

## The Influence of Service Quality on Service User Satisfaction at KPKNL Jember

Muhamad Nurcahyono Catur Setiya Pambudi<sup>1</sup>, Muhammad Firdaus<sup>2</sup>,  
Agustin HP<sup>3</sup>

*Master of Management Student at the Institute of Technology and Sciences Mandala, Jember<sup>1</sup>*  
*Lecturer in Master of Management Institute of Technology and Sciences Mandala, Jember<sup>2,3</sup>*

**ABSTRACT :**The government has an obligation to provide services to the community as stated in the 1945 Constitution and in more detail it is stated in Law Number 25 of 2009 concerning Public Services (Public Service Law). Public services or services to the community are carried out by empowering all existing government resources, both in the form of public goods and public services as stated in Article 5 paragraph (1) of the Law on Public Services. These services cover all aspects of national and national life starting from defense, security, education, economy, health and others, which are carried out by government agencies in accordance with their respective fields. The purpose of this study was to test and analyze the effect of service quality indicators (tangibles, reliability, responsiveness, assurance, empathy) simultaneously and partially on the satisfaction of users of state property management services at KPKNL Jember, as well as to see the most dominant variables in service quality. The sample in this study was 60 respondents who used purposive sampling technique. Data analysis used multiple regression test, hypothesis testing and coefficient of determination ( $R^2$ ). Based on the results of the study, it explains that all service quality variables (tangibles, reliability, responsiveness, assurance, empathy) have a simultaneous effect on service user satisfaction while partially there are four variables that influence them (tangibles, reliability, responsiveness and assurance) then one other variables (empathy) have no effect on service user satisfaction. Of the five variables, it turns out that tangible variables (Physical Evidence) have a dominant influence on service user satisfaction.

**KEYWORDS :***Influence, Service Quality, Service User Satisfaction*

### I. INTRODUCTION

The government has an obligation to provide services to the community as stated in the 1945 Constitution and in more detail it is stated in Law Number 25 of 2009 concerning Public Services (Public Service Law). Public services or services to the community are carried out by empowering all existing government resources, both in the form of public goods and public services as stated in Article 5 paragraph (1) of the Law on Public Services. These services cover all aspects of national and national life starting from defense, security, education, economy, health and others, which are carried out by government agencies in accordance with their respective fields.

The Ministry of Finance occupies a strategic position in the government of the Republic of Indonesia, almost all aspects of the country's economy are directly related to the policies issued by the Ministry of Finance. In carrying out its duties and functions, the Ministry of Finance is supported by organizational units both at the central level and vertical agencies in the regions. The task of the Ministry of Finance is directed to serve directly or indirectly stakeholders/community/stakeholders as the embodiment of public services. Along with technological advances and community demands in terms of service, the Ministry of Finance as a public service provider is required to meet the expectations of the community in making service improvements. In order to create good governance, the Ministry of Finance carries out bureaucratic reform and institutional transformation with the main objective of improving service quality and public trust.

Bureaucratic reform within the Ministry of Finance in 2006 made the functions of managing state receivables and auction services combined with the functions of managing state assets, so that based on Presidential Regulation Number 66 of 2006 concerning the Fourth Amendment to Presidential Regulation Number 10 of 2005 concerning Organizational Units and Duties of Echelon I of the Ministry In the Republic of Indonesia, the Directorate General of State Auction Management (DJPLN) changed to the Directorate General

of State Assets (DJKN). The duties and functions of this institution include managing state assets as also stated in its vision, namely "To become a professional and accountable manager of state assets for the greatest prosperity of the people". The Directorate General of State Assets has vertical work units, namely 17 Regional Offices and 71 State Assets and Auction Service Offices (KPKNL) spread throughout Indonesia. In East Java Province, there are 1 Regional Office and 5 KPKNL, namely KPKNL Surabaya, KPKNL Sidoarjo, KPKNL Malang, KPKNL Madiun, KPKNL Pamekasan, and KPKNL Jember. KPKNL Jember as a central government agency that plays a major role in the management of state property with working areas including: Jember Regency, Banyuwangi Regency, Bondowoso Regency, Situbondo Regency, Probolinggo Regency, and Probolinggo City.

