

Influence of Work Facilities and Abilities Village Officials Communication Against Quality of Public Services in Dengeng-Dengeng Village Pitu Riase District, Sidrap Regency

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Article Info

Abstract

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This research aims to determine and analyze the influence of work facilities and communication abilities of village officials on the quality of public services in Dengeng-Dengeng Village, Pitu Riase District, Sidrap Regency. The sample data collection technique uses the Slovin formula. The type of data used in this research is quantitative data obtained from distributed questionnaires and is related to the problem being studied. Data collection techniques were carried out using questionnaires, observation and documentation. In this research, the data sources used in data collection include primary data and secondary data. The data analysis technique used is statistical calculations using the Statistical for the Social Science (SPSS) application version 25. This can be seen from the results of SPSS data processing where the sig value is $0.001 < 0.05$ and has a value of $t_{\text{(hitung)}} 0.9071 > t_{\text{tabel}} 0.2028$. The Communication Ability variable (X_2) also has a positive and significant effect on the quality of public services (Y), which can be seen from the significant value of $0.000 < 0.05$. and the value $t_{\text{(hitung)}} 0.6054 > t_{\text{tabel}} 0.2028$.

1. Introduction

Public service is the primary duty of an officer as a state servant and public servant. This responsibility is outlined in the fourth paragraph of the 1945 Constitution, covering four main aspects: protecting the entire Indonesian nation, advancing general welfare, making the life of the nation intelligent, and participating in implementing world order, lasting peace, and social justice. Additionally, it is clarified in the Decree of the Minister for the Utilization of State Apparatus No. 63 of 2003, which provides general guidelines for public service implementation.

The government plays a crucial role in providing public services, as stated in Law No. 25 of 2009 concerning Public Services. Article 1 of this law defines public services as activities or a series of activities aimed at fulfilling service needs in accordance with statutory regulations for each country and its population, encompassing goods, services, and administrative services provided by public service providers. At the village level, the implementation of public services is carried out by the Village head and Village staff, as

specified in Sidrap Regency Regional Regulation Number 16 of 2010, which outlines the position, duties, and authority of the Village Head.

The Dengeng-Dengeng Village office's facilities, as listed in Table 1, show an inadequate number of resources available to serve the community of 1,910 people, leading to slow public services. The ratio of people to facilities is 239:1, exceeding the capacity of the provided resources. The Dengeng-Dengeng Village office, as shown in Table 2, has a limited number of staff, further contributing to the inefficiency in service delivery. Public services at the Dengeng-Dengeng Village office include managing population administration, such as creating identity cards, family cards, birth and death certificates, and various permits.

The research results indicate that the people of Dengeng-Dengeng Village are not satisfied with the quality of services provided by the village staff, as evidenced by complaints about slow service, uncertainty in service completion times, and poor communication skills of the village staff. These issues highlight

the inadequacies in the quality of public services, necessitating the Dengeng-Dengeng Village Government to find strategies and solutions to increase public trust, given that the government's main function is to serve the community.

The proposed solution to improve public services for the people of Dengeng-Dengeng Village includes enhancing work facilities, such as work equipment and social facilities, and ensuring that staff have effective communication skills to provide clear explanations about public service processes or procedures. This improvement aims to reflect good and quality public services. According to Moenir (1987) in Saraswati (2019), facilities can be categorized into work equipment facilities, work equipment facilities, and social facilities. Work tool facilities include management tools and operational tools used directly in the production process. Work equipment facilities facilitate and refresh work, while social facilities are provided by the government to the community, such as health centers, schools, and markets.

Effective communication is essential in public services, helping state officials provide better and faster services. According to Suranto (2010) in Desmawati (2022), effective communication has several characteristics: comprehension, pleasure, influence on attitude, better relationships, and action. These characteristics ensure that messages are understood, relationships are improved, and actions are taken according to the communicated message.

