



## Model Exploration for Community Satisfaction with E-KTP Service Quality as Mediation

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### Abstract

This study aimed to analyze the direct and indirect effects of interpersonal communication, work discipline, and facilities on community satisfaction through service quality. The method in this study used a quantitative approach. The population in this study was the people of Semarang Regency who had submitted services in the form of filing KTPs in sub-districts in Semarang Regency with a total of 756,216 people. The sampling technique was cluster random sampling technique, which was calculated by using the Slovin formula with a total sample of 100 respondents. Data collection methods used questionnaires, observations, and documentation. Data analysis method in this study used path analysis, and a single test with a significance level of 5%. The results of the calculation of the data obtained by the mediation equation were  $Y1 = 9,737 + 0,366X1 + 0,324X2 + 0,529X3 + 0,768e$  and the equation model of community satisfaction variable were  $Y2 = 0,942 + 0,318X1 + 0,531X2 + 0,360 X3 + 0,256 Y1 + 0,662e$ . The results of this study indicated that interpersonal communication, work discipline, and facilities had a direct effect on community satisfaction, and there was an indirect effect between interpersonal communication, work discipline, and facilities on community satisfaction through service quality.

### How to Cite

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## INTRODUCTION

One important function of government in addition to distribution, regulation and protection is public service delivery. Public services become a system built in government to meet the elements of people's interests. Public services are services provided to citizens in a good and professional way both goods and services as part of the community's needs. To realize good public services, the challenge is that the government must provide adequate infrastructure and the provision of competent and quality human resources as a condition for carrying out excellent public services.

Optimizing public services in Hayat's opinion (2017) is providing professional and quality services that have positive implications for community satisfaction. Professionalism of service is supported by attitudes and behavior in service delivery. Undari and Ismiyati (2015) in their research stated that there were many factors that influenced satisfaction, so there was a need for special attention from existing service providers so that if the customer was satisfied it would bring benefits to the service company including the customer would recommend to others, image company in the eyes of the public and most importantly customers wanted to come back again.

The results of research conducted by Irawan, et.al (2015) concluded that the effect of service quality on satisfaction was very weak and insignificant. The results of another study conducted by Qomariah (2012) stated that service quality had no effect on customer satisfaction and loyalty; it is because what is received by students has not exceeded the expectations of students empirically. Izogo & Ogba's research (2015) on service quality, customer satisfaction and loyalty in the automobile repair service sector concluded that the relationship between service quality and customer satisfaction had a very low relationship.

Tjiptono (2012: 43) said that, a special feature in marketing services is the interaction between service providers and customers. Both affect the outcomes of the service. A

good communication relationship between internal and external organizations is one of the keys to the success of an organization. Communication helps members of the organization to achieve both individual and organizational goals because communication plays a role in all activities carried out in an organization. Through communication, human can interact with others. Communication occurs in various fields of life, communication in an organization is usually more informal, in this case interpersonal communication. Research conducted by Awad and Alhashemi (2012) "Assessing of the Effect of Interpersonal Communication on Employees, Commitment and Satisfaction" stated that interpersonal communication had no significant effect on employee satisfaction.

In addition to interpersonal communication, discipline is needed for further organizational goals, in order to maintain efficiency by preventing and correcting individual actions in bad faith towards the group. According to Sutrisno (2017: 87) Regularity is the main characteristic of organization and discipline is one of the methods to maintain such order. For organizations the existence of work discipline will guarantee the maintenance of order and the smooth implementation of tasks so that optimal results are obtained. A study conducted by Sofyan, et al (2016) concluded that work discipline had a positive but not significant relationship meaning that work discipline had not been able to increase employee job satisfaction. In line with Hermawati's research (2018), she concluded that work discipline had no effect on customer satisfaction.

In the service business community assesses the merits of a quality based on what is obtained after using the service. The availability of facilities in service activities is closely related to what is felt by the community. According to Tjiptono (2008: 43) other factors that also need to be considered carefully that can affect the outcomes of services are the availability and access to service support facilities. Service users usually measure the quality of a service based on physical facilities that can be

felt directly by the public or consumers.

According to Laili's research (2015), she concluded that library facilities had an effect or a low level of relationship to satisfaction, another study conducted by Endang and Cholida (2017) showed that based on the results of data analysis, facility variables partially had no significant effect. Public dissatisfaction with the services provided by the Regional Government ranked highest among various agencies that provide services to the community. The Regional Government is the government agency that receives the most reports from the public, totaling 681 reports, then the second position is the Police, which is 212 reports, and the third position is the National Defense Agency with 184 reports.

