

# The Effect of Public Service Quality on Community Satisfaction and Its Impact on Community Trust in the Medan District Court

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## ABSTRACT

Public services have a basic service standard as a benchmark used as a guideline for service delivery and assessment of service quality as an obligation and promise of the organizer to the public in the framework of quality, fast, easy, affordable, and measurable services. This study aims to determine and analyze the effect of public service quality on community satisfaction and its impact on community trust in the Medan District Court. This type of research is quantitative research with causality research design. The type of data used is primary data and secondary data obtained from questionnaires and literature studies. The population in this study are all people who register cases, the trial process until receiving the results of the case decisions that they register in the Medan District Court. The sampling method uses non-probability sampling method with accidental sampling technique. Data analysis method used is path analysis. The results showed that public service quality had a positive and significant effect on community satisfaction, public service quality had a positive and significant effect on community trust, community satisfaction had a positive and significant effect on community trust, and community satisfaction did not mediate the effect of the public service quality on community trust.

**Keywords:** Public Service Quality, Community Satisfaction, Community Trust

## INTRODUCTION

Public service is an activity or series of activities in the framework of fulfilling

service needs in accordance with statutory regulations for every citizen and resident of goods, services or administrative services provided by public service providers, namely each state, corporation, independent institution that is formed based on laws for public service activities, and other legal entities that are formed solely for public service activities. The activity is carried out by officials, employees, officers, and everyone who works in an organizing organization tasked with carrying out an action or series of public service actions.

Public services can invest their limited resources in participation programs, but participation can develop if there is trust between government agencies as public servants and the public who receive services from the public services of government agencies. According to Siagian and Cahyono (2014) trust is a belief from one party regarding the intentions and behavior aimed at the other party, thus community trust is defined as a public expectation that service providers can be trusted or relied upon to fulfill their promises.

The principle of community satisfaction in the service process by the government as a service provider is very important because only by satisfying the needs of the community satisfactorily, the existence of that government is recognized and has the legitimacy and trust of its people (Napitupulu, 2012). Public satisfaction is a major factor that must be considered by providers of public service institutions,

because public satisfaction will determine the success of the government in organizing public service institutions.

Medan District Court is a public service institution located in the capital city of Sumatera Utara Province, Medan. Medan District Court is a former landraad building which was built during the Dutch East Indies era around 1911. Medan District Court is located on a land area of 5,336 M<sup>2</sup> with a building area of 3379 M<sup>2</sup>. Medan District Court Office building is now one of the cultural preservation determined by the Medan City Government in which the building may not be physically changed.

Medan District Court since around April 2018 has started to apply the one stop integrated services standard, hereinafter referred to as PTSP in accordance with the Decree of the Director General of the General Judicial Agency Number 77/DJU/SK/HM02.3/2/2018 regarding PTSP in the High Court and District Court. The PTSP system is carried out in order to be able to provide quality public services that are integrated in a single process starting from the initial stage to the completion stage of court service products through one door. PTSP is always carried out with the basic principles of integration, effective, efficient, economical, coordination, accountability, and improving the quality of public services.

Based on the data, there are 4 indicators of corruption perception, namely data manipulation, transaction costs, additional costs and payment transparency, which shows that the community assesses indications of corruption in Medan District Court. Payment transparency is the lowest index level which states that Medan District Court is less open to payment systems that must be paid in every case related payment. The community considered that the Medan District Court did not explain in detail the costs incurred by the community regarding the cases that had been registered and this caused a lack of public confidence in the quality of services contained in the Medan District Court.

The quality of public services in the Medan District Court has not been said to be good. The need to improve the quality of services in the Medan District Court so that people who register cases feel satisfied and believe in the quality of the Medan District Court service. Medan District Court is required to be able to carry out its duties in accordance with statutory provisions and standard operating procedures as well as having professional ethics in providing excellent service to the community. In addition, the mental attitude and work discipline of each judicial institution must continue to be fostered and maintained so that the service products are always in accordance with the professional standards of giving satisfaction and public trust.

