



## The Impact of Public Service Quality and Facilities on Community Satisfaction in BAPPENDA City Cimahi services

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### ABSTRACT

This research was conducted in BAPPENDA Cimahi City. The purpose of this study was to examine the extent to which the impact of quality of public services and facilities contributes partially or simultaneously to community satisfaction with services in BAPPENDA Cimahi City. Descriptive and associative methods are used as research methods. The survey sample consists of 100 of his respondents. A random sampling method is used for the sampling method. The analysis method uses multiple regression analysis. Research results show that the quality of public services and public facilities partially and simultaneously affects public satisfaction. The study concludes that officials can improve the quality of public services through a more effective and efficient system, improve the facilities provided, and enhance the aspects of the community that can provide an unforgettable experience. It is expected that this will increase the satisfaction of employees

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## INTRODUCTION

Public services are generally provided by service providers, such as governments and private entities. The purpose of public services is to achieve the common good through the use of autonomy in line with fundamental reforms of the government sector, including public services (Mohi & Mahmud, 2017).

Government institutions, especially in the area of public services, are responsible for realizing the functions and goals of government, i.e., the welfare of society (Lauma et al., 2019). Given that the public sector is funded by taxpayers' money, all government agencies have a duty and a right to provide the best possible service to the public's satisfaction.

Community satisfaction can be seen from beneficiaries' suggestions and criticisms. Service providers or agents can use the suggestions provided to improve the quality of their services. This is the community included in the Minister of Public Reform Satisfaction Number Kep/25/M.Pan/2/2004 stating that the Community Satisfaction Index, summarized as follows, should be the benchmark for improvement: Consistent with the Satisfaction Index (IKM) provisions Quality of Service (Azhar et al., 2019).

Good public services ensure that communities are happy with those services. When providing services, it is the duty and responsibility of the State to provide them professionally, responsibly and optimally. Optimal service is everyone's desire to produce better quality public services (Hayat, 2017, p. 22).

In addition to the quality of public services, there are other factors that contribute to the well-being of communities, such as service facilities. Furniture providers not only provide quality services, but also contribute to ensuring the satisfaction of their communities. Provision of facilities is an important aspect of service provision. Service facilities must be designed to meet the needs of the community. Furthermore, the provision of facilities affects the quality of public services (Bakhtiar & Gadi, 2020).

Based on the above description of the importance and relationship of service quality and service facilities to community satisfaction. To find out what happens, the researchers conducted a preliminary survey of 20 respondents who visited the BAPPENDA office in Cimahi in December 2022 bottom.

Below are the results of a preliminary study on public service quality variables. Researchers have identified several phenomena related to the quality of public services.

Rest assured that the staff will take care of my issue. The poll results were positive, with 80% of respondents appreciating and voting in favor of him, while 20% dissenting and voting in favor. You will get fast and prompt service. The results of the poll were positive, with 80% of respondents appreciating and voting in favor, while 20% dissenting and voting in favor. Employees who build trust with society. The poll results were positive, with 60% of respondents appreciating and voting in favor, while 40% dissenting and voting in favor. Employees who are very polite. The results of the poll were disappointing, with 40% of respondents giving a rating and voting in favor, compared to 60% who voted but refused to answer. My employees attach great importance to putting

my interests first. The poll results were positive, with 60% of respondents appreciating and voting in favor, while 40% dissenting and voting in favor. Below are the preliminary survey results for the variable "service facility". Researchers have noticed the following phenomena occurring at the service facility.

The decoration and the color combination of the rooms are attractive. The poll results were positive, with 60% of respondents appreciating and voting in favor of him, while 40% dissenting and voting in favor. Interesting space plan. The results of the poll were disappointing, with 40% of respondents giving a rating and voting in favor, compared to 60% who voted but refused to answer. Equipment is complete. The poll results were positive, with 85% of respondents appreciating and voting in favor, while 15% dissenting and voting in favor. Service facilities are comfortable and clean. The poll results were positive, with 60% of respondents appreciating and voting in favor, while 40% dissenting and voting in favor.