Preliminary observations made by researchers on January 29, 2019 at the Semarang District Office obtained data on the value of the Community Satisfaction Survey (SKM) in all districts of Semarang. According to the Regulation of the Minister of Administrative and Bureaucratic Reform No. 16 of 2014 concerning Guidelines for Public Satisfaction Survey of Public Service Organizations article 1 paragraph 1 states that as follow:

"Community Satisfaction Survey is a comprehensive measurement of activities on the level of community satisfaction obtained from the measurement results above public opinion in obtaining services from public service providers".

There are 9 indicators used to measure community satisfaction surveys, namely requirements, procedures, service time, service costs / tariffs, service type specifications, executive competence, service announcements, complaint handling, suggestions, and input. The average value of a survey of community satisfaction in sub-districts of Semarang Regency in the past three years is that in 2015 the average value of a community satisfaction survey of 83.17 was a good quality service category. In 2016 it experienced an increase of 0.33, the average value of the community sa-

tisfaction survey to 83.5 whereas in 2017 the average value of the community satisfaction survey decreased by 1.14 to 82.36.

According to the Head of the Regional Secretariat Section of Semarang Regency, Mrs. Endri who handled the issue of the Community Satisfaction Survey, stated that according to her the first element that needed to be addressed was the information service element, as many as 12 sub-districts experienced a decrease in the average value of that element. The average value of the information service element decreased because people did not know the availability of service information at the sub-district office. The second element that must be addressed is the element of complaint handling, suggestions, input and service procedure elements, as many as 9 districts experienced a decrease in these elements.

Handling of complaints, suggestions, input is a social facility provided by the sub-district to absorb the aspirations and complaints from the community, but the people who proposed services did not take advantage of their existence and did not even know the existence of these social facilities so that many sub-districts experienced a decrease in the average value of the element. Elements of service procedures decreased due to lack of communication between employees and the community. According to the information from residents who proposed services stated that although the service procedures were convoluted, service officers provided less direction to the people who proposed services, and the interpersonal communication process established between employees and visitors was still low so that visitors felt confused in proposing services.

The third element that must be addressed is the service time element because there are still 5 sub-districts experiencing a decrease in that element. The period of time needed to complete the entire service process of each type of service is not in accordance with the SOPs set because of limited human resources. This also happened because of the lack of dis-

cipline level of the employees in working so that it had an impact on the ability of employees to provide services that resulted in inappropriate administrative arrangements.

Based on observations on January 16, 21 and 23, 2019 which were carried out in several districts at random, there were still employees who were late coming to the office even though the presence system was using finger print. The fourth element that causes public dissatisfaction is the service requirements, product of service type specifications, executive competence and behavior because there are still districts that have decreased the average value of these elements. Based on the research background described, this study aims to analyze the direct and indirect effects of interpersonal communication, work discipline, and facilities on community satisfaction through service quality.

## METHODS

The method used in this research was quantitative method. The population in this study was all people in Semarang Regency who already have ID card or KTP. The sample in this study was 100 respondents who were determined by using the Slovin formula. The sampling technique was done by cluster random sampling technique. This study consisted of three variables, namely community satisfaction as the dependent variable, interpersonal communication, work discipline, and facilities as an independent variable, and service quality as an intervening/ mediating variable. Data collection techniques were done by questionnaire, observation, and documentation.

Data analysis of the questionnaire trial was carried out by testing the validity and reliability while the data analysis methods used in this study were descriptive analysis, classic assumption test, t-test, partial determination coefficient test, path analysis and sobel test. The t-test was used to show how far the effect between interpersonal communications, work discipline, and facilities on service quality was and also used to determine the effect of inter-

personal communication, work discipline, facilities on community satisfaction.

Path analysis was used to determine the coefficient of the indirect effect of variable of interpersonal communication, work discipline, and facilities on community satisfaction through service quality. The sobel test was done by testing the strength of the direct and indirect effects of the independent variables on the dependent variable through mediating variables. This study used the Sobel Test Calculator application for Significance of Mediation.