The management of state property which is increasingly developing and complex needs to be managed optimally due to the development of various types of utilization and use of state property itself. Since the enactment of Government Regulation of the Republic of Indonesia number 27 of 2014 concerning Management of State/Regional Property as a substitute for Government Regulation of the Republic of Indonesia number 6 of 2006 and Government Regulation number 38 of 2008 there have been several technical changes related to the management of state property. One of the technical changes is regarding the type of valuation of state property and the purpose of the assessment of state property. With the guidelines for managing state property, it is hoped that the acquired state property will be truly useful in operational activities, obtained at a reasonable price. , there is no misuse, and there is no excess or not optimally utilized state property.

The effective and efficient implementation of service delivery by the government requires the availability of adequate and well-managed and efficient facilities and infrastructure. This is in line with the provisions stipulated in Law Number 17 of 2003 concerning State Finance, that the Minister of Finance as assistant to the President in the field of state finance acts as the Chief Financial Officer (CFO) of the Government of the Republic of Indonesia who is authorized and responsible for the management of assets and liabilities. country nationally. One of the main tasks of the government is public service, in addition to the task of development and community empowerment.

However, service users often complain about public services because they do not meet the expectations and satisfaction of service users. Therefore, a tool has been created that is used to measure the level of community satisfaction with public services provided by the government, namely the Community Satisfaction Index (IKM). The Community Satisfaction Index (IKM) is data and information about the level of community satisfaction obtained from the results of quantitative and qualitative measurements of people's opinions on obtaining services from public service providers by comparing their expectations and needs. Basically, the implementation of the IKM survey has been stipulated in the Decree of the Minister for Empowerment of State Apparatus No. 14 of 2017 concerning Guidelines for the Preparation of IKM Service Units for Government Agencies, which is one of the measuring tools to determine the level of the community satisfaction with a service. The index number obtained is the number of public perceptions of services from the government which measures the level of service quality. The answer category consists of four levels from the unfavorable level given a value of 1 (one) to the very good level and given a value of 4 (four)

Service User Satisfaction Index There are two factors that affect the quality of service, namely the expected service and perceived service (Parasuraman, Zeithalm, and Berry, 1985). If the service received is as expected, the service quality is perceived as good and satisfactory, if the service received exceeds customer expectations, the service quality is perceived as ideal, and vice versa if the service received is lower than expected, the service quality is perceived as bad. Good service quality in an effort to satisfy customers must also be owned by business entities engaged in the management of state property services in order to achieve the objectives of physical order, legal order, and administrative order in management.

Table 1. KPKNL Jember Service User Satisfaction Index

No.	Service	Total Index 2019	Total Index 2020	Total Index 2021
1	State Wealth Management	4,72	4,75	4,65
2	State Receivable	4,76	4,70	4,70
3	Appraisal Service	4,74	4,70	4,69
4	Auction Service	4,60	4,72	4,72
<b>Satisfaction Index</b>		<b>4,70</b>	<b>4,72</b>	<b>4,70</b>

Source: KPKNL Jember

From the table 1 above, it appears that the average score of customer satisfaction in 2019 is 4.70, 2020 is 4.72 and in 2021 it is 4.70 from a maximum scale of 5. From this data, it can be concluded that the basic satisfaction index is the total average index. Satisfaction has increased but there are several service indicators that have decreased, such as services on state receivables and assessment services. The decrease was due to the increasing number of requests so there were several requests for assessment that could not be followed up and became pending matters in the following year.

All business entities, whether business or public, are trying to improve service quality. A well-implemented service quality indicator is the key to the success of a business entity not only in the business sector but also in public service businesses. Public services have the aim of providing assistance to the community in order to achieve certain goals (Rukayat, 2017). Good service quality gives customer satisfaction. Customer satisfaction is the key to business success. Many benefits are received by business entities by achieving a level of customer satisfaction, which can prevent customer switching, reduce customer sensitivity to prices, reduce marketing failure costs, reduce operating costs caused by increasing the number of customers, increase advertising effectiveness, and improve the reputation of the business entity. Fornell in Aryani and Rosinta, (1992).

