

# **Facilities and Employee Competencies towards Public Satisfaction through the Quality of Public Services**

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## **Abstract**

People need services to meet a wide variety of needs that cannot be met by themselves. This research aims to measure and analyze the influence of facilities and competencies and quality of public services on community satisfaction, both directly and indirectly. One of the government offices whose activities provide public services to the community is Bontoala District, Makassar City, South Sulawesi Province. This research is designed in the form of quantitative research. The population in this study is the entire family card (KK) in the Bontoala Subdistrict of Makassar City. Nonprobability sampling techniques carry out sample determination. Based on data from BPS Makassar City (2019), the population of Bontoala District reached 57,197 people from 12,296 households. This number is divided into 12 villages, 240 ORTs, and 56 ORW. Because the population is quite large, the formula Slovin (Umar, 2009) is used; the minimum sample number studied is 100 respondents with family cards to be examined. This research was conducted on the community in the Bontoala District of Makassar City, as many as 100 people. The method used in this study is probability sampling, which is axial sampling using formula solving. The data collected with the questionnaire is then analyzed by the Path Analysis method using the SPSS 23 application. Result: This research method is quantitative. At the same time, the hypothesis test uses the t-test to test the direct influence and indirect influence of facility variables employee competence on public satisfaction through the quality of public services using the Sobel test. Based on this study, it can be concluded that the facility affects community satisfaction. It means that the better the facilities available, the more facilities available, and the community will also feel comfortable and satisfied with the facilities. The additional community and employees will feel happy and satisfied with the facilities available. Competence also affects community satisfaction, meaning that the better the competence possessed by the employee, especially in carrying out his duties, namely serving the community, the community will feel happy with the services provided by the employee. Then for mediation tests conducted, it was found that the quality of public services affected public satisfaction.

## **Keywords**

Facilities, Employee Competence, Quality of Public Service, Community Satisfaction

## **1. Introduction**

People need services to meet various needs that cannot be met by themselves. The form of services provided is related to population administration and other services related to the government at the sub-district level. One of the government offices whose activities provide public services to the community is Bontoala District, Makassar City, South Sulawesi Province. Bontoala District is one of the 15 sub-districts in Makassar City. Bontoala District has an area of 2.10 Km<sup>2</sup> consisting of 12 villages, namely: Gaddong Village, Wajo Baru Village, Tompo Balang Village, New Malimongan Village, Lompoa Village, Baraya Village, Bontoala Village, Bontoala Parang Village, Old Bontoala Village, Ejaya Flower Village, Kite Village, and Parang Kite Village. With the number of RW 57 and RT 257.

The primary purpose of public service is public satisfaction. Community satisfaction is the main factor that public service providers must observe because community satisfaction will determine the government's success in organizing

public services. Based on Kep./25/M.PAN /2/2004, community satisfaction shows the assessment of service users and the results of public opinion on the performance of services offered by public service providers.

Service facilities in the Bontoala District of Makassar City are considered inadequate. Based on the initial observations that have been made in the Bontoala District of Makassar City, there are several problems found in the service department. The absence of advice boxes, lack of service waiting rooms, seating in service waiting rooms that are still lacking, limited computer devices, and unavailability of special rooms for smoking. It can interfere with and hinder the smoothness of performing community service. According to Amri et al. (2018), "The facility shows that everything is possible to simplify things and facilitate work to achieve a goal."

The duty of employees to provide services to the community does not only require facilities/facilities. Human resources (HR) also have a very important role in providing services to the community. The human resources referred to here are employee competencies. "Competence is an ability based on knowledge and skills supported by work attitudes and application in realizing tasks and work in the workplace, referring to the established work community (Nasriani et al., 2021; Sadapotto et al., 2021; Sahabuddin et al., 2019)". Several factors can affect the service, such as the ability of officers who lack, officer discipline such as sometimes not in place when service hours take place, and the friendliness and courtesy of officers in serving the community is still considered lacking. Employees who have good work competencies will certainly be easy to carry out all work responsibilities, read the situations and problems that occur at work, provide the right response, and have a good adjustment to their environment.

