THE INFLUENCE OF THE QUALITY OF PASSPORT PRODUCTION SERVICES ON COMMUNITY SATISFACTION AT CLASS II IMMIGRATION OFFICES ATAMBUA IMMIGRATION CHECKPLACES

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Abstract:

This research describes the quality of passport-making services at the TPI Atambua Class II Immigration Office. This research focuses on passport-making services because they have the most applicants. This problem occurs because passport completion exceeds standards, and employee information needs to be clarified. This research was a quantitative descriptive study with 96 respondents, using purposive and incidental nonprobability sampling models. The research results show that the quality of service on community satisfaction at the TPI Atambua Class II Immigration Office has a value of 0.463 (46.30%). Obtained from five dimensions of service quality, such as physical evidence of (0.139), reliability dimension (0.126), responsiveness dimension (0.007), assurance dimension (0.096), and empathy dimension of (0.120). The simultaneous test shows an F-count of 11.255, confirming the significant relationship between the five service quality dimensions and community satisfaction. This research suggests that the five service quality dimensions significantly affect community satisfaction at the TPI Atambua Class II Immigration Office "accepted." The coefficient of determination reveals that service quality and community satisfaction strongly influence (46.30%) at the TPI Atambua Class II Immigration Office, with the remainder influenced by factors not explained. Research and hypothesis testing results show that service quality (X) and community satisfaction (Y) together strongly influence the TPI Atambua Class II Immigration Office, amounting to 46.30%. In comparison, the remaining 53.70% is influenced by other factors not explained in this research.

Keywords: Service Quality, Community Satisfaction, Passport

INTRODUCTION

The quality of public service is the main factor and is the first thing a customer assesses and looks for in assessing the product/service they need. Therefore, the quality of public services is the ability of an organization to meet community expectations through services to the community during and after the service. In this case, high service quality will be able to bind and increase customer trust in the product/service produced, and the opposite condition will also occur; namely, if the product/service produced is of poor quality, the level of customer trust and engagement will decrease.

According to Lewis and Booms (Tjiptono & Chandra, 2011), service quality measures how well the level of service provided can be realized according to customer expectations. As Tjiptono (2011) described, service quality is determined by the company's ability to meet customer needs and desires per customer expectations.

Based on government regulation Number 25 of 2009, public services are all activities fulfilling basic needs following the fundamental rights of every citizen and resident or goods, services and administrative services provided by service providers related to the public interest.

Service has the essential primary duties of the apparatus, as servants of the state and servants of the community. As a service provider for the community, the government must provide quality services because one of the government functions increasingly being highlighted by the public is public services provided by government agencies.

According to Kotler (2009), customers are dissatisfied if performance is below expectations. If performance meets customer expectations, it is satisfied. If performance exceeds expectations, the customer is very satisfied or happy. Community satisfaction is the conclusion of interactions after using the services that have been provided and then comparing the performance that has been provided to the expected performance.

The importance of the principle of the level of public satisfaction in the process of providing public services with the government as the service provider is because only by efforts to fulfill various forms of customer needs satisfactorily the existence of the government institutional element will only be recognized and will gain legitimacy and value. -trust values from elements of society/people themselves. Apart from that, the existence of government elements that are obliged to provide services to the community will also follow the vision and mission of the government formation process itself.

Standard Operating Procedures (SOP) based on the Directorate General's instructions in 2016 regarding Innovation in Passport Services for the Republic of Indonesia, passport services at the TPI Atambua Class II Immigration Office are also not far from the public spotlight. Both in terms of supervision and accountability, the performance of employees/officers is not optimal, which then gives rise to a stigma from the public that supervision is not good. It is known that this condition is caused by a lack of firmness on the part of employees/officers, sometimes because of family factors who come to process passports, so their data often takes precedence in processing it, not following the process that has been regulated. Some do not even queue up for passport processing because of family factors/ relatives, and this is where officers are weak in supervision. Another problem is frequent delays in processing passports, which are caused by damage to the network system at the TPI Atambua Class II Immigration Office. Based on this, many people complain about the services at the TPI Atambua Class II Immigration Office.

Class II Immigration Office Atambua Immigration Checkpoint (TPI) is a state institution that operates the Republic of Indonesia's travel documents or passport services and is one of the gateways for entry and exit for people in the territory of the Republic of Indonesia. One of the functions of the Immigration Office is to provide services to the community. Especially in terms of public service in arranging matters such as travel documents, visas and facilities, residence permits and status, intelligence, investigation and prosecution, border crossing, and foreign cooperation and immigration information systems. Here, the focus is more on discussing services processing passports or Republic of Indonesia Travel Documents (SPRI) Waruwu and Beby (2016).

