

# Gus Endrawan

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## The Influence of Accessibility, Quality of Facilities and Information Technology on Public Satisfaction in the Education Sector

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### 1 Abstract

The importance of this research is to assess the level of community satisfaction with the education sector in Kampar Kiri Hulu District, Kampar Regency, Riau Province. This research looks at the influence of accessibility, quality of facilities and information technology on public satisfaction in the education sector. The method chosen was quantitative by collecting data through questionnaires distributed to people living in Kampar Kiri Hulu District. The population in this study is the heads of households who have children enrolled in schools and reside in the territorial area of the Kampar Kiri Hulu District. The total population is 3,386 households, and the sample is 357 households. Primary data for this research will be obtained by the researcher through questionnaires from the community that has enrolled their children, while secondary data will be obtained from websites, online journals, literature studies, and related research references. Data analysis techniques include descriptive analysis, multiple linear regression, classical assumption tests, and hypothesis testing. The data will be processed using SPSS 0.26. The results of this research are the magnitude of the influence of accessibility on community satisfaction in the education sector 30.8%, the magnitude of the influence of facility quality on community satisfaction in the education sector 32.5%, the magnitude of the influence of information technology on community satisfaction in the education sector 30.6% and the magnitude of the influence of accessibility, quality of facilities and information technology together is 47.1%. Judging from the magnitude of this influence, the closer the figure is to 100%, the better the public's satisfaction in education sector. This study is academically interesting because it provides public knowledge about the level of community satisfaction in the education sector, especially in Kampar Kiri Hulu District, Kampar Regency, Riau Province.

Keywords: Accessibility, Facility Quality, Information Technology, Community Satisfaction

### Abstrak

Pentingnya penelitian ini untuk menilai tingkat kepuasan masyarakat terhadap sektor pendidikan di Kecamatan Kampar Kiri Hulu, Kabupaten Kampar, Provinsi Riau. Penelitian ini melihat pengaruh aksesibilitas, kualitas fasilitas dan teknologi informasi terhadap kepuasan masyarakat di sektor pendidikan. Metode yang dipilih adalah kuantitatif dengan pengumpulan data melalui kuesioner yang disebarluaskan kepada masyarakat yang tinggal di Kabupaten Kampar Kiri Hulu. Populasi dalam penelitian ini adalah kepala rumah tangga yang mempunyai anak yang bersekolah dan bertempat tinggal di wilayah wilayah Kabupaten Kampar Kiri Hulu. Jumlah populasi sebanyak 3.386 rumah tangga dan sampel sebanyak 357 rumah tangga. Data primer untuk penelitian ini akan diperoleh peneliti melalui kuisisioner dari masyarakat yang telah mendaftarkan anaknya, sedangkan data sekunder akan diperoleh dari website, jurnal online, studi literatur, dan referensi penelitian terkait. Teknik analisis data meliputi analisis deskriptif, regresi linier berganda, uji asumsi klasik, dan uji hipotesis. Data tersebut akan diolah dengan menggunakan SPSS 0.26. Hasil penelitian ini adalah besarnya pengaruh aksesibilitas terhadap kepuasan masyarakat di bidang pendidikan 30,8%, besarnya pengaruh kualitas fasilitas terhadap kepuasan masyarakat di bidang pendidikan 32,5%, besarnya pengaruh teknologi informasi terhadap kepuasan masyarakat pada bidang pendidikan 30,6% dan besarnya pengaruh aksesibilitas, kualitas fasilitas dan teknologi informasi secara bersama-sama sebesar 47,1%. Dilihat dari besarnya pengaruh tersebut, semakin mendekati angka 100% maka kepuasan masyarakat terhadap pendidikan semakin baik. Kajian ini menarik secara akademis karena memberikan pengetahuan masyarakat tentang tingkat kepuasan

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masyarakat dalam bidang pendidikan khususnya di Kecamatan Kampar Kiri Hulu, Kabupaten Kampar, Provinsi Riau.

Kata Kunci: Aksesibilitas, Kualitas Fasilitas, Teknologi Informasi, Kepuasan Masyarakat

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## INTRODUCTION

Community satisfaction includes the overall level of satisfaction (overall satisfaction), suitability of services with community expectations (expectation), and the level of community satisfaction during the relationship with the agency (experience) Tjiptonoo and Chandra (in Rohayati et al., 2022). Concepcion Sinaga & Muhammad (2021) states that satisfaction is a service user's response to the fulfillment of needs and expectations. So, user/community satisfaction is a level where the needs, desires and expectations of users or the community are met, this will cause the community to feel satisfied and sufficient and always comply with regulations, especially in the education sector. Community satisfaction can be understood as the level of satisfaction or happiness felt by people regarding their lives as a whole. Community satisfaction is influenced by various factors, such as accessibility, facilities, technology, public services, social environment, and so on.