## RESULT AND DISCUSSION

The normality test used the non-parametric statistical test of Kolmogorov-Smirnov with a significance of  $0.602 > 0.05$  then the data is normally distributed. Multicollinearity test showed that all tolerance values  $> 0.1$  while all the values of Variance Inflation Factor (VIF)  $< 10$ , this means that all independent variables had met the requirements of tolerance threshold and VIF values. So it can be concluded that there was no multicollinearity between independent variables. Whereas the Glejser Test showed that all independent variables had a significance level  $> 0.05$ . So it can be concluded in the regression model the effect of interpersonal communication, work discipline, facilities, and service quality on community satisfaction, heteroscedasticity did not occur.

Hypothesis testing in this study used the t-test statistic which basically showed how far the effect of independent variables, namely interpersonal communication, work discipline, facilities, and service quality individually in explaining the dependent variable, namely community satisfaction (Ghozali, 2016: 98). Decision making was based on the probability value obtained from the results of data management through the IBM v21 SPSS program in the coefficient table of sig column. The hypothesis was accepted if  $t\text{-count} > \text{sig. required}$  (0.05). T-test results can be seen in Table 1 and Table 2.

**Table 1.** Results of T-test with Service Quality as Dependent Variable

Model	Coefficients <sup>a</sup>			t	Sig.
	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta		
(Constant)	9.737	6.120		1.591	.115
1 Interpersonal Communication	.366	.103	.333	3.557	.001
Work Discipline	.324	.143	.211	2.257	.026
Facilities	.529	.142	.306	3.726	.000

a. Dependent Variable: Service Quality

Source: Processed Primary Data (2019)

Table 1 shows the t-value of variable of interpersonal communication work discipline, and facilities on service quality. The partial test result (t-test) of interpersonal communication variable was significant, with a t-count value of 3,557 and a sig value of 0.001 <0.05 which means H1 was accepted. Partial test result (t-test) of work discipline variable was significant, with a t-count value of 2.257 and sig. 0.026 <0.05 which means H2 was accepted. The partial test result (t-test) of facility variable was significant, with a t-count value of 3.726 and a sig value of 0.00 <0.05 which means that H3 was accepted.

Table 2 shows the t-count value of variable of interpersonal communication, work discipline, facilities, and service quality towards community satisfaction. The partial test result (t-test) of interpersonal communication variable was significant, with a t-count value of 3.013 and a sig value 0.003 <0.05 which means that H4 was accepted. Partial test result (t-test) work discipline variable was significant, with a t-count value of 3.743 and sig. 0,000 <0.05 which means H5 was accepted. The partial test result (t-test) of the facility variable was significant, and the t-count value of 2.456 and the sig value 0.016 <0.05 which

**Table 2.** Results of T-test with Community Satisfaction as Dependent Variable

Model	Coefficients <sup>a</sup>			t	Sig.
	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta		
(Constant)	.942	5.977		.158	.875
1 Interpersonal Communication	.318	.105	.260	3.013	.003
Work Discipline	.531	.142	.311	3.743	.000
Facilities	.360	.146	.187	2.456	.016
Service Quality	.256	.098	.230	2.601	.011

a. Dependent Variable: Community Satisfaction

Source: Processed Primary Data (2019)

**Table 3.** Results of Partial Determination Coefficient ( $r^2$ ) with Service Quality as Dependent Variable

Model		Coefficients <sup>a</sup>				
		Correlations			Collinearity Statistics	
		Zero-order	Partial	Part	Tolerance	VIF
1	Interpersonal Communication	.523	.341	.279	.705	1.419
	Work Discipline	.467	.224	.177	.703	1.422
	Facilities	.446	.355	.292	.913	1.095

a. Dependent Variable: Service Quality

Source: Processed Primary Data (2019)

means that H6 was accepted. Partial test result (t-test) service quality variable was significant, and the t-count value of 2.601 and sig. value 0.011 < 0.05 which means that H7 was accepted.

Based on the value of the partial determination coefficient ( $r^2$ ) in Table 3 the contribution of interpersonal communication to service quality was  $(0.341)^2 \times 100\% = 11.63\%$ , if the variable of work discipline and facilities were considered constant. The contribution of work discipline variable to service quality was  $(0.224)^2 \times 100\% = 5.02\%$ , if the variable of interpersonal communication and facility were considered constant. Furthermore, the contribution of facilities to service quality was  $(0.355)^2 \times 100\% = 12.6\%$ , if the variable of interpersonal communication and work discipline

were considered constant. Facilities variable gave the biggest contribution to service quality in sub-districts in Semarang Regency.