Considering the significant role of the Class II Immigration Office, Atambua Immigration Checkpoint (TPI), in its implementation, the optimal quality of each public service unit is needed. It can be seen that the passport processing service procedures carried out by the Class II TPI Atambua Immigration Office are already in place. Moreover, it is good. Apart from that, facilities and infrastructure, such as counters, are starting to be added for the convenience of the public, which is intended to reduce the queues of people who will process the Republic of Indonesia Travel Documents or passports. Thus, service is one of the functions of the TPI Atambua Class II

Immigration Office, which is very important to see whether or not human traffic flows smoothly either into or out of the country.

A passport is required for travel between countries because a passport is an official identity recognized internationally. Passports generally contain the owner's data, such as a photo, signature, place of birth, and passport number. Sometimes, passports also contain other information regarding the individual's identification. There are three types of passports, namely ordinary passports, which are most commonly used for going abroad; service passports; and diplomatic passports, which are issued only for particular purposes.

These problems of lack of satisfaction of passport applicants occur due to various indications, namely: (1) indications that passport applicants do not know the service schedule; for example, if they want to make a passport, then the service starts from 08:30 - 11:30 WIB, whereas for taking passports that have already been issued. So, it is served from 14.00 – 16.00 WIB, (2) there are indications that the delivery of information is still not good because there is no initiative from officers to convey information directly to the public, (3) there are indications of a lack of public knowledge regarding online registration. (4) indications that officers are less friendly, where when providing services to the public, their facial expressions show that they are less than friendly when serving the public.

Some of the problematic issues that arise related to the increasing demand for passports are:

1. The increasing number of brokers in processing passports. It is related to Indonesia's current situation and conditions due to the increasing unemployment and poverty rates. It has made many people see the high job opportunities offered by the Immigration office in terms of income, which is reasonably satisfactory, so many people prefer to become brokers. Even though there is already a law that regulates that every service agency can confirm and follow up on the existence of brokers, on the other hand, the existing conditions cannot support the implementation of this regulation.
2. Slower employee performance due to higher demand. It is related to the limited human resources possessed by the TPI Atambua Class II Immigration Office, while demand is very high daily.
3. Certain groups still use many relationship systems to provide services, so disrupting existing systems will also cause discrimination in services received by service users.
4. The high costs are often due to urgent needs, wanting the fastest possible time, and complicated manufacturing procedures. Without the public knowing about this news, the above problems have already become a matter of public discussion. So, there is a real need for improvements to improve the quality of immigration services, especially passport-making. There needs to be a commitment from every leader and strict sanctions and regulations to follow up on the abuse of authority that government officials often carry out as providers of public services.

Based on the background described above, the author is interested in raising the title The Influence of Service Quality in Passport Processing on Community Satisfaction at the TPI Atambua Class II Immigration Office.

Service Quality in the Context of the Public Administration Paradigm. The theoretical basis for ideal public services according to the New Public Service paradigm is that public services must be responsive to various existing public interests and values. The government's task is to negotiate and elaborate on various interests of society and community groups. It implies that the character and values contained in public services must contain the preferences of the values that exist in society. Because society is dynamic, the character of public services must always change following societal developments (Dwiyanto, 2006).

Service Quality Concept. In providing quality public services, according to Moenir in Thahir (2010) in Sri Maulidiah (2014) that; To be able to provide quality public services, public organizations or governments must know and understand all the demands, desires, expectations, or levels of satisfaction of their customers or society.

According to Lewis and Booms (Tjiptono & Chandra, 2011:), service quality measures how well the level of service provided can be realized according to customer expectations. As Tjiptono (2011) described, service quality is determined by the company's ability to meet customer needs and desires per customer expectations.

From the definitions above regarding service quality, it can be concluded that service quality is all forms of activities carried out by companies to meet consumer expectations. In this case, service is defined as a service or service delivered by the service owner in the form of convenience, speed, relationships, abilities, and kindness, which are addressed through attitudes and characteristics in providing services for consumer satisfaction.

Service Quality Indicators. The methodology employed to assess the quality of passport services provided by the TPI Atambua Class I Immigration Office is based on the theory proposed by Parasuraman, Berry, and Zethaml. This theory identifies five characteristics that comprise service quality:

1. Physical (Tangible) Evidence: facilities that the company can see and use to meet customer satisfaction, such as office buildings, office equipment, employee appearance, and so on.
2. Reliability is the ability to provide services to customers following expectations, such as keeping promises, solving problems, and minimizing errors.
3. Responsiveness is a responsive attitude, being willing to listen and respond to customers to satisfy customers, for example, being able to provide information correctly and precisely, not showing an attitude of being too busy, and being able to provide help immediately.
4. Assurance, namely, the ability of employees to generate customer trust and confidence through knowledge, politeness, and respect for customer feelings.
5. Concern/Empathy, namely the ability or willingness of employees to provide personal attention, such as being friendly, understanding the needs and caring for their customers.