The formulation of the problem is a short text in the form of questions which is usually located at the beginning of the proposal and usually after the background described in the report. According to Sugiyono (2014:35), the formulation of the problem is a question that will be answered through data collection, the forms of the formulation of this research problem are based on research according to the level of explanation;

1. Does the quality of service as measured by tangible, reliability, responsiveness, assurance, and empathy simultaneously affect the satisfaction of users of state property management services?
2. Does the quality of service as measured by tangible, reliability, responsiveness, assurance, and empathy partially affect the satisfaction of users of state property management services?
3. From the tangible, reliability, responsiveness, assurance, and empathy variables, what is the dominant influence of service quality on service user satisfaction?

## II. LITERATURE REVIEW

According to Kotler and Keller (2011) "Service is any act or activity that one party can offer to another, which is essentially intangible and does not result in any transfer of ownership. The production of services may or may not be related to physical products." According to Kotler and Keller (2011: 237), service is any action or performance that can be offered by one party to another that is in principle intangible and does not cause a transfer of ownership. The production of services can neither be tied nor tied to a physical product. According to Lupiyoadi (2013: 7), expressing services are economic activities whose results are not physical products or constructions, which are generally consumed at the same time as the time they are produced and provide added value (for example, comfort, entertainment, pleasure, or health.) or solving problems faced by consumers.

Service cannot be separated from human life, therefore service is needed in all dimensions of life. Public services are all service activities carried out by public service providers in an effort to fulfill public needs and implement the provisions of laws and regulations. In line with this, Kotler and Keller (2017) The dimensions of service quality are divided into 5, namely:

- a. Tangible or physical evidence cannot be smelled and cannot be touched, then the tangible aspect becomes important as a measure of service. Customers will use the sense of sight to assess the quality of service. Tangible evidence includes physical facilities, equipment, employees, and means of communication.
- b. Reliability is a dimension that measures the reliability of the company in providing services to its customers. There are two aspects of this dimension, the first is the company's ability to provide services as promised. The second is how far a company is able to provide accurate services or no errors.
- c. Responsiveness is the most dynamic dimension of service quality. Customer expectations for the speed of service will almost certainly change with an upward trend from time to time.
- d. Assurance is a dimension related to the company's ability and front-line staff behavior in instilling trust and confidence in its customers. Assurance includes the ability, courtesy, and trustworthiness of the staff, free from danger, risk, or doubt.
- e. Empathy. The theory of human development "Maslow", at a higher level, human needs are no longer with primary things. After the physical, safety, and social needs are met, then two more needs will be pursued by humans, namely ego needs and actualization.

Based on the literature review and the results of previous research studies, the hypotheses in this study are:

H<sub>1</sub> :The influence of service quality is simultaneously measured by Tangible, reliability, responsiveness, assurance, and empathy on service user satisfaction at KPKNL Jember.

H<sub>2,1</sub> : The effect of the variable in the form of Tangible (X<sub>1</sub>) partially on service user satisfaction at KPKNL Jember

H<sub>2,2</sub> : The effect of the variable in the form of Reliability (X<sub>2</sub>) partially on service user satisfaction at KPKNL Jember

- H<sub>2,3</sub> : The effect of the variable in the form of Responsiveness (X<sub>3</sub>) partially on service user satisfaction at KPKNL Jember
- H<sub>2,4</sub> : The effect of the variable in the form of Assurance (X<sub>4</sub>) partially on service user satisfaction at KPKNL Jember
- H<sub>2,5</sub> : The effect of the variable in the form of Empathy (X<sub>5</sub>) partially on service user satisfaction at KPKNL Jember
- H<sub>3</sub> : The influence of the Reliability variable (X<sub>2</sub>) has the most dominant effect on service user satisfaction at KPKNL Jember

Kotler and Armstrong (2011:13) regarding customer satisfaction are the extent to which a product's perceived performance matches a buyers expectation. Satisfaction is the extent to which the perceived performance of a product or service is in accordance with the expectations of service users. According to Schiffman and Kanuk (2007:9), customer satisfaction is the individual's perception of the performance of the product or service in relation to his or her expectation, Irawan (2004) said that customer satisfaction is determined by the customer's perception of the performance of the product or service in meeting customer expectations. Customers are satisfied if their expectations are met or will be very satisfied if customer expectations are exceeded.