Based on the value of the partial determination coefficient ( $r^2$ ) in Table 4, the contribution of interpersonal communication to community satisfaction was  $(0.295)^2 \times 100\% = 8.7\%$ . If work discipline, facilities, and service quality were considered constant, the contribution of work discipline to community satisfaction was  $(0.359)^2 \times 100\% = 12.89\%$ . If interpersonal communication, facilities, and service quality were considered constant, the contribution of facilities to community satisfaction was  $(0.244)^2 \times 100\% = 5.9\%$ . If interpersonal communication, work discipline, and service quality were considered constant. The contribution of service quality to commu-

**Table 4.** Results of Partial Determination Coefficient ( $r^2$ ) with community satisfaction as Dependent Variable

Model		Coefficients <sup>a</sup>				
		Correlations			Collinearity Statistics	
		Zero-order	Partial	Part	Tolerance	VIF
1	Interpersonal Communication	.593	.295	.205	.623	1.606
	Work Discipline	.605	.359	.255	.668	1.498
	Facilities	.437	.244	.167	.798	1.254
	Service Quality	.595	.258	.177	.591	1.692

a. Dependent Variable: Community Satisfaction

Source: Processed Primary Data (2019)

**Table 5.** Output of SPSS R Square

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.639 <sup>a</sup>	.409	.390	4.279

a. Predictors: (Constant), Facilities, Interpersonal Communication, Work Discipline  
 b. Dependent Variabel: Service Quality

Source: Processed Primary Data (2019)

**Table 6.** Output of SPSS R Square

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.749 <sup>a</sup>	.561	.542	4.125

a. Predictors: (Constant), Service Quality, Facilities, Work Discipline, Interpersonal Communication  
 b. Dependents Variable: Community Satisfaction

Source: Processed Primary Data (2019)

nity satisfaction was  $(0.258)^2 \times 100\% = 6.65\%$ . If interpersonal communication, work discipline, and facilities were considered constant, interpersonal communication contributed the most to community satisfaction in sub-districts in Semarang Regency.

Based on Table 5, the amount of Adjusted R<sup>2</sup> was 0.390; this means that 39% of service quality can be explained by variations of the three independent variables of interpersonal communication, work discipline, and facilities while the remaining 61% was explained by other causes outside the model. In Table 1 the three independent variables were all significant variables with significant values respectively  $0.001 < 0.05$ ,  $0.026 < 0.05$ , and  $0.000 < 0.05$ . So it can be concluded that the service quality variable was influenced by interpersonal communication, work discipline, and facilities with the following equation:  $Y1 = 9.737 + 0.366X1 + 0.324X2 + 0.529X3 + 0.768e$ . To find out the variance of the regression equation 1, we used the formula  $e = \sqrt{(1-R^2)} = \sqrt{(1-0,409)} = \sqrt{0,591} = 0,768$  which indicated that the value was a variance in service quality that cannot be explained by interpersonal commu-

nication, work discipline, and facilities.

From Table 6 above the amount of Adjusted R<sup>2</sup> was 0.542, this showed that 54.2% of community satisfaction is explained by variations in the four independent variables namely interpersonal communication, work discipline, facilities, and service quality while the remaining 48% was explained by other causes outside the model. Based on Table 2 the four independent variables were all significant variables with significant values respectively  $0.003 < 0.05$ ,  $0.000 < 0.05$ ,  $0.016 < 0.05$ , and  $0.011 < 0.05$ . So it can be concluded that the Community Satisfaction variable was influenced by interpersonal communication, work discipline, facilities, and service quality with the following equation:  $Y2 = 0.942 + 0.318X1 + 0.531X2 + 0.360 X3 + 0.256 Y1 + 0.662e$ .

To find the variance of equation 2, we used a formula  $e = \sqrt{(1-R^2)} = \sqrt{(1-0,561)} = \sqrt{0,439} = 0,662$  which showed that the value was a variance of community satisfaction that cannot be explained by interpersonal communication, work discipline, facilities, and service quality. Based on the calculation of the second regression equation, it can be conclu-

ded that the regression equation from this study was:  $Y1 = 9,737 + 0,366X1 + 0,324X2 + 0.529X3 + 0.768e$ , and  $Y2 = 0.942 + 0.318X1 + 0.531X2 + 0.360 X2 + 0.256 Y1 + 0.662e$ .