Below are the results of preliminary research on community satisfaction variables. Researchers have identified the following community satisfaction phenomena:

Overall service and facilities exceeded my expectations. Opinion poll results were disappointing, with 40% voting in favor and 60% against. It was nice that the staff was good. The results of the poll remained positive, with 80% of respondents providing ratings and voting in favor of him, while 20% dissenting and voting in favor. I'm sure it's better here compared to the same agency. The poll results weren't quite there yet, with 45% of respondents appreciating and voting yes, and 55% disapproving and voting yes. I can only say positive things about my experience at this place. Opinion polls remain disappointing, with 40% voting "yes" and 60% "no."

Preliminary research conducted by the above researchers shows that there are still people who disagree. This demonstrates the phenomenon that the quality of public services, service facilities and community satisfaction is still inadequate. According to the researchers, based on the variables discussed, the importance of quality of public services and service facilities may influence community satisfaction with BAPPENDA services in Cimahi City.

Indriani et al. (2017) states that good standards create community well-being. Nasfi et al. (2020) states that the success of service establishments is an important and inevitable component of community well-being. To support this study, the researchers refer to previous studies. For example, a study published in the journal Rochmah & Rosy (2022) titled Impact of Quality of Public Services and Service Facilities on Community Satisfaction. It states that the quality of public services and facilities has a partial or simultaneous positive and significant impact on community satisfaction.

Another study conducted by Prasetyo & Ristiawati (2022) in the magazine "Influence of Room Service and Hotel Facilities on Customer Satisfaction of Quality of Public Service in V Hotel & Residence Bandung" found that the quality of public service was partially And at the same time, it affects V's customer satisfaction. Hotel & Residence Bandung.

The above description provides the background of a researcher conducting a marketing management survey to verify community satisfaction with his BAPPENDA service in Cimahi City. The survey is important as a benchmark and satisfaction indicator, and can be used to identify areas for improvement and improve the quality of public services and service facilities. In addition, it is hoped that the results of this study will help government agencies, especially the city of Bappenda Cimahi, to provide suggestions and input for setting policies to enable future officials and officials to achieve the expected goals. It has been.

## **THEORETICAL FRAMEWORK**

### **Impact of Public Service Quality on Community Satisfaction**

Good public services ensure that communities are happy with those services. When providing services, it is the duty and responsibility of the State to provide them professionally, responsibly and optimally. Optimal service is everyone's desire to produce better service quality (Hayat, 2017, p. 22).

Since the quality of public services is in the interests of many people, and success in improving satisfaction with public services has a direct impact on people from all walks of life, the local community directly derives satisfaction from the quality of public services received. Degree can be determined. Improving services A positive image of the government in the eyes of society is enhanced in a professional, effective, efficient and responsible way (Mulyadi, 2015).

A previous study by Rochmah & Rosy (2022), published in the journal *The Impact of Public Service Quality and Service Facilities on Community Satisfaction*. It states that service quality and service facilities have a partial or simultaneous positive and significant impact on community satisfaction. Based on the results of the study's data analysis, the public service quality variable (X1) received the result that H1 was accepted and H0 was rejected. Value  $> (3.126 > 2.034)$  and sig. For 0.004 t table 1.987, H0 is rejected and Ha is accepted with a significant quality of service probability (X1) at the 0.008 level. Service quality also influences hospitalization satisfaction by 12.05% according to the criteria, with a significance value of  $< 0.05$ .

Expert opinion and the results of previous research researchers have concluded that there is a link between service quality and satisfaction. This means that the higher the quality of service, the higher the satisfaction of the organization.

H1: Public Service Quality Influences Community Satisfaction with Services in BAPPENDA Cimahi City

### **Impact of Facilities on Community Well-Being**

In addition to quality of service, there are other factors such as amenities to increase community satisfaction. Furniture providers not only provide quality services, but also contribute to ensuring the satisfaction of their communities. Provision of facilities is an important aspect of service provision. Service facilities must be designed to meet the needs of the community. Furthermore, the provision of facilities influences the quality of service (Bakhtiar & Gadi, 2020).

A previous study by Rochmah & Rosy (2022) published in the journal *Effect of Quality of Public Services and Service Facilities on Community Satisfaction*. It states that the quality of services and facilities partially or simultaneously has a positive and significant impact on community satisfaction. Based on the results of the study's data analysis, the service facility variable received the result that H2 was accepted and H0 was rejected. Judging from the values of  $2.681 > 2.034$  and sig. Service quality also influences hospitalization satisfaction by 19.01% according to the criteria, with a significance value of  $< 0.05$ .