In this case, the consumers studied are service users. Service users are people who carry out administrative activities of State Property and are representatives of one entity or work unit. From the meaning above, it can be defined that user satisfaction is a sense of having fulfilled the desire to carry out administrative activities of State Property in each entity or work unit for the purpose of reconciling State Property, Determining the Status of State Property, Transfer of State Property, and Utilization of State Property.

### III. METHODS

According to Sugiyono (2015) Sampling Technique is a technique used to determine samples. In this study, the sampling method used was non-probability sampling with a convenience sampling technique, so that researchers chose respondents based on the easiest to find. Determining the number of representative samples, depends on the number of indicators multiplied by 5 to 10 (Ferdinand, 2006). Based on the population of respondents on the object under study using multivariate analysis (correlation or multiple regression), the number of sample members is at least 10 times. The number of variables used in this study was 6 variables, so the sample in this study was 10 x 6 variables studied, namely 60 people. The minimum number of samples in this study is;

$$\begin{aligned} \text{Minimum sample} &= \text{number of variables} \times 10 \\ &= 6 \times 10 \\ &= 60 \end{aligned}$$

#### Instrument Test

Ghozali (2013) Validity is to measure the validity or validity of a questionnaire. A questionnaire is said to be valid if the statement on the questionnaire is able to reveal something that will be measured by the questionnaire.

- If  $r$  arithmetic  $>$   $r$  table and positive value, then the variable is valid.
- If  $r$  count  $<$   $r$  table and is negative, then the variable is not valid.

Ghozali (2013) A variable declared reliable can be seen as follows;

- If  $\alpha > 0.90$  then perfect reliability
- If  $\alpha$  is between  $0.70 - 0.90$  then high-reliability
- If the  $\alpha$  is between  $0.50 - 0.70$  then the reliability is moderate
- if  $\alpha < 0.50$  then low reliability

#### Data analysis

##### Multiple Linear Regression

Multiple linear regression test is used to determine the positive or negative value between two or more independent variables with one dependent variable. According to Firdaus (2019): "Multiple linear regression analysis intends to predict how the state (up and down) of the dependent variable (criteria). The multiple linear regression equation in this research is:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + b_5X_5 + e$$

Information :

- Y = Purchase decision through auction
- X1 = Tangible
- X2 = Reliability
- X3 = Responsiveness
- X4 = Assurance
- X5 = Emphaty

- a = constant  
 $b_1..b_5$  = Multiple linear regression  $X_1, X_2, X_3, X_4, X_5$   
 e = error

### Hypothesis testing

#### t-test

According to Imam Ghozali (2013: 98), the t statistic test basically shows how far the influence of one independent variable individually in explaining the dependent variable.

- If the probability of significance is  $> 0.5$  then  $H_0$  is accepted and  $H_1$  is rejected. This means that the independent variable (quality of service) individually does not have a significant effect on the dependent variable (community satisfaction).
- If the probability of significance is  $< 0.5$ , then  $H_0$  is rejected and  $H_1$  is accepted. This means that the variable (quality of service) individually has a significant influence on the dependent variable (community satisfaction).

#### F Uji test

According to Imam Ghozali (2013: 98), the F statistical test basically shows whether all the independent variables included in the model have a joint influence on the dependent variable. The test is carried out by comparing the calculated F and the F table at a significance level of 5% or  $= 0.5$

- If F count  $>$  F table then  $H_1$  is rejected and  $H_0$  is accepted. This means that the independent variables together or simultaneously have a significant effect on the dependent variable.
- If F count  $<$  F table then  $H_1$  is accepted and  $H_0$  is rejected. This means that the independent variables together or simultaneously do not have a significant effect on the dependent variable.

## IV. RESULT AND DISCUSSION

The following is a profile of respondent data, which includes age, region, profession and education (look at table 2 – 5).