Concept of Community Satisfaction. According to Wati (2006), Community satisfaction is the main factor that public service providers must pay attention to because community satisfaction will determine the government's success in providing public services. Community satisfaction often needs to be clarified with the definition of customer satisfaction or consumer satisfaction; these only differ in who the provider is and the motive for providing the service. Service providers in public services are employees of government agencies who carry out public service duties by statutory regulations that have been mandated, and recipients of public services are people, communities, government agencies, and the business world who benefit from an activity providing public services.

Community Satisfaction Indicators. Kotler (2007) Community satisfaction can be understood using 5 (five) indicators, namely:

1. Service procedures: Service procedures, namely the ease of the stages of service provided to the community, are seen from the simplicity of the service flow.
2. Service requirements: Service requirements are the technical and administrative requirements needed to obtain services according to the type of service.
3. Clarity of officers: The existence and certainty of officers providing services (name, position, authority and responsibility).

4. The discipline of service officers: The discipline of service officers refers to the seriousness of officers in providing services, especially regarding the consistency of working hours following applicable regulations.
5. Responsibilities of service officers: Responsibilities of service officers, namely clarity of authority and responsibility of officers in administering and completing services

METHODS

The method used in this research is a survey method, where the author distributes questionnaires for data collection. The approach used in this research is quantitative. According to Sugiyono (2019), quantitative research is defined as a research method based on positivism, used to research specific populations or samples, collecting data using research instruments, and quantitative/statistical data analysis with the aim of testing predetermined hypotheses.

RESULT AND DISCUSSION

Description of Respondent Responses Service Quality Variable (X). The following is a description of the respondent's assessment of each research variable item obtained by calculating intervals using the Likert scale model as follows:

$$\text{Likert scale} = \frac{\text{maximum value} - \text{minimum value}}{\text{number of classes}}$$

Table 1. Recapitulation of Respondent Responses Service Quality Variable (X)

Score	Total Respondent Values	Percentage	Category
5	815	49,10	Strongly agree
4	1282	23,40	Agree
3	258	7,70	Disagree
2	49	20,40	Do not agree
1	0	0	Strongly Disagree
Percentage		100 %	

Source: Primary data processed by the author, 2023

The description of this research data shows a recapitulation of respondents' responses to questions about the quality of service at the TPI Atambua Class II Immigration Office, which consists of several statement items on a scale of strongly agree, agree, disagree, disagree and strongly disagree. The results of research on Service Quality variables using several indicators are recorded in the table above. In analyzing the achievement of the indicators, the author uses a descriptive analysis method to calculate based on the number of respondents' answers to each question item and then divide the ideal score, which is multiplied by 100 percent or the formula:

$$CI = \frac{Number\ of\ Respondents'\ Answers}{Ideal\ Skor}\ \textbf{\textit{x}}\ \textbf{100}\ \%$$

Community Satisfaction Analysis, Validity Instrument Test.

Table 2. Community Satisfaction Validity Test Results

No.	Variable	Item	Pearson Correlation	F Value/Sig	Ket.
1	Physical Evidence (X1)	X1.1.	0,602	> 30	Valid
		X1.2.	0,523	> 30	Valid
		X1.3.	0,407	> 30	Valid
		X1.4	0,402	> 30	Valid
		X1.5	0,376	> 30	Valid
2	Reliability (X2)	X2.1.	0,415	> 30	Valid
		X2.2.	0,545	> 30	Valid
		X2.3.	0,361	> 30	Valid
		X2.4	0,419	> 30	Valid
		X2.5	0,492	> 30	Valid
3	Responsiveness (X3)	X3.1.	0,541	> 30	Valid
		X3.2.	0,489	> 30	Valid
		X3.3.	0,400	> 30	Valid
		X3.4	0,358	> 30	Valid
		X3.5	0,336	> 30	Valid
4	Guarantee (X4)	X4.1.	0,428	> 30	Valid
		X4.2.	0,432	> 30	Valid
		X4.3.	0,528	> 30	Valid
		X4.4	0,762	> 30	Valid
		X4.5	0,715	> 30	Valid
5	Empathy (X5)	X5.1.	0,312	> 30	Valid
		X5.2.	0,761	> 30	Valid
		X5.3.	0,619	> 30	Valid
		X5.4	0,655	> 30	Valid
		X5.5	0,485	> 30	Valid

Source: Primary data processed by the author, 2023

Based on the table above shows that the results of the validity test on each item/instrument for each variable in this study, the correlation according to Pearson (r table) for n = 96 means the Corrected Item Total Correlation (r calculated) value for each variable and each still the indicator shows the calculated r-value > r table 0.30 and shows that all the statement items in the questionnaire from each dimension and indicator of service quality are valid or able to reveal something that will be measured by the questionnaire so that it can be used for further analysis.