Supranto (1994) in Nurdin (nd) identifies five indicators to measure service quality: physical evidence, reliability, responsiveness, assurance, and empathy. Physical evidence includes the facilities or equipment used to provide services, ensuring comfort and satisfaction. Reliability involves providing promised services quickly and accurately. Responsiveness refers to the staff's attention to help people who need services. Assurance encompasses the attitude of village

office employees in providing a sense of security and consistency in services. Empathy involves sincere and personal attention given by employees through good communication, addressing the wants and needs of the community. High-quality public services are driven by employees' priorities for community needs.

2. Research Methods

This research is quantitative and aims to provide an overview and description of a problem or situation using facts and data processing with statistical analytical tools. The research design is exploratory, explaining the relationship between one variable and another. The research is conducted in Dengeng-Dengeng Village, District Pitu Riase, Sidrap Regency, over a period of approximately two months, starting in December 2023. The data consists of quantitative data obtained from the Dengeng-Dengeng Village Office, which is presented numerically for further discussion. Primary data is gathered directly from sources or research objects through questionnaires distributed to respondents about the influence of work facilities and communication skills on the quality of public services in the village. Secondary data includes reports or documentation from the research site, such as the history of the organization, vision and mission, and other relevant information from the Dengeng-Dengeng Village Office.

The population for this research consists of 1,910 people living in Dengeng-Dengeng Village. Due to the large population, a sample is taken using the Slovin formula, resulting in a sample size of 95 people. The sampling criteria include residents of Dengeng-Dengeng Village, individuals with residential identity cards (KTP), and those who have utilized services at the village office. Data collection techniques include library research, field research through observation, questionnaires, and documentation. Observations involve collecting data by watching actual activities, while questionnaires involve providing written questions to respondents. Documentation

involves collecting documents from the village office to serve as evidence or information.

The operational definition of research variables refers to the specific characteristics of an object or activity that have been defined and concluded by the researcher. Variables include independent, dependent, and moderating variables, interacting with each other. Measurements use the Likert scale method, where questions are given weights according to the responses. The Likert scale assesses attitudes or behaviors through a series of questions, translating variables into indicators for compiling instrument items such as statements and questions. The response choices range from "Strongly Agree" (5) to "Strongly Disagree" (1).

The data analysis method involves descriptive statistical analysis, simple linear analysis tests, and hypothesis testing using various analytical tools. The research instrument tests include validity and reliability tests. Validity measures the accuracy of an instrument, using techniques like Bivariate Pearson correlation and Corrected Item-Total Correlation. Reliability testing ensures the consistency of the measuring instrument, categorizing it as reliable if it shows constant and accurate results.

Classical assumption tests include normality, multicollinearity, and heteroscedasticity tests. The normality test checks if residual variables have a normal distribution, using the Kolmogorov-Smirnov test. The multicollinearity test examines if there is a correlation between independent variables, focusing on the Variance Inflation Factor (VIF) and tolerance values. The heteroscedasticity test assesses if there is inequality of variance in the residuals across observations.

Multiple regression analysis is used to analyze the relationship between several independent variables and one dependent variable, following the model $Y = a + b_1X_1 + b_2X_2 + e$, where Y represents the quality of public services, X1 represents work facilities,

and X2 represents communication skills. Hypothesis testing includes partial tests (t-test) to determine the influence of work facilities and communication skills on public service quality, and the coefficient of determination (R^2) to measure the percentage influence of these factors on public service quality in the village.

3. Discussion of Research

3.1 Respondent Characteristics

a. Characteristics of Respondents Based on Gender

The characteristics of respondents based on gender are described in the table as follows:

**Table of Respondent Characteristics
Based on Gender**

	Gender	Respondent Frequency	Percentage %
Valid	Man	43	45.3%
	Woman	52	54.7%
	Total	95	100%

Source: Primary data processed, 2024

Based on the table above, it shows that of the 95 research respondents there were 45.3% men and 54.7% women, as it can be concluded that the respondents to this research data were more women than men.

b. Characteristics of Respondents Based on Age

Based on the characteristics of respondents based on age, it can be seen in the following table:

**Table of Respondent Characteristics
Based on Age**

No	Age	Respondent Frequency	Percentage %
1	20-30	26	27.4%
2	31-40	38	40%
3	41-50	31	32.6%
Total		95	100%