Expert opinion and previous research suggests that there is a link between comfort and satisfaction. This means that well-equipped organizations are happier.

H2: BAPPENDA Facilities affecting community satisfaction with services in Cimahi City

### **Impact of Quality of Public Services and Public Facilities on Community Satisfaction**

Moison, Walter, and White (2016, p. 19) describe factors that influence patient satisfaction: 1. Services such as friendliness of hospital staff and speed of service. Hospitals that pay more attention to the needs of their patients and other visitors to the hospital in providing services are considered good hospitals. 2. The integrity of hospital facilities also determines patient satisfaction ratings. For example, medical facility equipment and infrastructure, parking lots, comfortable waiting and admission rooms, etc.

A previous study by Rochmah & Rosy (2022), published in the journal *The Impact of Public Service Quality and Service Facilities on Community Satisfaction*. It states that the quality of services and facilities partially or simultaneously has a positive and significant impact on community satisfaction. Based on the results of the study's data analysis, it was determined that H3 was accepted and H0 was rejected. The F-test values show  $3.09 > 33.661$ , and Sig.  $0.000 < \alpha < 0.05$ , according to concurrent testing results. A value of 0.05 in the range  $0.000 < \alpha < 0.05$  is statistically significant. That is, H0 is rejected and Ha is accepted. This means that the quality of services and facilities at Kasibunda General Hospital has a significant impact on patient satisfaction at the hospital.

Expert opinion and past research suggests that there is a link between the quality of services and facilities and satisfaction. This means that organizations will be happier if their service quality and facilities are good.

H3: The quality of public services and facilities influences local residents' satisfaction with the services of BAPPENDA Cimahi City.

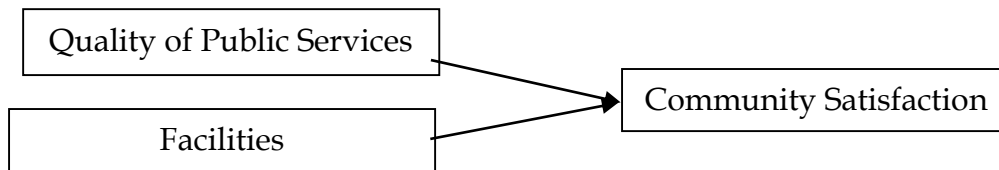


Figure 1. Research Paradigm

## METHODOLOGY

### Research Design

The research methods used in this study are descriptive and associative.

#### A. Description method

Descriptive methods are studies that determine the values of one or more independent variables without making comparisons or relating them to other variables (Soedibjo, 2013, p. 7).

#### B. association method

Associativity is a method used to show relationships between two or more variables (Soedibjo, 2013, p. 7).

This study is a cross-sectional study. H. A survey conducted over a specific period of time, such as one day, one week, or one month, in order to obtain answers to research questions (Soedibjo, 2013, p. 8).

### Populations and Sampling Techniques

#### Population

A population can be defined as a set of objects or measurements of the problem under study. The population recorded by the researchers consisted of those who visited the BAPPENDA office in Cimahi city in December 2022, bringing the total number of visitors to 967.

#### Sample

A sample is part of a population. A sample contains selected subjects or members from a population (Soedibjo, 2013, p. 125). The sampling method used for sampling is random sampling (Sugiyono, 2017, p. 122).

The sampling uses the Yamane formula (Soedibjo, 2013, p. 141) as follows:

$$n = \frac{N}{N(d)^2 + 1}$$

Information:

n : Sample size

N : Population

D : Precision / level of accuracy 5-10%

$$n = \frac{967}{967(0,1)^2 + 1} = \frac{967}{9,67} = 100$$

Based on the calculations above, the sample size for this study was 100 visitors.

The sampling technique used in this study is simple random sampling, or simple random sampling, performed when each item in the population has an equal probability of being selected for sampling (Soedibjo, 2013, p. 81).

### Operationalization of Research Variables

For more information, see the following table for working with variables.