Reliability Instrument Test.

Table 3. Reliability of Service Quality and Community Satisfaction Variables

No.	Variable	Cronbach Alpha	Ket
1	Physical Evidence (X1)	0,846	Reliable
2	Reliability (X2)	0,760	Reliable
3	Responsiveness (X3)	0,793	Reliable
4	Guarantee (X4)	0,787	Reliable
5	Empathy (X5)	0,734	Reliable
6	Community Satisfaction (Y)	0,824	Reliable

Source: Author's processed primary data 2023

The table above shows that the Cronbach Alpha value of each reliable instrument in the research has a value of > 0.60. Thus, each variable instrument is reliable. So, the service quality variable instruments (X1, X2, X3, X4, and the instrument for the community satisfaction variable are

declared reliable because 0.846 > 0.60; thus, the statement items in the community satisfaction variable can be trusted as a data collection tool.

Hypothesis test, Relationship between Service Quality (X) and Community Satisfaction (Y).
1. Direct relationship between physical evidence (X1) and community satisfaction (Y).

Table 4. Partial test of the relationship between physical evidence and community satisfaction

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,196a	,139	,282	6,129

a. *Predictors: (Constant),* Physical Evidence

Source: Primary Data processed by the Author, 2023

Output Model Summary: The table explains the correlation or relationship value (R), which is 0.196, and explains the percentage of influence of the independent variable on the attachment variable, which is called the coefficient of determination which is the result of squaring R, from the output we get a coefficient of determination (R^2) of 0.139, which means that the influence of the independent variable (physical evidence) on the bond variable (community satisfaction) is 13.9%, while other variables influence its continuity. It can be concluded that physical evidence provides the information needed to explain the community satisfaction variable of 13.9%. These results show that the Adjusted R Square value of R2, which is getting more prominent (approaching one), indicates that the influence of the independent variable service quality (X) through the physical evidence dimension (X1) on the community engagement variable (Y) is low.

2. Direct Relationship of Reliability (X2) to Community Satisfaction (Y).

Table 5. Partial Test of the Relationship between Reliability and Community Satisfaction

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,355a	,126	,165	5,843

a. *Predictors: (Constant),* Reliability

Source: Primary Data processed by the Author, 2023

Output Model Summary: The table explains the correlation or relationship value (R), which is 0.355 and explains the percentage of influence of the independent variable on the dependent variable, which is called the coefficient of determination which is the result of squaring R, from the output we get a coefficient of determination (R^2) of 0.126, which means that the influence of the independent variable (reliability) on the dependent variable (community satisfaction) is 12.6%, while other variables influence the rest. Reliability can provide the information needed to explain the community satisfaction variable of 12.6%. These results show that the Adjusted R Square value of R2, which is getting more prominent (approaching one), indicates that the influence of the independent variable service quality (X) through the reliability dimension (X3) on the dependent variable of community satisfaction (Y) is low.

3. Direct relationship of responsiveness (X3) to community satisfaction (Y).

Table 6. Partial Test of the Relationship between Responsiveness and Community Satisfaction.

Model Summary				

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,085a	,007	,324	6,228

a. *Predictors: (Constant)*, Responsiveness

Source: Primary Data processed by the Author, 2023

Output Model Summary: The table explains the correlation or relationship value (R), which is 0.085, and explains the percentage of influence of the independent variable on the dependent variable which is called the coefficient of determination which is the result of squaring R, from the output we get a coefficient of determination (R^2) of 0.007, which means that the influence of the independent variable (responsiveness) on the dependent variable (community satisfaction) is 0.7%, while other variables influence the rest. Responsiveness can provide the information needed to explain the community satisfaction variable of 0.7%. These results show that the Adjusted R Square value of R2, which is getting more prominent (approaching one), indicates that the influence of the independent variable service quality (X) through the dimension of responsiveness (X2) on the dependent variable of community satisfaction (Y) is low.

4. Direct Relationship of Guarantee (X4)) to Community Satisfaction (Y).

Table 7. Partial test of the relationship between guarantees and community satisfaction.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,544a	,096	,062	5,244

a. *Predictors: (Constant)*, Guarantee

Source: Primary Data processed by the Author, 2023

Output Model Summary: The table explains the correlation or relationship value (R), which is 0.544 and explains the percentage of influence of the independent variable on the dependent variable, which is called the coefficient of determination, which is the result of squaring R, from the output we get a coefficient of determination (R^2) of 0.096, which means that the influence of the independent variable (guarantee) on the dependent variable (community satisfaction) is 9.6%, while other variables influence the rest. So, the guarantee can provide the information needed to explain the community satisfaction variable of 9.6%. These results show that the Adjusted R Square value of R2, which is getting more prominent (approaching one), indicates that the influence of the independent variable service quality (X) through the guarantee dimension (X4) on the dependent variable of community satisfaction (Y) is low.