Table 2. Gender Data

Age	Male		Female	
	Total	Percentage (%)	Total	Percentage (%)
21-30	4	10,4	2	8,4
31-40	21	43,8	3	25
41-50	22	45,8	8	66,6
<b>Total</b>	<b>47</b>	<b>100</b>	<b>13</b>	<b>100</b>

Source: Primary data processed 2022

Table 3. Region Data

No	Region	Respondents	M	F
1	Jember Regency	14	11	3
2	Banyuwangi Regency	13	8	5
3	Situbondo Regency	9	8	1
4	Bondowoso Regency	8	7	1
5	Probolinggo Regency	8	6	2
6	Probolinggo City	8	7	1
	<b>Total</b>	<b>60</b>	<b>47</b>	<b>13</b>

Source: Primary data processed 2022

Table 4. Profession Data

Profession	Total Respondents	Percentage %
Government Employees	53	88
Army	6	10
Police	1	2
<b>Total</b>	<b>60</b>	<b>100</b>

Source: Primary data processed 2022

Table 5. Education Data

Education	Total Respondents	Percentage %
Senior High School	18	30
Bachelor	42	70
<b>Total</b>	<b>60</b>	<b>100</b>

Source: Primary data processed 2022

Based on the table above, it can be seen that the age of the respondents who answered the statement on the questionnaire that was submitted was the highest age with 47 respondents being male. With an age range of 41-50 respondents as many as 22 respondents. The majority of those who visited the KPKLN Office were men. While for the gender who answered the questions on the questionnaire submitted, 47 (80%) were male and 13 (20%) female.

From the table above, it shows that for the type of work that answered the questions on the questionnaire submitted, 53 were Government Employees. The majority of visitors come from Government Employees. then for the educational background who answered the questions on the questionnaire that was submitted with a total of 42 were Bachelor's Degree graduates while the number of high school graduates was 18 respondents. The majority of visitors have an undergraduate background.

### Validity Test

The results of the validity test are presented in the following table.

Tabel6. Validity Test

Statement	Person Correlations	Table r	Iformation
State_1	0,412	0.2108	Valid
State_2	0,416	0.2108	Valid
State_3	0,572	0.2108	Valid
State_4	0,526	0.2108	Valid
State_5	0,579	0.2108	Valid
State_6	0,571	0.2108	Valid
State_7	0,538	0.2108	Valid
State_8	0,572	0.2108	Valid
State_9	0,564	0.2108	Valid
State_10	0,526	0.2108	Valid
State_11	0,553	0.2108	Valid
State_12	0,601	0.2108	Valid
State_13	0,563	0.2108	Valid
State_14	0,582	0.2108	Valid
State_15	0,512	0.2108	Valid
State_16	0,566	0.2108	Valid
State_17	0,501	0.2108	Valid
State_18	0,501	0.2108	Valid
State_19	0,512	0.2108	Valid
State_20	0,512	0.2108	Valid
State_21	0,476	0.2108	Valid
State_22	0,642	0.2108	Valid
State_23	0,587	0.1672	Valid

Source: data processed on 2022

From the table above, based on the results of the validity analysis test,  $R \text{ count} > R \text{ table}$ . So it can be stated that the statement on the questionnaire is declared valid because  $R \text{ count} > R \text{ table}$ .

### Reliability Test

The results of the reliability test are presented in the following table.

Table 7. Reliability Test

Variable	Reliability Test
Tangible	0,732
Reliability	0,735
Responsiveness	0,752
Assurance	0,735
Empathy	0,778
Satisfaction	0,772

Source: data processed on 2022

Based on the data above, this research is said to be reliable. Because the Cronbach alpha value of each variable is  $> 0.60$ .

### Multiple Linear Regression

The results of the Multiple Linear Regression are presented in the following table.

Table 8. Multiple Linear Regression

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,421	,231		1,654	,000
	Tangible	,723	,251	,542	4,522	,004
	Reliability	,561	,272	,575	1,682	,000
	Responsiveness	,313	,256	,632	2,062	,000
	Assurance	,624	,285	,521	2,736	,000
	Empathy	,246	,352	,675	,524	,666