Table 1. Variable Operationalization

Variable	Definition	Dimensions	Indicator	Scale	No. grain
Public Service Quality	The quality of public services is the quality of services provided to communities based on the values exercised by governments , not solely for the purpose of satisfaction (Syahrudin, 2018, p. 73) .	Physical Evidence ( <i>Tangibles</i> )  Zeithalm in (Syahrudin, 2018, p. 75)	Waiting room location	Ordinal	1
			Information service center	Ordinal	2
		Reliability –  Zeithalm in (Syahrudin, 2018, p. 75)	Provide services as promised	Ordinal	3
			Reliable in dealing with community service issues	Ordinal	4
		Responsive ness –  Zeithalm in (Syahrudin, 2018, p. 75)	Immediate prompt service to the community	Ordinal	5
			Readiness to respond to community demands	Ordinal	6
		Guarantee –  Zeithalm in (Syahrudin, 2018, p. 75)	Employees who foster a sense of trust in society	Ordinal	7
			Employees are consistently polite & friendly	Ordinal	8
		Empathy –  Zeithalm in (Syahrudin, 2018, p. 75)	Give individual attention to the community	Ordinal	9
			Employees who treat people with great care	Ordinal	10
Facility	Facilities are physical resources	Spatial considerations/plannin	Interesting color combination and decoration	Ordinal	1

Variable	Definition	Dimensions	Indicator	Scale	No. grain
	that need to be put in place before services can be provided to consumers (Tjiptono, 2014, p. 317) .	g	Impressive building architecture	Ordinal	2
		Room planning	Arrangement of space / place to serve visitors makes it easy	Ordinal	3
			Fun room planning	Ordinal	4
		Equipment /furniture	Complete equipment	Ordinal	5
			Equipment functions and supports services	Ordinal	6
		Supporting elements	Complete service facilities	Ordinal	7
			Service facilities are comfortable and clean	Ordinal	8
		Community Satisfaction	Public satisfaction is the public's response to the discrepancy between expectations and actual community satisfaction after using public services (Priansa, 2018, p. 156)	Hope	Overall in line with expectations
Overall exceeded expectations	Ordinal				2
Community satisfaction	Well served			Ordinal	3
	Served to the max			Ordinal	4
Comparison	Comparing with others			Ordinal	5
	Comparing with previous experience			Ordinal	6
Experience	A satisfying experience to come back			Ordinal	7
	Share/recommend experiences to others			Ordinal	8

Source: Created by Researchers, 2023

## RESULTS

### Research Result

#### BAPPENDA Description of Public Service Quality of Cimahi City Service

Based on the results of a survey conducted on 100 people. Based on the frequency distribution and weights of each indicator of public service quality variables, the data can be seen as follows:

Table. 1 Standard Weight Value

Weight Value	Category
100 - 179	Very Not Good
180 - 259	Not Good
260 - 339	Enough
340 - 419	Good
420-500	Very Good

Source: Processed data, 2023

Table 2 Recapitulation of Public Service Quality Variable Weights

Statement	Alternative Answers, Frequency and Actual Weight										Actual Weight	Category	
	SS (5)		S(4)		C(3)		TS (2)		STS (1)				
	F	B	F	B	F	B	F	B	F	B			
<b>Physical Evidence (Tangibles)</b>													
I am comfortable with the waiting room provided	24	120	34	136	36	108	5	10	1	1	375	Good	
I was helped by the information provided	28	140	40	160	25	75	7	14	0	0	389	Good	
<b>Reliability</b> _													
Employees provide services to me as promised	25	125	35	140	32	96	7	14	1	1	376	Good	
Employees can be relied upon when dealing with my problem	23	115	31	124	38	114	8	16	0	0	369	Good	
<b>Responsiveness</b> _													
I get fast service	22	110	31	124	34	102	10	20	3	3	359	Good	
The staff was well prepared in responding to my request	27	135	29	116	36	108	8	16	0	0	375	Good	
<b>Guarantee</b> _													

Statement	Alternative Answers, Frequency and Actual Weight										Actual Weight	Category
	SS (5)		S(4)		C(3)		TS (2)		STS (1)			
	F	B	F	B	F	B	F	B	F	B		
Employees have developed a sense of trust for me	23	115	38	152	31	93	8	16	0	0	376	Good
Officers are consistently polite & friendly to me	34	170	32	128	26	78	7	14	1	1	391	Good
<b>Empathy _</b>												
Officers give good attention to the community	24	120	36	144	33	99	6	12	1	1	376	Good
Employees who treat people with great care	26	130	31	124	35	105	7	14	1	1	374	Good
<b>Average Variable Quality of Public Services</b>											<b>376</b>	<b>Good</b>