Source: Primary data processed, 2024

Based on the table above, it shows that of the 95 research respondents there were 27.4% aged 20-30, 40% aged 31-40 and 32.6% aged 41-50, as it can be concluded that more respondents to this research data were aged 41-50 years which has a total of 32.6%.

c. Characteristics of Respondents Based on Education Level

Based on the characteristics of respondents based on education level, it can be seen in the following table:

Table of Respondent Characteristics Based on Education Level

	Education	Respondent Frequency	Percentage %
Valid	SENIOR HIGH SCHOOL	86	90.5%
	D1	6	6.3%
	S1	3	3.2%
	Total	95	100%

Source: Primary data processed, 2024

Based on the table above, it shows that of the 95 research respondents there were 90.5% who had a high school education, 6.3% who had a D1 education and 3.2% who had a bachelor's degree, as it can be concluded that more of the respondents in this research data had a high school education, the number was 90.5%.

3.2 Test Research Instruments

A research will be said to be valid when all regulations in this research meet the validity and reliability test standards .

a. Validity test

The data is said to be valid if the sig value is < 0.05 and if the calculated r value is $> r$ table, then the instrument is said to be valid. This research data has an r table with a value of 0, 2017 where the value of $df = N - 2$ and in this study $N = 93$ so $df = 95 - 2 = 93$. So the r-table value is $df 95 = 0.2017$ with an error rate of 5%. Below is the data tab for the validity test results:

Validity Test Results Table

Variable	Question Items	Validity		Sig	Information
		r count	r table		
Work Facilities X1	X1.1	0.591	0.2017	0,000	VALID
	X1.2	0.731	0.2017	0,000	VALID
	X1.3	0.716	0.2017	0,000	VALID
	X1.4	0.558	0.2017	0,000	VALID
	X1.5	0.555	0.2017	0,000	VALID
	X1.6	0.320	0.2017	0.002	VALID
	X1.7	0.509	0.2017	0,000	VALID
	X1.8	0.440	0.2017	0,000	VALID
	X1.9	0.742	0.2017	0,000	VALID
Communication Capabilities X2	X2.1	0.729	0.2017	0,000	VALID
	X2.2	0.663	0.2017	0,000	VALID
	X2.3	0.579	0.2017	0,000	VALID
	X2.4	0.596	0.2017	0,000	VALID
	X2.5	0.442	0.2017	0,000	VALID
	X2.6	0.384	0.2017	0,000	VALID
	X2.7	0.566	0.2017	0,000	VALID
	X2.8	0.477	0.2017	0,000	VALID
	X2.9	0.679	0.2017	0,000	VALID
	X2.10	0.359	0.2017	0,000	VALID

Quality of Public Services Y	X2.11	0.527	0.2017	0,000	VALID
	X2.12	0.614	0.2017	0,000	VALID
	X2.13	0.519	0.2017	0,000	VALID
	X2.14	0.448	0.2017	0,000	VALID
	X2.15	0.485	0.2017	0,000	VALID
	Y1	0.631	0.2017	0,000	VALID
	Y2	0.642	0.2017	0,000	VALID
	Y3	0.549	0.2017	0,000	VALID
	Y4	0.567	0.2017	0,000	VALID
	Y5	0.418	0.2017	0,000	VALID
	Y6	0.440	0.2017	0,000	VALID
	Y7	0.443	0.2017	0,000	VALID
	Y8	0.348	0.2017	0,000	VALID
	Y9	0.658	0.2017	0,000	VALID
	Y10	0.440	0.2017	0,000	VALID
	Y11	0.547	0.2017	0,000	VALID
	Y12	0.563	0.2017	0,000	VALID
	Y13	0.553	0.2017	0,000	VALID
	Y14	0.337	0.2017	0.001	VALID
	Y15	0.5581	0.2017	0,000	VALID

Source: Primary data processed, 2024

Based on the table above, it is known that all statement items on the dependent and independent variables have an r -count $> r$ -table (0.2017) and a sig value < 0.05 or so it can be concluded that the statement items are valid and can be used for research.