The quality of public services is the advantage of a service expected to meet expectations and provide satisfaction for service recipients. According to (Muchzen et al., 2019; Saleh et al., 2021), "The quality of public services shows were a dynamic state related to products, services, people, the environment and the process by which the final assessment of quality is determined at the time of the occurrence of public services." The low quality of public services made by some government officials is a bad picture of the government in the community. It is still obtained information in the form of complaints from community service users either directly or indirectly, such as through mass media that demand the improvement of public services.

This research explores the relationship between facilities and employee competence to community satisfaction through the quality of public services. Based on the constraints described above, researchers designed research to confirm the existing problems further.

## **2. Literature Review**

Facilities are all things that can launch and facilitate the implementation of activities, which can facilitate activities in the form of facilities and infrastructure. Facilities are everything, both objects, and services that accompany the services provided by the company, be it a service company, trade, or industrial company. Facilities can also be interpreted as facilities and infrastructure provided both in the environment and in the office to provide maximum service so that the community and customers feel comfortable and satisfied. Facilities are the main supporting factor in public service activities. It is supported by previous research such as which concluded that partially office facilities have a positive and significant influence on the quality of service.

It is necessary to understand these competencies to understand the competence of employees. According to the State Staffing Agency in (Froese & Taguchi, 2019; Kurniawan et al., 2022; Nath et al., 2021; Setianto et al., 2022; Suharyanto et al., 2021), competence is a characteristic and ability possessed by a Civil Servant in the form of knowledge and skills, behavioral attitudes needed in carrying out their duties so that the Civil Servant can carry out his duties effectively, efficiently and professionally.

Based on the understanding of competence, it can be concluded that employee competence is an ability possessed by someone (employee) consisting of knowledge, skills, and attitudes to perform or cope with a certain task or job well, expressed in actions. With adequate competence, it is expected that employees will be able to provide maximum service to the community. supported previous research that a significant positive influence on employee competence, work culture on partner satisfaction and partner quality, and service quality as intervening variables.

The community needs public services to support various needs. Public services are carried out by (Law No. 25 of 2009 concerning public services article 1). Article 1 mentioned that public services are activities or series of activities to meet service needs by the laws and regulations for every citizen and resident of public service providers' goods, services, and administrative services. The opinion states that the quality of service is successfully built if the services provided to the community get recognition from the parties served. This is supported by previous research such as (Andersen, 2004; Mislia et al., 2021), giving the result that community satisfaction has a positive effect on the five variables of service quality: physical evidence, reliability, responsiveness, assurance, and empathy. Recognition of service personality does not come from the apparatus that provides services but from service users or the community.

After obtaining the results obtained, community satisfaction can be shown through the community's attitude. Community satisfaction will be seen from how well the results are obtained and felt. The better the quality of the results obtained, the better customer satisfaction. "According to Wilkie in Sakkir (2018), customer satisfaction is an emotional response to evaluating the consumption experience of a product or service. Emotional responses can be more feelings that are felt when something he hopes to achieve."

### 3. Methods

#### 3.1 Sample Criteria

The sample in this study was as many as 100 people who were service users at the Bontoala District Office in Makassar City. Respondents based on Gender With the number of women as many as 54 respondents (54.0%) and men as many as 46 respondents (46.0%). Respondents based on high school's Last Education as many as 23 respondents (23.0%), the last education D3 as many as 12 respondents (12.0%), the most is the last education S1 as many as 41 respondents (41.0%), and the last education S2 as many as 18 respondents (18.0%), while the lowest is S3 as many as six respondents (6.0%). Respondents based on the highest employment were 1) Private Employees, 36 respondents (36.0%); 2) jobs as self-employed, 20 respondents (20.0%); 3) students, 12 respondents (12.0%); 4) other jobs (fishers, workers, and IRT), 24 respondents (24.0%). While the lowest was civil servants, with as many as eight respondents (8.0%).

