

THE INFLUENCE OF EMPLOYEE WORK ABILITY AND QUALITY OF PUBLIC SERVICE ON COMMUNITY SATISFACTION

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Abstract

The Samatiga District Head Office is a government agency whose job is to provide convenience for the community in managing local government, this government agency was established to provide services to the community. The purpose of this research is to find out how much influence the work ability of employees and the quality of public services have on community satisfaction. The location of this research was conducted at the Samatiga District Head Office. The research sample studied was 100 people, from a total population of 15, 688 people. Sampling was done by means of a random sample method. The sample was selected according to the criteria related to the study. The results obtained from the R test results obtained that the value of the X variable can affect the Y variable by 5.75% and from the linear regression equation on the t test, namely $Y=7.271+0.123X_1+0.501X_2$. The results of the f test of the work ability variable X_1 , the variable quality of public services X_2 are simultaneously related to the variable of community satisfaction (Y). With a significant level < than 0.05.

Keywords: ability, public service quality, community satisfaction

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INTRODUCTION

Education is a process to create and shape character in developing abilities both in terms of work skills or other abilities that can encourage development for oneself and society (Rustaman, 2011). Education can also build the latent abilities in employees because with education an employee can have the quality of work that is expected by the community and the institution where they serve. Work ability is an optimistic attitude that needs to be developed by an employee in doing his job with an optimistic attitude that all work will be easily completed (Risqon & Purwadi, 2012). Work ability is an attitude that must be applied by each employee to be able to build and provide good work for the agency because with work ability it can build

positive things with quality of life, productivity, and welfare (Fernandes, 2019).

The abilities possessed by an employee encourage employee work loyalty (Soegandhi, 2013), because with the abilities possessed by their employees they will always work without getting excessive problems with their performance because with their abilities they can solve problems that exist in the agency .

Efforts to improve the quality of service, it is necessary to have employees who have the ability, especially the ability in the field of work (Kesumajayansyah, Yuwono, & Ari, 2014). Work ability is obtained from good work. Optimal work ability can be created if employees have education and are loyal to their performance. Work ability is a desire carried out by an employee in

developing the knowledge possessed, the ability is needed to enable employees to work in a certain way according to the education they take (Laili, 2016).

The quality of public services is a result of the work given by an employee to the community where the quality of service can be felt by the community if the employees are loyal at work (Handayani & Suryani, 2019). The quality of good public services will have a good impact on the community, this can provide positive results for the relevant agencies and can create optimal community satisfaction. The situation in excellent service conditions and also the quality of service, is expected to be applied in all public service institutions, including government institutions at the sub-district level. This is also expected to happen at the Samatiga District Head Office. Community satisfaction can be felt if the service received is in accordance with the expectations that the community wants because good service can foster trust and satisfaction for the community. Employees who are loyal to their performance will always be able to meet targets in their performance.

The Samatiga District Head Office is one of the sub-districts located in West Aceh District with a population of almost 16,000 people. With such a large population, the Samatiga District Head Office needs to improve the work ability of employees to be able to balance and provide optimal services to the community. Initial monitoring carried out at the Samatiga Sub-district Head Office, the services provided were not fully optimal due to lack of discipline by employees. Employees still roam outside the office during

office hours and leave before office hours end. It is also seen in the ability of employees who have not been optimal in providing services to the community because employees do not have the ability to work in their respective fields (Qibtiah & Ertika, 2021).

METHOD

To obtain the results of the study, the authors conducted research at the Samatiga District Head Office. The population in this study was the people of Samatiga District, amounting to 15,688 people, according to the ability of the researchers the sample taken was 100 people of Samatiga District. By using the random sample method. Data collection techniques in this study were done by filling out questionnaire sheets to each research respondent. Then the results of distributing the questionnaires were collected again to get the results of the research conducted.