Likewise in Kampar Kiri Hulu District, community satisfaction also needs to be increased. Kampar Kiri Hulu District is an area that borders directly on West Sumatra Province, where the border area of the province is bordered by a protected forest area. In this protected forest area, there are a small number of people who live in several villages without any land roads connecting the villages. Of course, this can have fatal consequences for society, where daily life becomes limited due to lack of accessibility.

Education is a mandatory thing that must be followed by all people. Having good education will help people's lives become better, those who previously didn't know will now know. Education requires good accessibility not only in the form of road access, but also includes access to information which is needed in today's technological advances. In Kampar Kiri Hulu District, the lack of access has fatal consequences for low public education and can be a major factor in low community satisfaction, especially in Kampar Kiri Hulu District. It can be seen in the table below the community satisfaction index in Kampar Kiri Hulu District.

The importance of education where education is one of the basic services that must be received by people throughout Indonesia. Good education is also supported by access to education and good facilities, including the use of technology to provide adequate education for the people of Indonesia. Kampar Kiri Hulu sub-district is a sub-district that is still considered difficult to access for several existing villages. Apart from that, inadequate facilities are also a problem faced by the local government for educational excellence. This research is important to conduct to determine community satisfaction with the education sector in very isolated places. Based on the researcher's observations, there are several villages in Kampar Kiri Hulu that do not have land access at all, where people still use canoes provided by the local community to go to some of these villages. Some villages that have land routes are still on the ground. where the condition of the road is very slippery in the rainy season and makes it dangerous for local people to travel. This also cannot be separated from its influence on physical access to education, where children pursuing secondary education have to navigate road conditions like this to continue their education. This research is important as a measure of community satisfaction in accordance with KEMENPAN-RB as well as looking at the influence of accessibility, quality of facilities and information technology, especially in Kampar Kiri Hulu District. Indicators in the kemenpan can be seen in the table 1.

**Table 1. Community Satisfaction Index for Kampar Kiri Hulu District**

No	Element Service	Service Value
1	Condition	3,02
2	Prosedur	3,01
3	Service Time	3,01
4	Fees/Rates	3,62
44	Service Products	3,04
6	Implementing Competency	3,02
7	Implementing Behavior	3,05
8	15 Infrastructure	2,99
9	Handling Complaints, Suggestions and Input	3,81

Source: 15 Kampar Kiri Hulu District Head Office.

Based on the level of measurement 30 of the community satisfaction survey in Kampar Kiri Hulu District, looking at the total score of 78.56, the level of satisfaction felt by the people of Kampar Kiri Hulu District is in the good category. Because it is in the value range of 76.61-88.30 according to the community satisfaction survey assessment criteria. From the statement above, it can be seen that the figure showing the highest level of satisfaction is in the Handling of Complaints, Suggestions and Feedback points with a score of 3.81. This proves that the community feels satisfied and there is a feeling of kinship so that a conducive space is created between the community and service implementers. Meanwhile, the lowest point is Facilities/Infrastructure with a score of 2.99. This is because Kampar Kiri Hulu District is still in the developing stage and the facilities/infrastructure provided are not yet fully adequate, so it is necessary to accelerate the facilities/infrastructure and in the future the community will feel more satisfied with the services they receive.

In order to increase public satisfaction in the education sector, efforts need to be made to improve facilities and teaching by utilizing technology, curriculum, teaching staff and other aspects to maximize the quality of education. This can be done by implementing various educational programs and policies that are right on target, as well as providing support and cooperation between the government, educational institutions and the community (Tabroni, 2013). Not only that factor, adequate accessibility will have an impact on community satisfaction, where it will help the community both in the social, economic and educational sectors (Kalebos, 2016). Apart from that, information technology factors also have a strong impact on public satisfaction. Information technology serves as a supporter and facilitates human activities in carrying out their duties (Putri Primawanti & Ali, 2022).

In integrating accessibility, quality of facilities, and information technology, the government and related institutions must work together to improve existing infrastructure and access, improve the quality of existing facilities, and ensure fair and inclusive access to information technology. This integration will create an environment that supports and meets 34 people's needs, thereby increasing their overall satisfaction. In increasing community satisfaction, it is important to pay attention to accessibility, quality of facilities and information technology. Good accessibility, quality facilities, and optimal use of information technology can increase people's satisfaction with their environment and improve the overall quality of life. Therefore, there needs to be continuous attention and efforts to improve and integrate these three aspects in order to achieve better community satisfaction.