Information:

SS=Strongly Agree, S=Agree, C = Enough , TS=Disagree, STS=Strongly Disagree, F=Frequency, B=Weight

Source: Processed by Researchers , 2023

Based on the frequency table above, we can conclude that the variable Quality of Public Service consists of 10 statements with an actual weighted average of 376. This value is in the range of 340 to 419, so it is in the Good category. The above results show that the statement with the lowest actual weight value is the statement "Prompt service is available" with an actual weight value of 359. There is one statement with the highest actual weight value. This is the statement "Employees are consistently polite and friendly" with an actual weight value of 391.

#### Facility description of BAPPENDA Services in Cimahi City

Table 3. Facility Variable Recapitulation

Statement	Alternative Answers, Frequency and Actual Weight										Actual Weight	Category
	SS (5)		S(4)		C(3)		TS (2)		STS (1)			
	F	B	F	B	F	B	F	B	F	B		
<b>Spatial Considerations/ Planning</b>												
The decoration of the service area caught my attention	23	115	40	160	32	96	5	10	0	0	381	Good
The architecture of the	25	125	38	152	32	96	5	10	0	0	383	Good

Statement	Alternative Answers, Frequency and Actual Weight										Actual Weight	Category	
	SS (5)		S(4)		C(3)		TS (2)		STS (1)				
	F	B	F	B	F	B	F	B	F	B			
BAPPENDA building impressed me													
<b>Room Planning</b>													
Spatial planning to serve visitors makes it easier for me	19	95	43	172	33	99	5	10	0	0	376	Good	
Room planning pleases me	21	105	37	148	35	105	7	14	0	0	372	Good	
<b>Equipment/Furniture</b>													
Pens , chairs, tables, other tools are complete	19	95	42	168	32	96	6	12	1	1	372	Good	
The equipment functions properly and supports services for me to use	15	75	38	152	40	120	6	12	1	1	360	Good	
<b>Supporting Elements</b>													
Facilities such as toilets, prayer rooms, and others are complete for me	25	125	44	176	25	75	5	10	1	1	387	Good	
Comfortable and clean facilities worthy of my use	23	115	47	188	25	75	5	10	0	0	388	Good	
<b>Facility Variable Average</b>											<b>377</b>	<b>Good</b>	

Information:

SS=Strongly Agree, S=Agree, C = Enough , TS=Disagree, STS=Strongly Disagree, F=Frequency, B=Weight

Source: Processed by Researchers , 2023

Based on the frequency distribution table above, we can conclude that the setup variable consists of 8 statements and the actual weighted average value is 377. This value is in the range of 340 to 419, so it is in the Good category. The results above show that the actual weight value is the lowest. This

is the statement "The device is working properly and supports the available services" with an actual weight value of 360. There is one statement with the highest value and it is a statement. Comfortable and clean facilities. " " is suitable for use with weight values. The actual quantity is 388.

**Description of Community Satisfaction with his BAPPENDA Service in Cimahi City**

Table 4. Community Satisfaction Variable Recapitulation

Statement	Alternative Answers, Frequency and Actual Weight										Actual Weight	Category
	SS (5)		S(4)		C(3)		TS (2)		STS (1)			
	F	B	F	B	F	B	F	B	F	B		
<b>Hope</b>												
of service is as expected	25	125	34	136	33	99	8	16	0	0	376	Good
Service facilities as expected	25	125	40	160	29	87	5	10	1	1	383	Good
<b>Performance</b>												
I was well served by BAPPENDA employees	26	130	45	180	25	75	4	8	0	0	393	Good
I have been given maximum service	25	125	40	160	31	93	3	6	1	1	385	Good
<b>Comparison</b>												
I am satisfied with the services of BAPPENDA compared to the services of other agencies	22	110	40	160	31	93	7	14	0	0	377	Good
I have been given maximum service	22	110	41	164	34	102	2	4	1	1	381	Good
<b>Experience</b>												
The good experience at the BAPPENDA office made me want to come back to make the next payment	15	75	46	184	35	105	4	8	0	0	372	Good
I will recommend good experience to BAPPENDA office to others	22	110	41	164	33	99	3	6	1	1	380	Good
<b>Community Satisfaction Variable Average</b>											<b>381</b>	<b>Good</b>