5. Direct relationship between Empathy (X5) and community satisfaction (Y).

Table 8. Partial test of the relationship between empathy and community satisfaction

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,347a	,120	,173	5,862

a. *Predictors: (Constant)*, Empathy

Source: Primary Data processed by the Author, 2023

Output Model Summary: The table explains the correlation or relationship value (R), which is 0.347, and explains the percentage of influence of the independent variable on the dependent variable which is called the coefficient of determination which is the result of squaring R, from the

output we get a coefficient of determination (R^2) of 0.120 which means that the influence of the independent variable (Empathy) on the dependent variable (community satisfaction) is 12%, while other variables influence the rest. Empathy can provide the information needed to explain the community satisfaction variable of 12%. These results show that the Adjusted R Square value of R2, which is getting more prominent (approaching one), indicates that the influence of the independent variable service quality (X) through the empathy dimension (X5) on the dependent variable of community satisfaction (Y) is low.

Table 9. Recapitulation of the correlation between service quality and community satisfaction.

		Connection	Category
X1		The independent variable, physical evidence (X1), influences the dependent variable, community satisfaction (Y), by 0.139, or 13.9%.	Very low
X2		The independent variable reliability (X2) influences the dependent variable community satisfaction (Y) by 0.126, or 12.60%.	Very low
X3		The independent variable responsiveness (X3) influences the dependent variable community satisfaction (Y) by 0.007, or 0.7%.	Very low
X4		The independent variable collateral (X4) influences the dependent community satisfaction (Y) by 0.096 or 9.6%.	Very low
X5		The independent variable, Empathy (X5), influences the dependent variable, community satisfaction (Y), by 0.120 or 12%.	Very low
XY		The influence of service quality (X) of 11.255 on community satisfaction (Y) is greater than the indirect influence.	Tall

Source: Primary data processed by the author, 2023

The Influence of Service Quality (X) on Community Satisfaction (Y), Path Analysis. Path analysis model regression (path) is used in this research to hypothesize the independent variable quality. Partial test results can be seen in the following table:

Table 10. Regression Equation Model

Model		Unstandardized Coefficients		Standardized Coefficients	*t*	*Sig*
		B	Std. Error	Beta		
1	*Constant*	90,122	5,750		15,674	,000
	Physical Evidence (X1)	,087	,252	,196	,847	,001
	Reliability (X2)	,432	,657	,355	,658	,002
	Responsiveness (X3)	,155	1,056	,085	,447	,001
	Guarantee (X4)	,359	,320	,244	,324	,003
	Empathy (X5)	,603	,941	,147	,341	,002
a. Dependent Variable: Community Satisfaction						

Source: Primary data processed by the author, 2023.

Based on the table above, the regression equation model obtained in this research is as follows:

$$Y = 90.122 + 0.087 (X1) + 0.432 (X2) + 0.155 (X3) + 0.359 (X4) + 0.603 (X5)$$

The results of hypothesis testing in this research using the regression equation can be explained as follows:

1. The constant ($\beta0$) value obtained is 90.122, which means that community satisfaction is 90.122 points without the influence of the five independent variables (X1, X2, X3, X4, and X5).
2. The independent variable physical evidence (X1) has a positive and significant effect on public satisfaction (Y) with a coefficient value of 0.087, which means that every time there is a change in physical evidence (X1) of 1 point, it will have a positive effect on public satisfaction of 0.087 points with the assumption that other independent variables (X2, X3, X4, and X5) remain.
3. The independent variable reliability of 0.432 (X2) has a positive effect on community satisfaction (Y) with a coefficient value of 0.432, which means that every change of 1 point caused by the variable of reliability of officers in providing services will positively influence community satisfaction of 0.432 points with the assumption that other independent variables (X1, X3, X4 and X5) remain.
4. The independent variable responsiveness (X3) has a positive effect on community satisfaction (Y) with a coefficient value of 0.155, which means that every time there is a 1point change in the responsiveness variable of officers providing services, the df F model will have a positive effect on community satisfaction of 0.155 points with the assumption that other independent variables (X1, X2, X4 and X5) remain.
5. The independent variable guarantee (X4) has a positive effect on community satisfaction (Y) 0.359, which means that every time there is a change in the relationship variable (X4) of 1 point, it will have a positive effect on community satisfaction of 0.359 points with the assumption that the other independent variables (X1, X2, X3 and X5) fixed.
6. The independent variable Empathy or concern (X5) has a positive effect on community satisfaction (Y) with a coefficient value of 0.603, which means that every change in the relationship variable (X5) of 1 point will have a positive effect on community satisfaction of 0.603 points with the assumption that other independent variables (X1, X2, X3 and X4) remain.