This Reliability Test is used to test the accuracy and precision of the measurements. Reliable instruments must use a Cronbach alpha value limit of 0.60. If the reliability is > 0.60 , it is reliable or consistent, while < 0.60 is unreliable or inconsistent. Tests on human resource competency variables can be seen below:

b. Reliability Test

No	Variable	Number of Items	Standard Value	Information
1	Work Facilities (X1)	9	0.75 0	Reliable
2	Communication Skills (X2)	15	0.828	Reliable
3	Quality of Public Services (Y)	15	0.8 00	Reliable

Source: Primary data processed, 2024

Based on the table above, it is known that the Cronbach alpha value obtained for each variable is greater than 0.60, so it can be concluded that the valid statement items are reliable and can be used for further research.

3.3 Classic Assumption Test

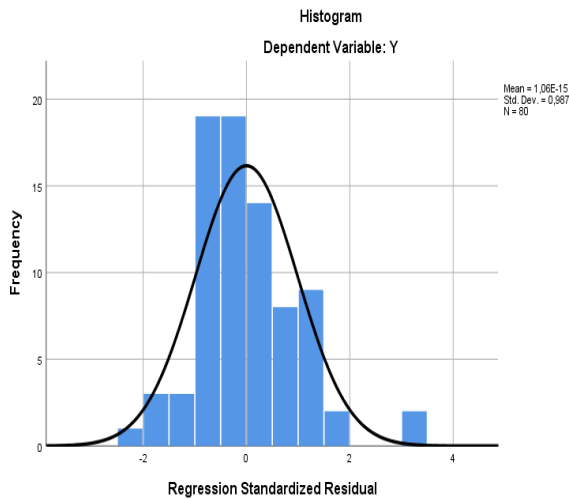
The classical assumption test is used to find out whether the measuring instrument used is effective or not. So, before carrying out a hypothesis test, we first carry out a classical

assumption test so that we can confirm whether the multiple linear regression model can be used or not.

a. Normality Test

Normality testing in this research was detected through graphic and statistical analysis produced through regression calculations with SPSS Version 25.

- 1) Histogram, namely testing using the condition that normal data is in the form of a rising curve. Good data means it has a normal distribution pattern. If the data deviates to the right or left, it means it is not normally distributed. The results of the normality test using a histogram can be seen in the image



below.

Figure 2. Histogram

The histogram image above shows that the data is normally distributed because the shape of the curve has a slope that tends to be balanced and produces a mountainous curve.

- 2) Normality Probability plot graph, the conditions used are
 - a) If the data spreads in the diagonal line area and follows the direction of the diagonal line, then the regression model meet the assumptions of normality.
 - b) If the data spreads far from the diagonal or far from the diagonal line then it does not meet the assumption of normality.

The results of the normality test using the

normality probability plot graph can be seen in the image below.

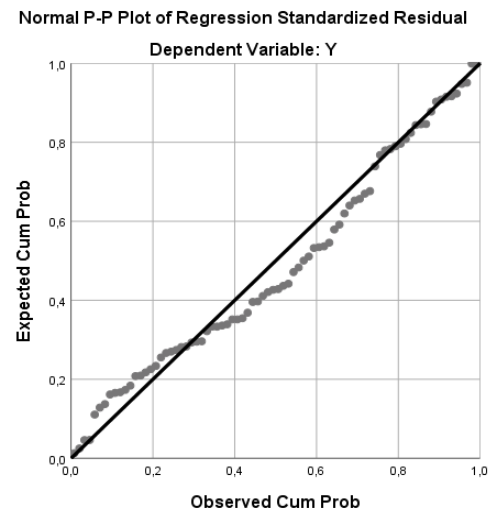


Figure 2. Normal Probability plot

Figure 2 above shows that the probability plot produces data beams around the diagonal line, so it can be said that the pattern is distributed.

b. Multicollinearity Test

The multicollinearity test aims to test whether the regression model finds a correlation between the independent variables. A good regression test model should not have multicollinearity. To detect the presence or absence of multicollinearity by analyzing the correlation matrix of independent variables which can be seen through the Variance Inflation Factor (VIF). The VIF value that can be tolerated is 10. If the VIF value is <10, it is concluded that there is no multicollinearity between the independent variables. The following are the results of the analysis of the VIF value .