a. Dependent Variable: Satisfaction

Source: data processed on 2022

Multiple linear regression equation formula

$$\hat{Y} = a + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + b_5X_5$$

$$\hat{Y} = 3,421 + 0,723X_1 + 0,561X_2 + 0,313X_3 + 0,624X_4 + 0,246X_5$$

- The constant value is 3,421 which means that the satisfaction of service users is positive and service users will feel satisfied even though the quality of service which includes (tangible ( $X_1$ ), reliability ( $X_2$ ), responsiveness ( $X_3$ ), assurance ( $X_4$ ), empathy ( $X_5$ )) is the same with zero.
- Tangible variables are variables that affect service user satisfaction with a coefficient of 0.723. This means that if the quality of service which includes the cleanliness of the area, the comfort of the integrated service area, the use of modern tools, and the officers have an attractive appearance, it will have an effect of 0.723 on the value of service user satisfaction with the assumption that there are no changes in other variables. The existence of this variable coefficient indicates that the higher the tangible variable, the greater the satisfaction of service users.
- The reliability variable is a variable that affects service user satisfaction with a coefficient of 0.561. This means that if the quality of service which includes the accuracy of officers, clear service standards, and the applications used can be accessed easily by service users, it will have an effect of 0.561 on the value of service user satisfaction with the assumption that other variables do not change. The existence of this variable coefficient indicates that the higher the reliability variable, the greater the satisfaction of service users.
- The responsiveness variable is a variable that affects service user satisfaction with a coefficient of 0.313. This means that if the quality of service which includes justice in service according to the queue, speed in providing services, the accuracy of officers in dealing with complaints to service users, it will have an

effect of 0.313 on the value of service user satisfaction with the assumption that other variables do not change. The existence of this variable coefficient indicates that the higher the responsiveness variable, the greater the satisfaction of service users.

- e. Assurance variable is a variable that affects service user satisfaction with a coefficient of 0.624. This means that if the quality of service which includes the reputation of the Jember KPKNL is good, the guarantee of certainty of service completion time, and the guarantee of service security and safety for service users, it will have an effect of 0.624 on the value of service user satisfaction with the assumption that other variables do not change. The existence of this variable coefficient indicates that the higher the assurance variable, the greater the satisfaction of service users.
- f. Empathy variable is a variable that affects service user satisfaction with a coefficient of 0.246. This means that if the quality of service which includes officers' concern for service users, and personal attention and communication is very clear to service users, it will have an effect of 0.246 on the value of service user satisfaction with the assumption that there are no changes in other variables. The existence of this variable coefficient indicates that the higher the empathy variable, the greater the satisfaction of service users.

## Hypothesis Test

### t-Test

The results of the t-test are presented in the following table.

Table 9. T Test

Item	T count	T table	Signifikansi	alpha
tangible	4,522	1.67065	0,004	0,05
reliability	1,682	1.67065	0,000	0,05
responsiveness	2,062	1.67065	0,000	0,05
assurance	2,736	1.67065	0,000	0,05
emphaty	0,524	1.67065	0,666	0,05

Source: data processed on 2022

- a. Tangible variable ( $X_1$ )  
The results of the multiple regression analysis of the t-test, showed that  $t_{count}$  on tangible variables was 4.522 and  $t_{table}$  was 1.67065. This shows that  $t_{count} > t_{table}$ , then  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is a linear influence between the independent variable and the dependent variable, so that the tangible variable has a partial effect on the satisfaction of users of state property management services at KPKNL Jember.
- b. Variable reliability ( $X_2$ )  
The results of the multiple regression analysis of the t-test, show that  $t_{count}$  on the reliability variable is 1.682 and  $t_{table}$  is 1.67065. This shows that  $t_{count} > t_{table}$ , then  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is a linear influence between the independent variable and the dependent variable, so that the reliability variable partially affects the satisfaction of users of state property management services at KPKNL Jember.
- c. Responsiveness variable ( $X_3$ )  
The results of the multiple regression analysis of the t-test, showed that  $t_{count}$  on the responsiveness variable was 2.062 and  $t_{table}$  was 1.67065. This shows that  $t_{count} > t_{table}$ , , then  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is a linear influence between the independent variable and the dependent variable, so that the responsiveness variable has a partial effect on the satisfaction of users of state property management services at KPKNL Jember.
- d. Assurance variable ( $X_4$ )  
The results of the multiple regression analysis of the t-test, show that  $t_{count}$  on the assurance variable is 2.736 and  $t_{table}$  is 1.67065. This shows that  $t_{count} > t_{table}$ , , then  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is a linear influence between the independent variable and the dependent variable, so that the assurance variable has a partial effect on the satisfaction of users of state property management services at KPKNL Jember.
- e. Empathy variable ( $X_5$ )  
The results of the multiple regression analysis of the t-test, showed that the  $t_{count}$  on the empathy variable was 0.524 and the  $t_{table}$  was 1.67065. This shows that  $t_{hitung} < t_{table}$ , , then  $H_0$  is accepted and  $H_a$  is rejected, meaning that there is no linear effect between the independent variable and the dependent variable, so that the empathy variable does not partially affect the satisfaction of users of state property management services at KPKNL Jember.