#### 3.2 Measurement

This study uses a quantitative approach. To answer the problem, the analysis tool used is Spss Instrument version 23. The population in this study is the entire family card (KK) in the Bontoala Subdistrict of Makassar City. The samples were taken with nonprobability sampling techniques with an axial sampling approach. The Facility Indicators (X1) used in this study are spatial planning, space planning, fixtures/furniture, lighting and color, messages, and supporting elements. Employee Competence (X2) indicators are motives, traits, self-concepts, knowledge, and skills. This study uses public service quality indicators (Y1) are the tangible, reliability, response /responsiveness, guarantee, and empathy dimensions. And the Community Satisfaction Indicators (Y2) used in this study are requirements, procedures, time, cost/tariffs, products, implementing competencies, implementing behavior, service information, complaint handling, advice, and input (Table 1-Table 4).

Table 1. Measurement of variable

Variable/Dimension	Indicator	Items
Facilities (X1)	Spatial planning	I feel that the building in the subdistrict office is magnificent
	Space Planning	I feel that the waiting room in the subdistrict office is clean, comfortable, and neat
	Fixtures/Furniture	I see equipment for employees such as desks, computers, chairs, etc. available completely
	Lighting and Color	I feel that the lighting in the office can support the implementation of community activities.
	Messages	I see the condition of the facilities in the office is still feasible to use, and the completeness of the facilities supports
	Supporting element	The facilities owned by the sub-district office provide satisfaction for me
Employee Competence	Motive	Employees begin to take full responsibility for services, which are scattered with the cohesiveness of service users.
	Nature	Employees provide good communication and provide

(X2)		services
	Self-concept	The service provided by the employee feels good
	Knowledge	In serving the community, employees behave politely and politely.
	Skills	Employees can provide a good explanation to people who need information.
Quality of Public Service (Y1)	Tangible Dimension	I feel comfortable with employees who are patient in providing services
	Reliability Dimension	Employees are very responsive in serving the community.
	Responsiveness Dimension	I get hospitality and courtesy in being given service by employees
	Assurance Dimension	Employees provide services that are to the wishes and needs of the community
	Empathy Dimension	I feel that employees put the interests of the community first.
Community Satisfaction (Y2)	Requirements	Employees provide convenience for requirements that must be met in service
	Procedure	Employees provide ease of service by procedures/procedures in serving the community
	Time	Employees provide timely service to the community
	Fees/Tariffs	Employees provide tariffs/fees that are not too expensive to the community
	Product	I get convenience in administrative services/correspondence
	Implementing Competence	The service provided by employees is fast and precise
	Implementing Behavior	Employees provide service in a friendly and polite manner
	Service Notice	Employees provide services to the demands and needs of the community
	Handling of Complaints, Suggestions, and Feedback.	I feel safe and comfortable as long as I am given the service.

#### 4. Results

In data processing, Hypothesis testing on path analysis (Path Analysis) uses two structural equations of multiple linear regression using instrument SPSS version 23, each of which will be attached to the data processing results shown as follows:

##### 4.1 The model I Path Coefficient

The results of the calculation of multiple linear regression in model 1 in the 'coefficients' table section are as follows:

Table 2. Multiple Linear Regression Analysis Results

Coefficients						
Type		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.281	3.365		1.272	.206
	Facilities (X1)	.830	.145	.486	5.727	.000
	Employee Competence (X2)	.611	.161	.321	3.786	.000
a. Dependent Variable: Community Satisfaction (Y2)						

Based on the results of the calculation of the regression output of model 1 in the "coefficients" table above, it can be known that the significance value (Sig) of the two variables, namely  $X1 = 0.000 > \alpha = 0.05$  and  $X2 = 0.000 > \alpha = 0.05$ . These results conclude that Regression Model I, i.e., variables X1 and X2 have a positive and significant effect on Y1.

Table 3. Determination Coefficient Test Results

Model Summary				
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,713a	,509	,499	2,688
a. Predictors: (Constant), Employee Competence (X2), Facilities (X1)				

The magnitude of the R Square value contained in the "Model Summary" table is 0.509, indicating that the contribution of X1 and X2's influence on Y1 is 50.9%. The remaining 49.1% is part of other variables not included in the study. Meanwhile, for the value of e1 can be searched with the formula  $e1 = \sqrt{(1 - 0.509)} = 0.7007$ . Thus, it can be obtained by diagramming the path of the model structure I as follows in Figure 1:

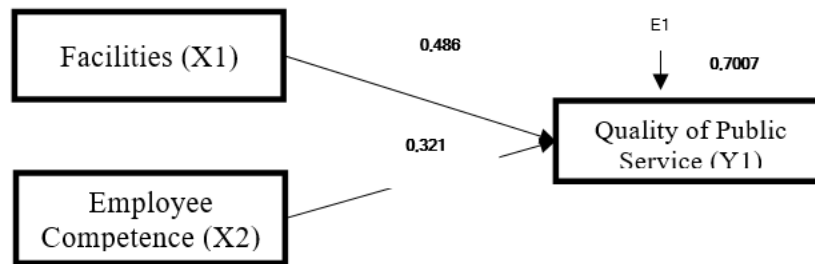


Figure. 1 Path Equation Model I

So that the model I path equation can be created as follows:  $Y = a1X1 + a2X2 + e1$ ;  $Y = 0.486X1 + 0.321X2 + 0.7007$  Where: In the equation, the coefficient value of the facility path (X1) of 0.486 means that each change of X1 is one unit. The quality of public service (Y1) changes by 0.486 units assuming other variables are considered constant. Likewise, the coefficient value of the employee competency path (X2) of 0.321 means that each change of X2 is one unit. The quality of public services (Y1) changes by 0.321 units assuming other variables are considered constant.

#### 4.2 Model II Path Coefficient

This result is obtained in the Model II Regression output in the following "coefficients" section of the Table 4:

Table 4. Multiple Linear Regression Analysis Results

Coefficients						
Type		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.188	2.113		1.036	.303
	Facilities (X1)	.300	.100	.175	2.985	.004
	Employee Competence (X2)	.243	.105	.128	2.308	.023
	Quality of Public Service (Y1)	1.108	.090	.707	12.313	.000
a. Dependent Variable: Community Satisfaction (Y2)						

Based on the results of the analysis of the regression output of model II in the section of the table "coefficients" it can be known that the significance values of the three variables, namely  $X1 = 0.004 > 0.05$ ,  $X2 = 0.023 > 0.05$  and  $Y1 = 0.000 > 0.05$ . These results conclude that Model II regression, namely variables X1, X2, and Y1, have a positive and significant effect on Y2 (Table 5).

Table 5. Coefficient of Determination Test Results

Model Summary				
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,900a	,810	,804	1,683
a. Predictors: (Constant), Public Service Quality, Competence, Facilities				

The magnitude of the R Square value contained in the "Model Summary" table is 0.810; this indicates that the contribution of the influence of X1, X2, and Y1 to Y2 is 81.0%, while the remaining 19.0% is a contribution from other variables that were not included in the study. Meanwhile, for the value of e1 can be searched with the formula  $e2 = \sqrt{1 - 0.810} = 0.4358$ . Thus, it can be obtained a diagram of the path of model structure II as follows in Figure 2