To analyze the results of the study the authors conducted a hypothesis test. This research method focuses on quantitative research (Cresswell, 2017), which is the result of research obtained from a list of questionnaires and then analyzed according to the research objectives. To analyze the results of the questionnaire, it is necessary to do a multiple linear regression test consisting of a regression test or r test, t test and f test. (X1), the service quality of the independent variable (X2) on the dependent variable of community satisfaction (Y), this calculation uses the SPSS V.22.0 application, then the regression equation is (Sujarweni & Utami, 2019):

$$y = a + b_1 x_1 + b_2 x_2 + e$$

Information:

- y = dependent variable,
- a = constant,
- b1 = ability to work,
- b2 = quality of public services and
- e = standard error.

To find out the results of the research the author uses a Likert scale measuring instrument with a score of 1 for strongly

disagree, 2 disagree, 3 disagree, 4 agree, and 5 strongly agree.

RESULTS AND DISCUSSION

Table 1
Regression Test Results
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.575 ^a	.331	.317	.37731

a. Predictors: (Constant), Average_X2, Average_X1

The results of regression testing on the variable of work ability (X1), quality of public services (X2) on community satisfaction (Y). The results of the correlation analysis (R) obtained from the results of the

regression test from the table above, it was found a relationship between the X variable and the Y variable. It is known that the value of the X variable affects the Y variable by 57.5%.

Table 2
Results of Calculation of Linear Regression X1 Against Y
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	
	B	Std. Error	Beta			
1	(Constant)	3.226	.338	9.554	.000	
	Results Average workability X1	.183	.084	.216	2.193	.031

a. Dependent Variable: Average_Y

The linear regression equation between employee work ability (X1) and community satisfaction (Y) is $Y = 3.226 + 0.183 X1$. From the results of data processing, if the employee's ability to work is

improved, then community satisfaction will increase by 0.183 units. And T count 2.193 > from T table 1.984, and the limit of sig < from 0.05%.

Table 3
Results of Calculation of Linear Regression X2 Against Y

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	
	B	Std. Error	Beta			
1	(Constant)	1.877	.316	5.937	.000	
	Results Average quality of public services X2	.519	.078	.557	6.637	.000

a. Dependent Variable: Average_Y

The relationship between the variable quality of public service (X2) and the variable of public satisfaction (Y) obtained a regression equation of $Y=1.877 + 0.519 X_2$. The results of the regression can be

interpreted that if public services are improved it will increase community satisfaction by 0.519 units. The calculated T value is 6,637 > from T table 1,984, and the limit of sig < from 0.05%.

Table 4
Relationship of X1 and X2 to Y

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	7.271	.396		3.669	.000
1	Average Workability				
X1	.123	.071	.146	1.739	.085
Average Quality of Public Service X2					
	.501	.078	.538	6.419	.000

a. Dependent Variable: Average_Y

From the results of the regression calculations for variables X1 and X2 to Y, the regression equation $Y=7.271+0.123X_1+0.501X_2$. From the results

of the t-test on the research variables that partially the X variable of work ability and the quality of public services affect the Y variable of community satisfaction.

Table 5
F Test Calculation Results

Model	Sum of Squares	Df	Mean Square	F	Sig.	
1	Regression	6.831	2	3.416	23.992	.000 ^b
	Residual	13.809	97	.142		
	Total	20.640	99			

a. Dependent Variable: AverageY
Source: 2021 data analysis

The results of the F test of the work ability variable (X1), the quality of public services (X2) can have a simultaneous effect on community satisfaction (Y). It is known that the calculated F value is 23,992. These results show the calculated F value > from F table 3.090, and sig < 0.05 (0.05 > 0.00), then from the results of the study the hypothesis was accepted.

CONCLUSION

The results of the regression analysis of correlation analysis (R) calculation of the X variable affect the Y variable by 57.5%. This means that 57.5% of the factors that

influence people's satisfaction can be explained by the regression equation $Y=7.271+0.123X_1+0.501X_2$. The results of the t-test on the workability variable X1 are 2.193 > than ttable 1.984. The results of the t-test on the service quality variable X2, the t-count value obtained is 6,637> than the ttable of 1,984. The results of the f test or simultaneous test with a significant value of 0.05%, it is known that the fcount value is 23,992 and the ftable value is 3,090. This indicates that fcount > than ftable with a significant value < 0.05 (0.000<0.05). From the results of research on the effect of work ability X1, the quality of public services can

affect the Y variable of community satisfaction by 57.5%.

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