribution effect on the Y variable and the other 17.0% is influenced by other factors outside the X variable.

3.8 Discussion
a. Analysis of the Effect of Handling Public Complaints on Community Satisfaction

The handling of public complaints has a partial and significant effect on community satisfaction. This means that hypothesis 1 is accepted that there is a significant effect between the partial handling of public complaints on community satisfaction.

Ningtias (2020) reports that better complaint handling will increase public satisfaction with services, where the effectiveness of complaints has a positive effect on community satisfaction by

71.4%. The results of this study reinforce the research reported by Ravenska (2019) that the complaint handling variable is 0.126 and has a positive value on customer satisfaction, which means that increasing complaint handling can lead to increased customer satisfaction as well. This study has a t-count value of 2.430 > t-table (1.66) and a significance value of 0.017 <0.05.

One manifestation of quality public services is to give freedom to the public in submitting their complaints and complaints, when there is a gap between expectations and the reality that occurs. Expectations from the community in public services of course expect quality services, services that are able to fulfill the rights of the community in obtaining public services. Public complaints arise because of the gap between expectations and reality that occurs when the community obtains public services. Complaints or complaints are caused by a sense of community dissatisfaction in obtaining the desired service, the failure of the organization to fulfill the wishes of the community and the low response of employees to community complaints. Based on the description and results of existing research, it can be concluded that the handling of public complaints has an influence on community satisfaction.

b.   Analysis of the Effect of Service Time Effectiveness on Community Satisfaction

The effectiveness of service time has a partial and significant effect on community satisfaction. This means that hypothesis 2 is accepted that there is a significant effect between the effectiveness of service time partially on community satisfaction. The results of the study are in accordance with those reported by several researchers that there is a positive and significant effect between the effectiveness of service time on community satisfaction.

Sakti & Mahfudz (2018) reported that the effectiveness of service time had a positive and significant effect on satisfaction with a regression coefficient of 0.500 and the results of hypothesis testing resulted in a t-count value of 9.379 with a significance value of 0.000. These results confirm the research reported by Siburian & Kartika (2016) that the service time effectiveness variable partially has a significant effect on satisfaction because it has a sig value. 0.000 < 0.05.

The effectiveness of service time has a perception view as the implementation of services in the community can be completed within a predetermined period of time. Increased time effectiveness can be done if there is a synergy between regulators and operators with a good planning system, setting high operational standards, adding frequencies that are adjusted to line capacity and increasing service speed in accordance with the technical capabilities of facilities and infrastructure. Based on the description and results of existing research, it can be concluded that the effectiveness of service time has an influence on community satisfaction.

c.   Analysis of the Effect of Service Quality on Community Satisfaction

Service quality has a partial and significant effect on community satisfaction. This means that hypothesis 3 is accepted that there is a significant influence between service quality partially on community satisfaction.

Ismail & Yusuf (2021) reported that satisfaction was significantly and partially influenced by service quality with a t-count value of 13.422 while the t-table was 1.991 with a sig value of 0.000 less than 0.05 and a coefficient of determination of 67.3%. Furthermore, Rezha et al. (2013) reported that service quality has a positive influence on community satisfaction 0.758 with a significance level of 95%, which means 75.8% satisfaction of people who receive services can be influenced by service quality variables consisting of physical evidence, reliability, responsiveness, assurance , and empathy.

In service organizations such as the government in meeting the satisfaction of the community, the quality of service for the organization is very important to be well organized. Service quality is related to the level of excellence to meet public expectations. Good service quality does not come from the organization that started it, but from understanding and fulfilling people's expectations. Especially for organizations engaged in services such as the Department of Population and Civil Registration of Kupang City whose products are intangible. Thus, to determine the level of satisfaction in the community, it can be done to provide excellent service quality to the community. Based on the description and results of existing research, it can be concluded that service quality has an influence on community satisfaction.

d.   Analysis of the Effect of Handling Public Complaints, Effectiveness of Service Time, and Quality of Service on Community Satisfaction

Variables of handling public complaints, effectiveness of service time, and quality of service on community satisfaction. Several researchers report that there is a positive and significant relationship between the simultaneous handling of public complaints on community satisfaction (Tazkiya et al., 2019; Ravenska, 2019), the effectiveness of simultaneous service time on community satisfaction (Siburian & Kartika, 2016; Sakti & Mahfudz , 2018). Meanwhile, several research results report the simultaneous influence of service quality variables on community satisfaction (Siburian & Kartika, 2016; Tazkiya et al., 2019). Community satisfaction is something that needs to be considered to be able to see something that results from a performance. If performance exceeds expectations, the customer is very satisfied or happy. The level of satisfaction after comparing between what he received and his expectations.

4. Conclusion

The results of this study indicate that the handling of public complaints, the effectiveness of service time, and service quality have a positive and significant influence on community satisfaction, either partially or simultaneously. The results of this study indicate that the dominant predictors that affect employee performance sequentially from highest to lowest are the effectiveness of service time, handling public complaints, and service quality. These three predictors need to be of concern to the organization because they are predictors of forming employee performance.

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