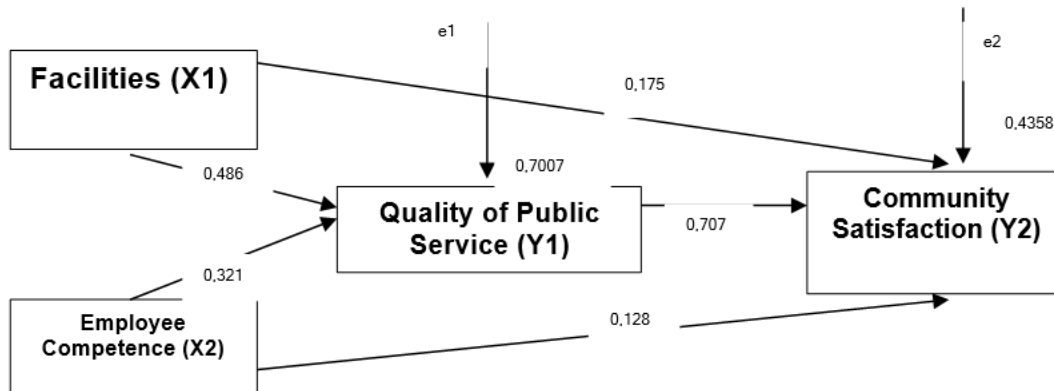


Figure 2. Path Equation Diagram Model II

So that the regression equation can be created as follows:  $Y = bX1 + bX2 + bY1 + e2$ ;  $Y = 0.175X1 + 0.128X2 + 0.707Y1 + 0.4358$ . Where: In the equation, the coefficient value of the facility path (X1) of 0.175 means that each change of X1 is one unit. Community satisfaction (Y2) changes by 0.175 units assuming other variables are considered constant. Likewise, the coefficient value of the employee competency path (X2) of 0.128 means that with every change of X2 one unit, then the satisfaction of the community (Y2) changes by 0.128 units assuming other variables are considered constant. The value of the public service quality path (Y1) of 0.707 means that with each change of one unit of Y1 one unit, public satisfaction (Y2) changes by 0.707 units assuming other variables are considered constant.

#### 4.3 Direct Effect

To analyze of functional relationships between variables of direct influence and coefficient values can be arranged in Table 6 below:

Table 6. Immediate Effect Variable Coefficient Value

Independent Variables	Dependent Variables	Symbol	Beta Korf.	Sig.	SE
Facilities (X1)	Quality of Public Service (Y1)	X1 ---> Y1	0.486	0.000	0.145
Employee Competence (X2)		X2 ---> Y1	0.321	0.000	0.161
Facilities (X1)	Community Satisfaction (Y2)	X1 ---> Y2	0.175	0.004	0.100
Employee Competence (X2)		X2 ---> Y2	0.128	0.023	0.105
Quality of Public Service (Y1)		Y1 ---> Y2	0.707	0.000	0.090

#### 4.4. Indirect Effect

Table 7. Indirect Influence Hypothesis Test Results

Relation Between Variables	Path Coefficient
X1 ---> Y1 ---> Y2	0.486 x 0.707 = 0.343
X2 ---> Y1 ---> Y2	0.321 x 0.707 = 0.226

Based on Table 7, the coefficient value of the path of each indirect influence. The Sobel test (Sobel test) determines the significance of indirect influences.  $Z \text{ Value} = a \cdot b / \sqrt{(b^2 \cdot s_{a2} + a^2 \cdot s_{b2})}$ . a is the coefficient value of X Y. →

The indirect influence of facilities (X1) on community satisfaction (Y2) through the quality of public services (Y1). Using the Sobel test formula (Sobel test) is as follow in Figure 3:

Input:		Test statistic:	Std. Error:	p-value:
a	0.486	Sobel test: 3.08283979	0.11145633	0.00205036
b	0.707	Aroian test: 3.06192301	0.11221771	0.0021992
s <sub>a</sub>	0.145	Goodman test: 3.10419119	0.1106897	0.001908
s <sub>b</sub>	0.090	Reset all	Calculate	

Figure 3. Sobel test formula 1

Based on the Sobel test, the calculation value of the indirect influence of facilities (X1) on community satisfaction (Y2) through the quality of public services (Y1) in the Bontoala District of Makassar City is 3,082 at a significance of 0.002 with a positive value path coefficient of 0.343. It indicates that the calculation value is greater than the t table, which is  $3,082 > 1.96$ , with a significantly smaller than 0.05, which is  $0.002 < 0.05$ . Thus, hypothesis 6, which states the Quality of Public Service, can mediate the influence of Employee Competence on Community Satisfaction or can be accepted.

The influence of Employee Competence (X2) on Community Satisfaction (Y2) through The Quality of Public Service (Y1) in Bontoala District of Makassar City. The Sobel test formula (Sobel test) is as follows:

Input:		Test statistic:	Std. Error:	p-value:
a	0.321	Sobel test: 1.93251616	0.11743602	0.05329583
b	0.707	Aroian test: 1.91797153	0.11832657	0.05511462
s <sub>a</sub>	0.161	Goodman test: 1.94739678	0.11653865	0.05148718
s <sub>b</sub>	0.090	Reset all	Calculate	

Figure 4. Sobel test formula 2

Based on Figure 4, the results of the Sobel test, the calculation value of the indirect influence of Employee Competence (X2) on Community Satisfaction (Y2) through The Quality of Public Service (Y1) in the Bontoala District of Makassar City is 1,932 at a significance of 0.053 with a positive value path coefficient of 0.022. It indicates that the calculation value is smaller than the t<sub>table</sub>, which is  $1.932 < 1.96$ , with a significance greater than 0.05, which is  $0.053 > 0.05$ . Thus hypothesis 7, which states the Quality of Public Service, cannot mediate the influence of Employee Competence on Community Satisfaction or is rejected.