**F .test**

The results of the F test are presented in the following table.

Table 10. F .test  
ANOVA<sup>a</sup>

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	31,568	5	17,256	57,241	,000 <sup>b</sup>
	Residual	22,756	54	,159		
	Total	54,324	59			

a. Dependent Variable: Satisfaction

b. Predictors: (Constant), Emphaty, Tangible, Reliability, Assurance, Responsiveness

Source: data processed on 2022

Based on the results obtained as follows. The  $F_{count}$  value is 57,241 with the provision that the  $F_{table}$  value of 5% is 2,758, with the test criteria above, the  $F_{count}$  is 57,241  $F_{table}$  is 2,758, which means that statistically it can be proven that all independent variables are tangible ( $X_1$ ), reliability ( $X_2$ ), responsiveness ( $X_3$ ), assurance ( $X_4$ ), empathy ( $X_5$ ) simultaneously affect the satisfaction of users of state property management services at KPKNL Jember.

**Coefficient of Determination**

The results of the Coefficient of Determination are presented in the following table.

Table 11. Coefficient of Determination  
Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,821 <sup>a</sup>	,674	,698	,7244

a. Predictors: (Constant), x1, x2, x3, x4, x5

b. Dependent Variable: y

Source: data processed on 2022

Based on the above shows the value of  $R = 0.821$  and the coefficient of determination ( $R^2$ ) of 0.674. This shows that the contribution of tangible variables ( $X_1$ ), reliability ( $X_2$ ), responsiveness ( $X_3$ ), assurance ( $X_4$ ), empathy ( $X_5$ ) to satisfaction ( $Y$ ) is influenced by 67.4% while the rest is  $100\% - 67,4\% = 32.6\%$  explained by other variables.

**V. CONCLUSION**

Based on several results of data analysis and discussion in this study, it can be concluded that:

- All independent variables (tangible ( $X_1$ ), reliability ( $X_2$ ), responsiveness ( $X_3$ ), assurance ( $X_4$ ), empathy ( $X_5$ )) simultaneously affect the satisfaction of users of state property management services at KPKNL Jember.
- The results of data analysis show that the tangible variable has a partial effect on the satisfaction of users of state property management services at KPKNL Jember. This is reflected in the results of interviews and the results of service user questionnaires covering the cleanliness of the service area, comfort, and modern facilities and infrastructure that have been implemented.
- The results of data analysis show that the reliability variable has a partial effect on the satisfaction of users of state property management services at KPKNL Jember. This is reflected in the results of interviews and the results of service users' questionnaires covering the accuracy of officers, service standards, and the applications used can be easily accessed by service users.
- The results of data analysis show that the responsiveness variable has a partial effect on the satisfaction of users of state property management services at KPKNL Jember. This is reflected in the results of interviews and the results of service user questionnaires covering fairness in the service process, speed in providing services, and the accuracy of officers in dealing with complaints to service users.
- The results of data analysis show that the assurance variable has a partial effect on the satisfaction of users of state property management services at KPKNL Jember. This is reflected in the results of interviews and the results of service user questionnaires related to the guarantee of service time certainty which can be ensured in accordance with the services of each service user.

- f. The results of data analysis show that the empathy variable does not partially affect the satisfaction of users of state property management services at KPKNL Jember. This is reflected in the results of interviews and the results of service user questionnaires related to the personal attention of officers who have not been carried out optimally due to the large number of service users who maximize this service.
- g. The results of data analysis show that the tangible X<sub>1</sub> variable is the variable that has the largest beta coefficient. That is, the most dominant variable in the satisfaction of users of state property management services at KPKNL Jember is more influenced by the tangible variable X<sub>1</sub> than other variables.

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