Table of Multicollinearity Test Results

Coefficients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	X1	,996	1,004
	X2	,996	1,004

Dependent Variable: Y

Based on the table above, it can be seen that the independent variable in this study has a Variance Inflation Factor (VIF) smaller than 10, the independent variable has a VIF value <10 , so it can be said that there are no symptoms of multicollinearity between the independent variables in this study.

c. Heteroscedasticity Test

This test aims to see whether in the regression model there is inequality of variables from the residuals of one observation to another observation. If the residual variable is constant then it is called homoscedasticity, if it is different it is called heteroscedasticity. This test was carried out to determine heteroscedasticity which can be seen in the Scatterplot graph between the predicted value of the independent variable and its residual value. The basis used to determine heteroscedasticity includes:

- 1) If there is a certain pattern, such as the dots forming a certain and regular pattern (wavy, widening then narrowing) then this indicates heteroscedasticity is occurring).
- 2) If there is no clear pattern and the points are spread above and below the number 0 on the

y-axis then heteroscedasticity does not occur.

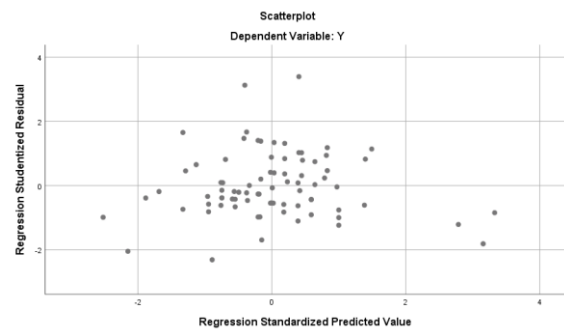


Figure 3 Scatterplot graph

Figure 3 shows that the points are spread randomly and do not form a particular pattern, this shows that there is no indication of heteroscedasticity in the model tested so that the assumptions are met.

3.4 Multiple Linear Regression Analysis

Testing the multiple linear regression model aims to determine the influence of the independent variable on the dependent variable either simultaneously or partially. The independent variable is the variable quality of public services (Y) whose value will be predicted by work facilities (X1) and communication skills (X2).

Multiple Linear Analysis Results Table

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	Std. Error	Beta		
1	(Constant)	49,174	8,095		6,075	,000
	X1	,168	,185	,101	,907 1	,001
	X2	,180	,112	,179	,605 4	,000

The regression coefficient is obtained:

$$Y = a + b_1X_1 + b_2X_2 + e$$

$$Y = 49,174 + 0,168 X_1 + 0,180 X_2 + 8,095$$

- 1) A constant of 49.174 means that the consistent value of the public service quality variable is 49.174, or if variables X1 (work facilities) and
- 2) The regression coefficient X1 is 0,168 or 16.8%, indicating that the quality of public services is getting better. This coefficient is positive so it can be said that the direction of influence of variable X1 on Y is positive.
- 3) The regression coefficient

3.5 Hypothesis Testing

a. Partial test (t test)

The t test was carried out to determine significance. The t test is to test the significance of the relationship between variables. The significance obtained is smaller than (<0.05). The results of the t test in the regression equation are as follows:

Table of Partial Test Results (t Test)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	Std. Error	Beta		
1	(Constant)	49,174	8,095		6,075	,000
	X1	,168	,185	,101	,9071	,001
	X2	,180	,112	,179	,6054	,000

Dependent Variable: productivity

Based on the table above, hypothesis testing can be described as follows.

1) Work Facilities (X1)

It is known that the significant value of the influence of Work Facilities (X1) on the quality of public services (Y) is $0.001 < 0.05$. Work Facilities (X1) has a value of $t_{hitung} 0.9071 > t_{tabel} 0.2028$. So it can be concluded that variable X1 has a contribution to Y. A positive t value indicates that the variable in Tarima.