## 5. Discussion

Based on the research results on hypothesis 1, there is a significant influence between the variables of facilities on the quality of public services in the Bontoala District of Makassar City. It is in line with previous studies that found that facilities have a significant positive effect on the quality of public services. Umar et al. (2020) with the Influence of Employee Competence, Office Facilities, and Work Discipline on The Quality of Service in the Population and Civil Records Office of Semarang Regency". This research is also in line with Froese & Taguchi (2019) research entitled "The Influence of Collection Processing, Competence of Managers and Library Facilities on the Quality of Library Services".

Based on the research results on hypothesis 2, there is a positive and significant influence between employee competency variables on the quality of public services in the Bontoala District of Makassar City. This research aligns with (Yusriadi, 2021) with the title "The Influence of Employee Competence on The Quality of Public Services in the Service Branch of the West Java Provincial Revenue Office Subang regency".

Based on the research results on hypothesis 3, there is a positive and significant influence between the variables of the quality of public services on community satisfaction in the Bontoala District of Makassar City. "This research is in line with research by (Rumkel et al., 2019) with the title "The Influence of Public Service Quality on Public Satisfaction in Electronic ID Card Ownership in Cempaka Baru Village". "This research is also in line with research by (Darwis, 2012) entitled "Analysis of the Influence of Public Service Quality on Public Satisfaction Study on Electronic Identity Card Recording Services (e-KTP) in Depok City".

Based on the research results on hypothesis 4, there is a positive and significant influence between facility variables on community satisfaction in the Bontoala District of Makassar City. This research aligns with (Tamsah et al., 2021) research on the influence of quality of service and facilities on community satisfaction studies in Sambirejo Village, Semarang. Also, Amanto et al. (2019) research on the quality of services, facilities, and prices affect service user satisfaction at Samsat Manado Office.

Based on the research results on hypothesis 5, there is a positive and significant influence between competency variables on community satisfaction in the Bontoala District of Makassar City. This research aligns with Schultze & Orlikowski (2004) on the influence of non-medical employee competencies on community satisfaction levels at Arifin Achmad Pekanbaru Hospital. Also, Lederman (2020) with the title "Of Influence of Competence, Commitment, Performance, and Quality of Service to The Satisfaction of the People of KTP-ell Applicants in Bandar District, Batang Regency".

Thus hypothesis 6, which states that facilities affect community satisfaction through the quality of public services in the Bontoala Subdistrict of Makassar City, is accepted. It shows that if the facilities in the office are inadequate, it can affect the quality of public services so that general satisfaction will also not be good, and vice versa; if the facilities in the office are adequate, the community will also feel satisfied and comfortable with the existing facilities. This research is in line with research conducted by Nusran et al. (2018) aimed to find out the variables of location and facilities both directly and indirectly through the quality of service as intervening to customer satisfaction.

Thus, hypothesis 7, which states that competence significantly affects community satisfaction through the quality of public services in the Bontoala District of Makassar City, is rejected or not accepted. This case shows that it must be done to improve the quality of service first by meeting service competencies to show community satisfaction. Employee competence as a dimension of service quality becomes a factor that affects the good or bad quality of service and the final process that will determine the assessment of satisfaction felt by the service user community.

## **6. Conclusion**

Then for mediation tests conducted, it was found that the quality of public services affected public satisfaction. Based on this research, the facility affects community satisfaction. It means that the better the facilities available, the more facilities available, the community will also feel comfortable and satisfied with the facilities. The community and employees will feel happy and satisfied with the facilities available. Competence also affects community satisfaction, meaning that the better the competence possessed by the employee, especially in carrying out his duties, namely serving the community, the community will feel happy with the services provided by the employee.

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