## **LITERATURE REVIEW**

### **2.1 Public Services**

The term service comes from the word "service" which means to help provide everything that is needed by others for the act of serving. Basically every human being needs service, even in the extreme it can be said that service cannot be separated from human life (Sinambela, 2010). Meanwhile, the term public comes from English, namely public, which means general, community or country. The word public has actually been accepted into standard Indonesian to be public which means general, multitude or crowded.

### **2.2 Public Service Quality**

The definition of quality is said by Daviddow and Uttal in Hardiyansyah (2011) which is any effort that is used to enhance customer satisfaction that is used to enhance customer satisfaction. Grothesh and Davis in Sedarmayanti (2009) suggested that quality is a dynamic condition that meets or exceeds expectations.

### **2.3 Community Satisfaction**

Public satisfaction of institutions or public service institutions is very important because of the relationship of public trust. According to Pasolong (2010) the better

governance and quality of services provided, the higher the public trust. Community trust will be higher if the community gets good service and feels satisfied with the service. The word satisfaction according to Chandra (2005) comes from the Latin "satis" which means good enough, adequate and "factio" which means to do or make. Satisfaction can be an effort to fulfill something or make something adequate. Satisfaction is a feeling of pleasure or disappointment from a person or society that arises after comparing the product performance thought to the expected performance or results.

## **2.4 Community Trust**

According to Kotler and Keller (2012) trust depends on several factors between the community and public service agencies such as competence, integrity, honesty and kindness. Building trust can be difficult in a judicial institution, in this case trust in matters of justice both in terms of service and in the case determination. Justice seekers will not always get the services of the desired quality and the right court decisions at the right time.

According to Mowen and Hansen (2005) consumer trust implies that all knowledge possessed by consumers and all conclusions made by consumers regarding objects, attributes and benefits. According to Siagian and Cahyono (2014) trust is a belief from one party regarding the intentions and behavior aimed at the other party, thus community trust is defined as a public expectation that public service providers can be trusted or relied upon to fulfill their promises.

## **RESEARCH METHODS**

### **3.1 Types of Research**

This research is a type of quantitative research with the design of the research. According to Sanusi (2016), the causality research design is a research design that is structured to examine the possibility of inter-variable cause and effect. The causality research design is considered

in accordance with this research because causality research is used to understand which variables are influencing and which variables are the results, and to find out the relationship between the independent variables and the dependent variables in this study.

### **3.2 Research Location and Time**

This research was conducted on people who registered a lawsuit and attended a trial at the Medan District Court. The time of the study was conducted from November 2019 to January 2020.

### **3.3 Population and Sample**

The population in this study were people who registered a lawsuit and had attended a hearing at the Medan District Court in 2019, amounting to 875 people.

The sample is part of the number and characteristics possessed by the population. According to Sugiyono (2009) that if the population is large, and researchers may not learn everything in the population, for example due to limited funds, manpower and time, then researchers can use samples taken from that population. The number of population in this study was more than 100 respondents, then the researcher would reduce the population by calculating the sample size using the Slovin formula, then obtained a sample size of 100 people (rounding).

### **3.4 Method of Analysis**

The analysis method uses path analysis. Pathpath analysis is the development of regression analysis, so that regression analysis can be regarded as a special form of path analysis. Path analysis is used to describe and test the model of relationships between variables in the form of cause and effect (not the form of interactive/reciprocal relationships). Thus in the relationship model between these variables, there is an independent variable, which in this case is called an exogenous variable, and a dependent variable called an endogenous variable (Riduwan, 2013).

## RESULT

### Hypothesis Testing Sub-Structure I

Table 1. Test Result of Sub-Structure Regression Analysis I

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9,346	1,214		7,696	,000
	Public Service Quality	,414	,038	,739	10,873	,000

a. Dependent Variable: Community Satisfaction

Source: Research Results, 2020 (Data Processed)

T test or partial test is used to test the effect of partially between independent variables, namely public service quality to the dependent variable, namely the variable of community satisfaction. Based on Table 1 it can be explained that public service quality has a significant value of  $0,000 < 0,05$ , so it can be concluded that public service quality has a positive and significant effect on community satisfaction.