Information:

SS=Strongly Agree, S=Agree, C = Enough , TS=Disagree, STS=Strongly Disagree, F=Frequency, B=Weight

Source: Processed by Researchers , 20 23

Based on the frequency distribution in the table above, we can conclude that the community satisfaction variable consists of 8 statements, with an actual weighted average of 381. This value falls within the range of 340 to 419 and is therefore included in the "good" category. The results above show the lowest real world weights. In other words, the statement "BAPPENDA office good experience makes me want to go back to the next office" is shown. A statement with an actual weight value of 372 has a statement with an actual weight value of 372. There is a statement with the highest actual weight value, that is, the statement "Employees of BAPPENDA are well served" with an actual weight value of 393.

### Impact of Public Service Quality on Community Satisfaction with His BAPPENDA Service in Cimahi City

We test this study using multiple linear regression analysis. In this study he has two independent variables, the quality of public services and facilities, and the dependent variable, community satisfaction. The importance of the effect of the quality of public services and public facilities on community satisfaction can be seen from the following regression output.

Table 5. Multiple Linear Regression Analysis

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	5,046	1,569		3,217	.002
	Public Service Quality	.416	.062	.583	6,762	.000
	Facility	.324	.086	.324	3,763	.000

a. Dependent Variable: Community Satisfaction

Source: Data Processed by SPSS, 2023

Based on the analysis results in the table above, the regression coefficients can be explained as follows.

$$\beta = 5.046$$

$$X_1 = 0.416$$

$$X_2 = 0.324$$

Therefore, the multiple regression equation in this study is

$$Y = 5.046 + 0.416 \times 1 + 0.324 \times 2$$

From these equations we can explain:

- A. The constant value  $\beta_0 = 5.046$  is the magnitude of the community satisfaction variable that is not influenced or interpreted by the quality of public service when the quality of public service value is zero (0) or does not change. Means to show, with a community happiness score of 5.046.

- B. The regression coefficient (X 1) for the variable quality of public services is 0.416. This means that public service quality is positively or directly related to community satisfaction.
- C. The regression coefficient for the facility variable (X 1) is 0.324, indicating that facility is positively or directly correlated with community satisfaction.

Test t-tests (partial tests) to determine whether the quality of public services and facilities has a partially significant effect on community satisfaction. Here are the t-test results for this study:

Table 6. T Test (Partial Test)

Coefficients <sup>a</sup>		
Model	t	Sig.
(Constant)	3,217	.002
Public service quality	6,762	.000
Facility	3,763	.000

a. Dependent Variable: Community satisfaction

Source: Data Processed by SPSS, 2023

For a t-test with  $\alpha = 5\%$  level,  $n = 100$  and  $df = n-2$ , so  $H. df = 98$  is 1.98447. The effect of public service quality on public satisfaction was found to be  $6.762 > t$  table 1.98447 with a significance probability (X 1) of public service quality at the 0.019 level. According to the criteria, the significance value of the table is 1.98447 and the significance probability of the device (X2) is at the 0.000 level. According to this criterion,  $H_0$  is rejected and  $H_1$  is accepted if the significance value is  $<0.05$ . This means that the facility is in part having a significant impact on community satisfaction with his BAPPENDA service in Cimahi City. This means that community well-being increases as facilities improve.

**Impact of Quality of Public Services and Facilities on Community Satisfaction with BAPPENDA Services in Cimahi City**

After validating and satisfying several linear classical assumptions, the impact of public service quality and public service quality simultaneously on community satisfaction with services in BAPPENDA Cimahi City is tested.

Table 7. F Test (Simultaneous Test)

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	MeanSquare	F	Sig.
1	Regression	2342559	2	1171280	145,968	.000 <sup>b</sup>
	residual	778,351	97	8024		
	Total	3120910	99			

a. Dependent Variable: Community Satisfaction

b. Predictors: (Constant), Facilities, Quality of Public Services

Source: Data Processed by SPSS, 2023

Based on the results of the analysis from the table above, an  $F_{count}$  of 145.968 is obtained while the  $F_{table}$  value is at a significant level ( $\alpha$ ) of 5% with degrees of freedom  $V_1 = k$ ;  $V_2 = nk - 1 = 100 - 2 - 1 = 97$ . Then the value of  $F_{table}$  is 3.09.