2) Communication Skills (X2)

is known that the significant value of

Communication Ability (X2) on the quality of public services (Y) is $0.000 < 0.05$. and the value $t_{hitung} 0.6054 > t_{tabel} 0.2028$. So, it can be concluded that the variable.

b. Coefficient of Determination (R² Test)

The coefficient of determination (R²) can be used to determine the magnitude of the contribution or contribution of all independent variables to their influence on the dependent variable (Y), while the remainder is influenced by other variables that are not included in the model.

Determination Coefficient Table

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,211 ^a	,004	,452	4,257
a. Predictors: (Constant), X2, X1				
b. Dependent Variable: Y				

Determination Coefficient Table

Based on the table above, it can be seen that the coefficient of determination (R²) or Adjusted R Square is 0.452 or 45%, meaning that variable Y is explained by 45% by the variables work facilities (X1) and communication skills (X2) while the remaining 65% is explained by other variables. which was not examined in this study.

3.6 Discussion

a. The Influence of Work Facilities on the Quality of Public Services

Work Facilities (X1) have a positive and significant effect on the quality of public

services (Y) in Dengeng-Dengeng Village, Pitu Riase District, Sidrap Regency, which can be seen from the sig value of $0.001 < 0.05$ and also has a value of $t_{hitung} 0.9071 > t_{tabel} 0.2028$, so the first hypothesis is accepted. The results of this research are in line with research by Nur Prataman (2022), Weweng Kang (2023) and Khariri (2021). The existence of work facilities makes it possible to improve the performance of village office employees to achieve the goals determined by the village office with all potential effectively and efficiently.

b. The Influence of Communication Skills on the Quality of Public Services

Communication ability (X2) has a positive and significant effect on the quality of public services (Y) which can be seen from the sig value of $0.000 < 0.05$. and a value of $t_{hitung} 0.6054 > t_{tabel} 0.2028$. So, it can be concluded that variable X2 has a contribution to Y. So, it can be concluded that Communication Skills influence the quality of public services.

The results of this research are in line with research by Taufiq (2021) and Turnbull (2019). Communication skills make it easier for people to obtain information on services and programs provided by the government, especially village governments. The village government as a community servant at the village level must be able to distribute information to the entire village community. Thus, village staff must have expertise to carry out public communication in conveying information and services .

4. Closing

4.1 Conclusion

Based on the research results explained in CHAPTER IV, the following conclusions can be drawn:

1. The statistical test results obtained a value of $t_{hitung} 0.9071 > t_{tabel} 0,2028$ and a significant value ($0.001 < 0.05$) meaning that there is a positive and significant influence on the work facility variable on the quality of public services in Dengeng-Dengeng Village, Pitu Riase District, Sidrap Regency, so the first hypothesis accepted. This means that the work facilities at the Dengeng-Dengeng Village Office will simplify and speed up services to the community so that the community will be satisfied with the services provided by village officials at the Dengeng-Dengeng Village Office, Pitu Riase District, Sidrap Regency.
2. The statistical test results obtained a value of $t_{hitung} 0.6054 > t_{tabel} 0.2028$ and a significant value ($0.000 < 0.05$) means that there is a positive and significant influence on the communication ability variable on the quality of public services in Dengeng-Dengeng Village, Pitu Riase District, Sidrap Regency, so the second hypothesis is accepted. This means

that the communication skills of village officials at the Dengeng-Dengeng Village Office will simplify and speed up services to the community so that the community will be satisfied with the services provided at the Dengeng-Dengeng Village Office, Pitu Riase District, Sidrap Regency.

4.2 Suggestion

Based on the research that has been carried out, the author can provide the following suggestions.

1. The work facilities at the Dengeng-Dengeng Village office, Pitu Riase District, Sidrap Regency, it is hoped that the regional government or village officials will improve and renew work equipment facilities in the office so that in the future they can improve the quality of good service to the community so that people will be satisfied with the public services provided.
2. It is hoped that the communication skills at the Dengeng-Dengeng Village office, Pitu Riase District, Sidrap Regency will improve communication skills even better, so the regional government can hold communication training for village office staff. This can include public speaking skills, written communication, and how to interact with citizens effectively so that people are satisfied with the public services provided.

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