Based on Table 2 it can be seen the magnitude of the direct effect coefficient of interpersonal communication variable on community satisfaction was 0.318, while the magnitude of the indirect effect coefficient must be calculated by multiplying the indirect coefficient (0.366) x (0.256) = 0.094. The total effect of interpersonal communication on community satisfaction was 0.318+ (0.366x0.256) = 0.412. The magnitude of direct effect coefficient of work discipline variable on community satisfaction was 0.531, while the magnitude of the indirect effect coefficient must be calculated by multiplying the indirect coefficient (0.324) x (0.256) = 0.082. The total effect of work discipline communication on community satisfaction through service quality was 0.531 + (0.342 x 0.256) = 0.613.

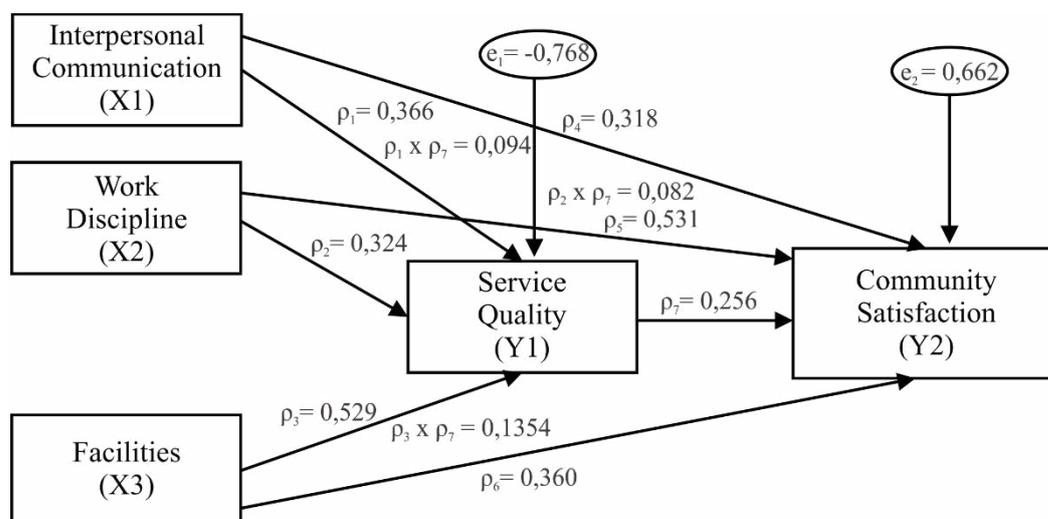
The magnitude of the direct effect coefficient of facility variable on community satisfaction was 0.360, while the magnitude of the indirect effect must be calculated by multiplying the indirect coefficient (0.529) x (0.256) = 0.135. The total effect of the facility on community satisfaction was 0.360 + (0.529 x 0.256) = 0.4954. The variable relationship of interpersonal communication, work discip-

line, and facilities to community satisfaction through service quality in this study was described in the following path analysis.

Based on the calculation results of the sobel test calculator for the significance of mediation, the significance value of the effect of interpersonal communication on community satisfaction through service quality was 0.017 <0.05. This identified that H8 which states "there is a positive and significant effect of interpersonal communication on community satisfaction through service quality" was acceptable. Based on the calculation results of the sobel test calculator for the significance of mediation, the significance value of the effect of work discipline on community satisfaction through service quality was 0.043 <0.05.

This identified that H9 which states "there is a positive and significant effect of work discipline on community satisfaction through service quality" was acceptable. Based on the calculation results of the sobel test calculator for the significance of mediation, the significance value of the effect of the facilities on community satisfaction through service quality was 0.062 <0.05. This identified that H10 which states "there is a positive and significant influence of the facility on community satisfaction through service quality" was acceptable.

Based on the results of the partial statis-



**Figure 1.** Full Model of Path Analysis  
Source: Processed Primary Data (2019)

tical test of IBM SPSS v21, it can be seen that interpersonal communication on service quality showed a t-count value of 3.557 with a value of sig. 0.001 < 0.05. This means H1 which states "there is a positive and significant effect of interpersonal communication on service quality" was accepted. H1 acceptance identified that openness, empathy, support, positivity, and equality provided by sub-district staff in Semarang Regency can improve the quality of services in sub-districts in Semarang District.