Table 8. Conclusion of Simultaneous Testing

Calculated F value	F table values	Conclusion
145,968	3.09	Significant

Source: Data Processed by Researchers, 2023

Based on the above table, we can conclude that the result of statistical calculation is  $F\text{-value } 145.968 > F\text{-table } 3.09$ . If the significance value is  $0.000 < 0.05$ ,  $H_0$  is rejected and  $H_3$  is accepted. This means that the quality of public services and facilities simultaneously has a significant impact on community satisfaction with BAPPENDA Cimahi City services.

#### Coefficient of Determination

The coefficient of determination is used to show how changes in the values of the related variables are affected by changes in the values of the independent variables. In other words, the coefficient of determination measures how well the independent variable explains the dependent variable. The coefficient of determination results in this study are:

Table 9. Coefficient of Determination ( $R^2$ )

Summary models				
Mode	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.866 <sup>a</sup>	.751	.745	2.83271

a. Predictors: (Constant), Facilities, Quality of Public Services

Source: Data Processed by SPSS, 2023

Based on the table above, we find a correlation coefficient of 0.866 that supports the fluctuating relationship between community satisfaction (Y) as well as public service quality (X 1) and facilities (X 2).

From the table above, we can see that the coefficient of determination ( $R^2$ ) is 0.751. This means that the quality of public services and facilities has a significant impact on community satisfaction through the coefficient of determination ( $R^2 \times 100$ ). % 75.1% and the remaining 24.9% are explained by factors, but other factors were not considered in this study.

To see the effect of each independent variable on the dependent variable, perform a calculation using the formula beta x zeroth order x 100%. The betas are the standardized regression coefficients and the zeroth order is the partial correlation for each independent and dependent variable. Using SPSS, the beta and zero-order values are determined as follows:

Table 10. Partial Coefficient of Determination ( $r^2$ )

Coefficients <sup>a</sup>								
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	correlations		
	B	std. Error	Betas			Zero-order	partial	Part
1 (Constant)	5,046	1,569		3,217	.002			
Public Service Quality	.416	.062	.583	6,762	.000	.845	.566	.343
Facility	.324	.086	.324	3,763	.000	.796	.357	.191

a. Dependent Variable: Community Satisfaction

Source: Data Processed by SPSS, 2023

Based on the table above, to get the partial effect of each variable, we can calculate:

Public Service Quality (X1) :  $0.583 \times 0.845 \times 100\% = 0.493$  or 49.3

Facility (X 2) :  $0.324 \times 0.796 \times 100\% = 0.258$  or 25.8

Based on the above calculations, we find that the variable 'Public Service Quality' (X 1) has the largest impact with an impact contribution of 49.3% and the variable 'Facilities' (X 2) has an impact of 25.8% increase % and.

## DISCUSSION

### Impact of Public Service Quality on Community Well-Being in BAPPENDA Service in Cimahi City

Based on the results of the site (X 2) subtest (t test), the t count is 3.763 > t table 1.98447 with a significance level of 0.000. According to this criterion, H0 is rejected and H1 is accepted if the significance value is <0.05. This means that BAPPENDA Cimahi City is a facility that has a significant impact on community satisfaction with its services. Furniture variables contributed or influenced 25.8% of purchase decisions.

In addition to quality of service, there are other factors such as amenities to increase community satisfaction. Furniture providers not only provide quality services, but also contribute to ensuring the satisfaction of their communities. Provision of facilities is an important aspect of service provision. Service facilities must be designed to meet the needs of the community. Furthermore, the provision of facilities influences the quality of service (Bakhtiar & Gadi, 2020).

This study is consistent with research conducted by Prasetyo & Ristiawati (2022) in the journal *The Influence of Room Service Quality and Hotel Facilities on Customer Satisfaction at V Hotel & Residence Bandung*, which found that the quality of service is directly related to customer

satisfaction. It is part and at the same time customer satisfaction. Influenced by V Hotel & Residence Bandung.

Based on the above findings, it can be concluded that this facility has a partially significant impact on community satisfaction with the services provided by his BAPPENDA Cimahi City. Satisfaction in the community increases when the facilities provided are substantial and services are supported.