### Hypothesis Testing Sub-Structure II

Table 2. Test Result of Sub-Structure Regression Analysis II

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,842	1,716		2,822	,006
	Public Service Quality	,346	,063	,451	5,482	,000
	Community Satisfaction	,612	,113	,447	5,429	,000

a. Dependent Variable: Community Trust

Source: Research Results, 2020 (Data Processed)

Public service quality has a significant value of  $0,000 < 0,05$ , so it can be concluded that public service quality has a significant effect on community trust.

The variable of community satisfaction has a significant value of  $0,000 < 0,05$ . So it can be concluded that the variable community satisfaction has a significant and positive effect on community trust.

#### Mediation Test

Mediation test is conducted to see whether community satisfaction becomes a variable mediating between public service quality and community trust. The mediation test results are as follows:

##### 1.Direct Effect

Direct effect between the independent variable (X), the intervening variable (Z), and the dependent variable (Y) in this study can be chosen in the following explanation:

a.The direct effect of public service quality and community satisfaction ( $X \rightarrow Z$ ) is 0.739.

b.The direct effect of community satisfaction and community trust ( $Z \rightarrow Y$ ) is 0.447.

c.The direct effect of public service quality and community trust ( $X \rightarrow Y$ ) is 0.451.

##### 2.Indirect Effect

Indirect effect that occurs between the independent variable (X), the intervening variable (Z), and the dependent variable (Y) in this study, namely the indirect effect of public service quality variables on community trust variables through community satisfaction variables ( $X \rightarrow Z \rightarrow Y$ ) is equal to  $0.739 \times (0.447) = 0.330$ .

##### 3.Total Effect

Total effect is the amount of direct effect plus the amount of indirect effect. The value of the effect of the total public service quality on community trust ( $X \rightarrow Y$ ) can be seen in the following calculations:

$$\begin{aligned} \text{Total effect } (X \rightarrow Y) &= \text{Direct Effect} + \text{Indirect Effect} \\ &= 0.451 + 0.330 \\ &= 0.781 \end{aligned}$$

From the explanation above, it can be explained that public service quality (X) can directly affect community trust, which is indicated by the value of the direct effect  $X \rightarrow Y$ , which is 0.451 is greater than the value of the indirect effect of  $X \rightarrow Y$ , which

is 0.330, so it can be concluded that the variable has a direct relationship and the relationship between the X and Y variables is positive.

## CONCLUSION AND SUGGESTION

### CONCLUSION

Based on the results of research and discussion on effect of public service quality on community satisfaction and its impact on community trust when people register cases and attend hearings in Medan District Court, the following conclusions are obtained:

- 1.Public service quality has a positive and significant direct effect on community satisfaction.
- 2.Public service quality has a positive and significant direct effect on community trust.
- 3.Community satisfaction has a positive and significant direct effect on community trust.
- 4.Community satisfaction does not mediate effect between public service quality on community trust.

### SUGGESTION

Based on the results of research and discussion about effect of public service quality on community satisfaction and its impact on community trust when people register cases and attend hearings in the Medan District Court, the suggestions that the author can give are as follows:

#### 1.For the Medan District Court

a.Medan District Court must be able to provide good public service quality and provide training to Medan District staff to continue to improve skills in serving the community so that people who have registered and participated in the trial process are satisfied and trust public service quality that have been provided by Medan District Court. At present the Medan District Court has used one-stop integrated services but the lack of employees and also the lack of skills of service employees can reduce the quality of public services. Therefore the need to pay attention to the PTSP system is better.

b.Medan District Court must continue to provide education about e-court to the public so that people no longer need to come to register their case. People only come to attend the trial. Therefore the need for adequate courtroom can improve the quality of good public service to the community.

#### 2.For Other Researchers

Because of the limitations possessed by the author, it is expected that future researchers can further refine this research, using factors other than those examined by the author. For example, such as loyalty, comfort, convenience, calmness, empathy and honesty.

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