In line with previous research conducted by Ruffiah and Muhsin (2018) which concluded that interpersonal communication variable had a positive and significant effect on service quality by 0.265 or 7.2%. Other studies that support the results of the study were also conducted by Rozalia and Pramusinto (2017) who concluded that interpersonal communication variable had a positive effect on service quality by 0.259 or by 6.7%. The quality of service felt well by the community if the communication process that occurred between employees and the community who submitted the service occurred properly while poor communication processes can worsen the quality of service.

Based on the results of the statistical test of IBM SPSS v21, it can be seen that the work discipline of service quality showed a t-count value of 2.257 with a value of sig. 0.026 < 0.05. This means H2 which states "there is a positive and significant effect of work discipline on service quality" was accepted. H2 acceptance identified that the timeliness, responsibility and adherence to the rules implemented by sub-district employees in carrying out their obligations can improve the quality of service in sub-districts in Semarang Regency. The results of this study were in line with research conducted by Ardiansyah (2015) concluding that there was a strong relationship between employee work disciplines towards services by 61.12%.

Another study supporting this research was a study conducted by Nyangun (2017) which concluded that there was an effect of work discipline on the quality of public ser-

vices by 8%. Based on the results of the statistical test of IBM SPSS v21, it can be seen that the facilities to service quality showed a t-count value of 3.726 with a sig value 0,000 < 0.05. This means that H3 which states "there is a positive and significant influence of facilities on service quality" was accepted. H3 acceptance identified that work equipment facilities and social facilities available at the sub-district office can improve the quality of service.

The results of this study were in line with research conducted by Munawaroh & Pramusinto (2016), concluding that there was an effect between facilities on service quality by 20.07%. In line with other research conducted by Auliyah (2016) concluded that there was a positive and significant effect of work facilities on service quality that was equal to 9.3%. The more complete work equipment facilities and social facilities provided by the sub-district were, the easier they made the work of the employees.

Based on the results of the statistical test of IBM SPSS v21, it can be seen that interpersonal communication towards community satisfaction showed a t-count value of 3.013 with sig. 0.003 < 0.05. This means that H4 which states that "there is a positive and significant effect of interpersonal communication on community satisfaction" was accepted. H4 acceptance identified that openness, empathy, support, positivity, and equality provided by sub-district staff in Semarang Regency can increase community satisfaction. The better communication process was established between employees and visitors, it can increase community satisfaction, and the worse communication was established between employees and visitors, it can reduce community satisfaction.

The results of this study were in line with research conducted by Diasmoro (2017) which stated that there was a positive and significant relationship between interpersonal communication and job satisfaction that was equal to 16.5%. Based on this it indicated that the communication process between emp-

loyees and the community was very good in the sub-districts of Semarang Regency. When there were problems in the service process, the employee clearly informed visitors, so visitors understood. Based on the results of the statistical test of IBM SPSS v21, it can be seen that work discipline on community satisfaction showed a t-count value of 3.743 with a sig value  $0,000 < 0,05$ . This means that H5 which states "there is a positive and significant effect of work discipline on community satisfaction" was accepted.

H5 acceptance showed that work discipline carried out by sub-district employees can increase community satisfaction. The more disciplined employees at work, the more they will increase community satisfaction, and the worse the employee's discipline, it will reduce community satisfaction. The results of this study were in line with research conducted by Hardiyanti & Suryani (2017) concluding that there was a positive effect of work discipline on community satisfaction. Other research in line with the results of this study was a study conducted by Cedaryana, et al (2018) concluding that work discipline had a positive effect on job satisfaction.

Based on the results of the statistical test of IBM SPSS v21, it can be seen that the facilities to the community's satisfaction showed a t-count value of 2.456 with a sig value  $0,016 < 0,05$ . This means that H6 which states "there is a positive and significant effect of the facilities on community satisfaction" was accepted. H6 acceptance showed that work equipment facilities and social facilities can increase community satisfaction. The results of this study were in line with research conducted by Dahlius & Ibrahim (2016) concluding that work facilities had a significant effect on employee job satisfaction by 96.5%.