#### **Facilities Affecting Community Satisfaction In BAPPENDA Services In Cimahi City**

Based on the results of the site ( $X^2$ ) subtest (t test), the t count is  $3.763 > t$  table  $1.98447$  with a significance level of  $0.000$ . According to this criterion,  $H_0$  is rejected and  $H_1$  is accepted if the significance value is  $<0.05$ . This means that BAPPENDA Cimahi City is a facility that has a significant impact on community satisfaction with its services. Furniture variables contributed or influenced  $25.8\%$  of purchase decisions.

In addition to quality of service, there are other factors such as amenities to increase community satisfaction. Furniture providers not only provide quality services, but also contribute to ensuring the satisfaction of their communities. Provision of facilities is an important aspect of service provision. Service facilities must be designed to meet the needs of the community. Furthermore, the provision of facilities influences the quality of service (Bakhtiar & Gadi, 2020).

This study is consistent with research conducted by Prasetyo & Ristiawati (2022) in the journal *The Influence of Room Service Quality and Hotel Facilities on Customer Satisfaction at V Hotel & Residence Bandung*, which found that the quality of service is directly related to customer satisfaction. It is part and at the same time customer satisfaction. Influenced by V Hotel & Residence Bandung.

Based on the above findings, it can be concluded that this facility has a partially significant impact on community satisfaction with the services provided by his BAPPENDA Cimahi City. Satisfaction in the community increases when the facilities provided are substantial and services are supported.

#### **Impact of Quality of Public Services and Facilities on Community Satisfaction with BAPPENDA Services in Cimahi City**

Based on the results of simultaneous testing (F-test), the calculated F-value is  $145.968 > F$  (Table 3.09) with a significance value of  $0.000$   $33.661$  and a sig of  $0.000 < 0.005$ . This means that the variables public service quality ( $X_1$ ) and service facility ( $X_2$ ) simultaneously affect community satisfaction ( $Y$ ).

Moison, Walter, and White (2016, p. 19) refer to factors that influence satisfaction: service and facilities. Satisfaction ratings are determined by the responsiveness and speed of deployed personnel, as well as the availability of equipment.

This study is consistent with a journal study titled *Effect of quality of public services and service facilities on community satisfaction* by Rochmah & Rosy (2022). It states that the quality of services and facilities partially or

simultaneously has a positive and significant impact on community satisfaction. Based on the results of the study's data analysis, it was determined that H3 was accepted and H0 was rejected. The F test values are  $3.09 > 33.661$ , indicating a sign of  $0.000 < .$  from 0.005. This means that the variables public service quality (X1) and service facility (X2) simultaneously affect community satisfaction (Y).

Based on the above findings, it can be concluded that the quality of public services and facilities together has a significant and positive impact on community satisfaction with services in Bappenda Cimahi City. Community satisfaction increases when public service quality is achieved and adequate facilities are provided for services.

## **CONCLUSIONS AND RECOMMENDATIONS**

### **Conclusion**

Based on the data obtained in this study and the results of data processing, the following conclusions can be drawn.

1. The quality of public services has a significant positive impact on residents' satisfaction with services in Bappenda Cimahi City.
2. The facility has partially had a significant positive effect on community satisfaction with the services of BAPPENDA Cimahi City.
3. At the same time, the quality of public services and facilities has a significant positive impact on residents' satisfaction with services in Bappenda Cimahi City.

### **Suggestion**

Based on the above conclusions, some suggestions can be made in the context of the results of this study or the analysis and discussion.

1. Researcher's Suggestion: Effective and efficient service, aided by technology that has proven essential for staff to serve their communities, in order to improve services quickly and rapidly. It is better to apply the system. increase the number.
2. The researcher's suggestion is to improve the setup of devices that are not working properly and do not yet support community services. For BAPPENDA administrators, it is best to update damaged or dysfunctional service facilities and replace them with new facilities that people can use comfortably.
3. The researchers' suggestions for improving the positive community experience at the BAPPENDA office should be further evaluated by improving the dissatisfaction for the community and conducting a survey on the satisfaction of those who use the BAPPENDA office. is. Public willingness to provide ratings and comments on digital platforms and other media.

## **FURTHER STUDY**

This study still has many shortcomings. B. Due to the difficulty in determining population and other variables that need to be added, further research will be conducted on the subject of the impact of quality public services and facilities satisfying his BAPPENDA employee community in Cimahi City.

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