The test results follow the proposed hypothesis. The explanation of the influence of each variable can be adjusted to the Path analysis recapitulation table as follows:

Table 11. Recapitulation of Path Analysis

	Hypothesis	Test results
H1	Physical evidence has a significant partial influence of 0.847 or 84.70% on community satisfaction.	Accepted
H2	There is a positive and significant partial influence of reliability of 0.658 or 65.80% on community satisfaction.	Accepted
H3	There is a positive and significant partial effect of responsiveness of 0.447 or 44.70% on community satisfaction.	Accepted
H4	A significant positive partial effect of guarantees of 0.324 or 32.40% on community satisfaction exists.	Accepted
H5	There is a significant influence of Empathy of 0.341 or 34.10% on community satisfaction.	Accepted
H6	The direct influence of service quality 11.255 on community satisfaction is greater than the indirect influence.	Accepted

Source: Primary data processed by the author, 2023.

1. physical evidence (X1) influences community satisfaction (Y). The hypothesis test for variable X1 shows that the physical evidence variable significantly affects community satisfaction. From the calculation results of the physical evidence variable (X1), the calculated t-value is 0.847. The results of this test prove that the physical evidence variable (X1) partially and significantly influences the community satisfaction variable (Y). So, the null hypothesis (Ho) is rejected, and the alternative hypothesis (Ha) is accepted. So, the null hypothesis (Ho) is rejected, and the alternative hypothesis (Ha) is accepted.

2. Direct influence of reliability (X2) on community satisfaction (Y). The hypothesis test for variable X2 shows that the reliability variable significantly affects community satisfaction. From the reliability variable (X2) calculation results, the t-count value is 0.658. The results of this test prove that the reliability variable (X2) partially has a positive and significant influence on the community satisfaction variable (Y). So, the null hypothesis (Ho) is rejected, and the alternative hypothesis (Ha) is accepted.

3. Direct influence of responsiveness (X3) on community satisfaction (Y). The hypothesis test for variable X3 shows that the responsiveness variable significantly affects community satisfaction. From the calculation results of the responsiveness variable (X3), the calculated t-value is 0.447. The results of this test prove that the responsiveness variable (X3) partially has a positive and significant influence on the community satisfaction variable (Y). So, the null hypothesis (Ho) is rejected, and the alternative hypothesis (Ha) is accepted.

4. Direct effect of guarantee (X4) on community satisfaction (Y). The hypothesis test for variable X4 shows that the guarantee variable significantly affects community satisfaction. From the collateral variable (X4) calculation results, the t-value is 0.324. The results of this test prove that the guarantee variable (X4) partially has a positive and significant influence on the community satisfaction variable (Y). So, the Null Hypothesis (Ho) is rejected, and the alternative hypothesis (Ha) is accepted.

5. Direct influence of Empathy (X5) on community satisfaction (Y). The hypothesis test for variable X5 shows that the empathy variable has no significant effect on community satisfaction. From the empathy variable (X5) calculation results, the t-count value is 0.341. The results of this test prove that the empathy variable (X5) partially has a positive and significant influence on the community satisfaction variable (Y). So, the null hypothesis (Ho) is rejected, and the alternative hypothesis (Ha) is accepted.

Table 12. Simultaneous Test Results (F-Test)

	Model	Sum of Squares	df	Mean Square	F	Sig.
		ANOVA[a]				
1	Regression	13,708	5	6,708	11,255	,000[b]
	Residual	5,292	23	4,926		
	Total	19,000	24			

a. Dependent Variable: Community Satisfaction
b. Predictors: (Constant), Service quality

Source: Primary data processed by the author, 2023

Assumption: Based on the table above, if the F-table is greater than the F-count, there is no significant influence between the research variables (physical evidence, reliability, responsiveness, assurance, and Empathy) on community satisfaction. On the other hand, if the F-table is smaller than the F-count, these variables have a significant effect simultaneously or together, with a fundamental level of 5% or 0.05.

From the calculations using the SPSS version 26 program, an F-count of 11.255 was obtained. It means that F-table < F-count, which means that there is a significant relationship simultaneously between the research variables (physical evidence, reliability, responsiveness, assurance and Empathy) on community satisfaction, so the research hypothesis which states "It is suspected that the factors physical evidence, reliability, responsiveness, assurance and empathy with community satisfaction, simultaneously have a significant effect on community satisfaction at the TPI Atambua Class II Immigration Office is "accepted".

The research results show that service quality influences public satisfaction. It can be seen through the data processing results with the help of SPSS with a regression test between public service quality and public satisfaction. It is known that the calculated F value is 11.255 > t table 6.708 with a significant value of 0.000 because 5% (0.05) is used, so the null hypothesis (Ho) is rejected (Ho is not proven) and the alternative hypothesis (Ha) is accepted so it can be concluded that the quality variable service (X) and community satisfaction (X1, X2, X3, X4 and X5) simultaneously (together) have a significant influence on the community satisfaction variable (Y).