Other research conducted by Damayanti & Fauzi (2015) showed that the application of the dropbox, e-SPT and e-filing facilities in the submission of the Notification Letter (SPT) had a partial effect on taxpayer satisfaction. The facilities provided by the sub-district office were complete and made the communi-

ty feel comfortable when applying for services at the sub-district office. Based on the results of the statistical test of IBM SPSS v21, it can be seen that service quality to community satisfaction showed a t-count value of 2.601 with a sig value  $0,011 < 0,05$ . This means that H7 which states "there is a positive and significant effect on service quality to community satisfaction" was accepted.

H7 acceptance showed that physical evidence, reliability, responsiveness, assurance, and empathy provided by sub-district staff in providing services to the community can increase community satisfaction. The results of this study were in line with research conducted by Haryanto (2013) concluding that service quality had a significant effect on community satisfaction at the One-Stop Administration System in Manado, in line with this research was a study conducted by Sinaga and Kusumantoro (2015) concluding that service quality variable partially had an effect on satisfaction with a contribution of 18.92%.

The service quality in this study proved to be able to mediate the effect of interpersonal communication on community satisfaction. Based on the calculation results of the sobel test calculator for the significance of mediation, the significance value was  $0,017 < 0,05$ . Hypothesis test result for the path coefficient of indirect effect was 0.094. This identified that H8 which states "there is a positive and significant effect of interpersonal communication on community satisfaction through service quality" was accepted. H8 acceptance showed that interpersonal communication established in the service process of the District Office in Semarang Regency was able to increase community satisfaction through service quality.

If interpersonal communication between employees and visitors was good, the quality of service provided to visitors would be good so that the community felt satisfied. The results of this study were in line with research conducted by Agesti and Wahyono (2014) which concluded that service quality was able to mediate the effect of interpersonal

communication on community satisfaction with an indirect effect value of 0.026. Other research that was in line with the results of this study was the research of Handayani & Suryani (2019) which concluded that there was an indirect effect between interpersonal communication on community satisfaction through service quality.

The quality of service in this study proved to be able to mediate the effect of work discipline on community satisfaction. Based on the calculation results of the sobel test calculator for the significance of mediation, the significance value was  $0.043 < 0.05$ . Hypothesis test result coefficient path indirect effect was 0.082. This identified that H9 which states "there is a positive and significant effect of work discipline on community satisfaction through service quality" was accepted. H9 acceptance showed that work discipline had a strong effect on people's satisfaction through service quality. If employees were disciplined in working, it would improve the quality of work so that the services provided were good and did not disappoint, when the services provided to the community were good and in line with community expectations, it would have an impact on community satisfaction in Semarang Regency.

The results of this study were in line with research conducted by Nikmah & Wahyono (2016) which concluded that there was an indirect effect between employee discipline on community satisfaction through service quality variable with a t-count value of 1.93. Other research that was in line with the results of this study was the research conducted by Purwanto and Wahyuningsih (2013) with the results of their research which proved that service quality was a positive intervening between discipline to customer satisfaction.

The quality of service in this study proved to be able to mediate the effect of facilities on community satisfaction. Based on the calculation results of the sobel test calculator for the significance of mediation, the significance value was  $0.062 < 0.05$ . Hypothesis test result

for the path coefficient of indirect effect was 0.135. This identified that H10 which states "there is a positive and significant effect of the facilities on community satisfaction through service quality" was accepted. H10 acceptance showed that the facilities provided by the sub-district office in Semarang Regency can increase the satisfaction of the people of Semarang Regency through community satisfaction.

Quality of service can be seen from the physical evidence of the sub-district office in the form of the availability of adequate waiting rooms, environmental cleanliness, and the availability of facilities that supported the service process. The results of the study were in line with research conducted by Risdawati (2017) which showed that the more complete the facilities provided by the hospital and the good quality of service, the more it increased patient satisfaction.

Based on observations of several sub-districts in Semarang Regency, it showed that the sub-district office in Semarang District had provided facilities needed by employees and the community who proposed services even there was a playground available for children so that when parents were waiting for the service process children can play. Besides that the waiting room in the sub-district office was very comfortable, spacious, clean, and there was a job information board available that can be read by visitors.

## CONCLUSION

The conclusion of the research was interpersonal communication, work discipline, and facilities had a direct positive effect on service quality. In addition, interpersonal communication, work discipline, facilities and service quality had a direct positive effect on community satisfaction. And there was an indirect positive effect between interpersonal communication, work discipline, and facilities on community satisfaction through service quality.

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