Coefficient of Determination (R2).

Table 13. Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,252[a]	,463	,053	4,012

a. *Predictors: (Constant),* Service quality

Source: Primary data processed by the author, 2023

This coefficient of determination determines how much influence service quality has on public satisfaction. Research and hypothesis testing results show that service quality (X) and community satisfaction (Y) together strongly influence the TPI Atambua Class II Immigration Office, amounting to 46.30%. In comparison, the remaining 53.70% is influenced by other factors not explained in this research. It means that service quality, which is measured based on indicators of tangibles (physical evidence), responsiveness (responsiveness), reliability (reliability), assurance (guarantee/certainty), and Empathy (Empathy), can explain variations in the community satisfaction variable of 46.30%.

Interpretation, Partial Influence of Public Service Quality on Community Satisfaction.

1. The Effect of Physical Evidence (X1) on Community Satisfaction (Y). As evidenced by the coefficient of determination, it is 0.847, which means that the influence of physical evidence on public satisfaction at the TPI Atambua Class II Immigration Office is 84.7%. Previous research conducted by Akabar and Frinaldi (2023) stated that the quality of e-government services will have a positive/significant effect on the satisfaction of service users/the public. It shows that good physical (tangible) evidence at the TPI Atambua Class II Immigration office will influence the public's perception of the services provided by service officers and provide satisfaction for the public. Indicators that can be measured from physical (tangible) evidence are the condition of the availability of computers, waiting rooms, employee uniforms and appearance, information boards and internet networks. The relationship between physical (tangible) evidence and community satisfaction will positively impact community satisfaction. Public satisfaction will increase if the public's perception of physical (tangible) evidence is sound. Meanwhile, if the public's perception of physical (tangible) evidence is better, then public satisfaction with public satisfaction will decrease.

2. Effect of Reliability (X2) on Community Satisfaction (Y). The coefficient of determination value, 0.658, proves this. It means that the level of reliability's influence on public satisfaction at the TPI Atambua Class II Immigration Office is low, with a value of 65.8%.

Previous research conducted by Yogi and Trihardianto (2018) stated that the variables Tangibles, Reliability, Responsiveness, Assurance, and Empathy significantly affected Community Satisfaction. These results emphasize that service officers' performance must follow community expectations, such as providing services with accuracy, ability, clarity and standards to provide appropriate services. It can reflect the excellent quality of service at the TPI Atambua Class II Immigration Office. The relationship between reliability and community satisfaction positively impacts community satisfaction. Because if the public's perception of reliability is good, then public satisfaction will increase. Meanwhile, if the public's perception of reliability could be better, then public satisfaction with public satisfaction will decrease.

3. Effect of Responsiveness (X3) on community satisfaction (Y). The coefficient of determination value, 0.447, proves this. It means that the level of responsiveness's influence on community satisfaction at the TPI Atambua Class II Immigration Office is shallow, with a value of 44.7%.

Previous research conducted by Maya Sari (2023) stated that the variables Tangibles, Reliability, Responsiveness, Assurance, and Empathy significantly affected Community Satisfaction. This tendency is related to the responsiveness of good service officers, which will result in community satisfaction. Indicators of responsiveness are providing appropriate services, the desire and sincerity to help/assist the community, and service officers responding quickly to services needed by the community. The relationship between responsiveness and community satisfaction has an insignificant impact on community satisfaction. Public satisfaction will increase if the public's perception of responsiveness is good. Meanwhile, if the public's perception of responsiveness could be better, responsiveness to public satisfaction will decrease.

4. Effect of Guarantee (X.4) on community satisfaction (Y). The coefficient of determination value is 0.324, which means that the magnitude of the guarantee's influence on community satisfaction at the TPI Atambua Class II Immigration Office is 32.4%.

Helpiastuti et al.'s (2023) research state that tangibles, reliability, responsiveness, assurance, and empathy significantly affect community satisfaction. Related to guarantees, this includes the knowledge of service officers at the Class II TPI Atambua Immigration Office in serving the needs of the community when it comes to the officers and the guarantee of the quality of service provided by the officers to the community providing services. The politeness and friendliness of the officers will make the public feel appreciated so that they are satisfied with the services provided by the agency. The relationship between guarantees and community satisfaction positively impacts community satisfaction. Because if the public's perception of the guarantee is good, public satisfaction will increase. Meanwhile, if the public's perception of guarantees could be better, then public satisfaction with public satisfaction will decrease.

5. Effect of Empathy (X.5) on Community Satisfaction (Y). The coefficient of determination value is 0.341, meaning Empathy greatly influences community satisfaction at the TPI Class II Immigration Office Atambua, 34.1%.

Previous research conducted by Pelawi et al. (2022) stated that the variables Tangibles, Reliability, Responsiveness, Assurance, and Empathy significantly affected Community Satisfaction. Related to Empathy, namely special attention and good communication from service officers to the people who provide services, will impact community satisfaction because officers will feel that they are not cared for by officers through good attention to what they need and complain about. An indicator that can be measured from Empathy is that service officers understand the community's unique needs and give full attention to important people when providing services. Empathetic relationships hurt people's satisfaction. If people's perception of Empathy is good, people's

satisfaction will increase. Meanwhile, if people's perception of Empathy is wrong, people's satisfaction with community satisfaction will decrease increase.

Simultaneous Influence of Public Service Quality (X) on Community Satisfaction (Y). The research results show that the quality of public services influences public satisfaction. It can be seen through the data processing results with the help of SPSS with a regression test between the quality of public services and public satisfaction. It is known that the calculated F value is 11.255 > t table 6.708 with a significant value of 0.000 because 5% (0.05) is used, so the null hypothesis (Ho) is rejected (Ho is not proven) and the alternative hypothesis (Ha) is accepted so it can be concluded that the quality variable service (X) and community satisfaction (X1,

Research and hypothesis testing results show that service quality (X) and community satisfaction (Y) together strongly influence the TPI Atambua Class II Immigration Office, amounting to 46.30%. In comparison, the remaining 53.70% is influenced by other factors not explained in this research. It means that service quality, which is measured based on indicators of tangibles (physical evidence), responsiveness (responsiveness), reliability (reliability), assurance (guarantee/certainty), and Empathy (Empathy), can explain variations in the community satisfaction variable of 46.30%. The research results obtained follow the theory put forward by Moenir in Thahir (2010; 5) in Sri Maulidiah (2014) that To be able to provide quality public services, public organizations or governments must know and understand all the demands, desires, and expectations or levels of satisfaction of their customers or society.

CONCLUSION

Based on the results of research and discussion regarding service quality and community satisfaction at the TPI Atambua Class II Immigration Office, the following conclusions can be drawn:

1. Physical evidence (X.1) significantly influences community satisfaction (Y). This statement can be proven by the coefficient of determination value, which is known to be 0.847, which means that the influence of physical evidence on public satisfaction at the TPI Atambua Class II Immigration Office is 84.97%.

2. Reliability (X.2) significantly influences people's satisfaction (Y). It is proven by the coefficient of determination value of 0.658, which means that the influence of responsiveness on community satisfaction at the TPI Atambua Class II Immigration Office is 65.8%.

3. Responsiveness (X.3) significantly influences community satisfaction (Y). It is proven by the coefficient of determination value, which is 0.447. It means that the influence of reliability on public satisfaction at the TPI Atambua Class II Immigration Office is 44.7%.

4. Guarantee (X.4) significantly influences community satisfaction (Y). The coefficient of determination value of 0.324 proves this, meaning that the guaranteed influence on community satisfaction at the TPI Atambua Class II Immigration Office is 32.4%.

5. Empathy (X.5) significantly influences community satisfaction (Y). The coefficient of determination value of 0.341 proves this, which means that Empathy influences community satisfaction at the TPI Atambua Class II Immigration Office by 34.10%.

6. Simultaneous test results obtained an F-count of 11.255, and this means that F-table < F-count, which means that there is a significant relationship simultaneously between research variables (physical evidence, reliability, responsiveness, assurance and Empathy) on satisfaction in the community, so that the research hypothesis which states "It is suspected that the factors physical evidence, reliability, responsiveness, assurance and empathy with community satisfaction, simultaneously have a significant effect on community satisfaction at the TPI Atambua Class II Immigration Office is "accepted." The research results show that service quality influences public

satisfaction. It can be seen through the data processing results with the help of SPSS with a regression test between public service quality and public satisfaction. It is known that the calculated F value is 11.255 > t table 6.708 with a significant value of 0.000 because 5% (0.05) is used, so the null hypothesis (Ho) is rejected (Ho is not proven) and the alternative hypothesis (Ha) is accepted so it can be concluded that the quality variable service (X) and community satisfaction (X1, X2, X3, X4 and X5) simultaneously (together) have a significant influence on the community satisfaction variable (Y).

7. The coefficient of determination and hypothesis testing shows that service quality (X) and community satisfaction (Y) together strongly influence the TPI Atambua Class II Immigration Office, amounting to 46.30%. In comparison, the remaining 53.70% is influenced by other factors not explained in this study. It means that service quality, which is measured based on indicators of tangibles (physical evidence), responsiveness (responsiveness), reliability (reliability), assurance (guarantee/certainty), and Empathy (Empathy), can explain variations in the community satisfaction variable of 46.30%.

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