## LITERATURE REVIEW

Research conducted by Herman (2023) regarding the analysis of parent and student satisfaction with the quality of elementary school education facilities. The research concluded that parents were still not satisfied with the facilities provided and there was an influence of the facilities on parental satisfaction. The difference in this research is the method carried out (14) where the researcher uses quantitative methods by generating several initial hypotheses regarding the influence of facility quality on student parent satisfaction.

Research conducted by Ekowati (2014) on Community Accessibility to Education Services at RSBI/SBI Schools, stated that good accessibility makes the community satisfied with the existence of adequate educational services. The distance that can be reached is the main factor in increasing community satisfaction. The variable equation studied is the accessibility found in obtaining a good education. The difference in the research carried out by researchers in this study is that the accessibility conditions in the area where the researchers conducted it were very isolated areas. This is proven by the inadequate road conditions, where people in the Kampar Kiri Hulu District still use waterways to get to the sub-district town. (18)

Research conducted by Perdana (2015) regarding factors that influence the accessibility of education for children in Indonesia, states that the easier it is for people to access education, such as the close distance to school and adequate living areas, makes the probability of children going to school increasing. higher. The difference in the research carried out is the geographical location conditions in this research, where this research was conducted in a very isolated area, where the only road connecting villages is a land road. It is important that this research is carried out so that there is follow-up action by the local government to evaluate the accessibility of the people (13) Kampar Kiri Hulu District.

Research conducted by Adedeji et al (2023) regarding Assessment of antenatal care satisfaction amongst postpartum women at the university College Hospital, Ibadan, Nigeria. In the research results, satisfaction will increase as the facilities and facilities provided are complete. Facilities need to be considered thoroughly to ensure that the educational process at University College Hospital, Ibadan, Nigeria runs well. This proves that the quality of facilities has an influence on satisfaction in the education sector.

Research conducted by SA'IDU (2021) with research entitled perceptions of community satisfaction with the quality of Madrasah Assisted Education Services in Beringin District, Semarang Regency in 2021 with results stating that the satisfaction of parents of students is also caused by the existence of physical evidence of adequate facilities. Adequate facilities can improve the good learning (1) process so that students can get good results too. With good results, parental satisfaction will be formed in the education sector, especially in Kampar Kiri District. (14)

Research conducted by Suprihatin & Waryanto (2019) regarding analysis of the quality of facilities and infrastructure on the satisfaction of education and training participants at LPMP East Java (2018) states that the quality of facilities has a significant effect on the satisfaction of (53) education and training participants at LPMP East Java (2018). . This means that the quality of facilities is an important factor in increasing public satisfaction in the education sector. For this reason, in this research, quality facilities are needed to support the learning process so that the education sector can move in a better direction in the future.

Research (24) conducted by Juita et al (2023) on Increasing Community Satisfaction at Public Service Malls, states that information technology has a significant effect on community satisfaction. This is proven

that technology plays an important role in facilitating services to the community and can increase community satisfaction. The difference between the research that the researcher conducted and this research is the state of technology in the area where the researcher will conduct it, where the research will be carried out in a remote area where technology is not yet adequate at all.

Research conducted by Prasetyo (2017) on the Effect of Implementing the Karya Tani Village Website, Kab. Inhil on Community Satisfaction Using the Tam Method, states that information technology has a significant effect on community satisfaction, where it is easier for people to access information through the media. The difference between research on the use of technology is that it is web and application based, while the research that researchers will carry out is more focused on the influence of information technology in general.

Research conducted by Tahfiza & mustafa Kan Rokan (2024) on Efforts to Improve Public Administration on Community Satisfaction in Managi E-KTP at the Southeast Aceh Population and Civil Registration Service Office stated that the facilities provided by the government have an impact on community satisfaction. This happens because the facilities provided make it easier for people to carry out their activities. The difference between this research and the research the researchers conducted is that the researchers focused more on the quality of the facilities provided by the government.

Research conducted by Fauzi Zulkarnaen et al (2022) regarding the Community Satisfaction Survey System for Making Resident Identity Cards, explains that information technology systems have a positive impact on community satisfaction because the role of this technology influences the speed of service, effectiveness and efficiency of services received by the community. The difference between this research and the research that researchers will carry out is that the research locations that will be researched are still developing areas and some signal networks are not yet available, so this will also affect the results of this research.

Wagiyanto & Farida (2023) regarding the Quality of E-KTP Services on Community Satisfaction at the Population and Civil Registration Service. In his research, he found that the use of technology in serving community affairs would make it faster and more effective, thereby creating a sense of satisfaction in the community. Technology influences people's satisfaction. The difference with the research to be conducted is the technological aspect being developed, where this research looks at the use of information technology in the education sector in Kampar Kiri Hulu District.

Research conducted by Idris & Salju (2023) on the Influence of Work Culture, Service Quality and Infrastructure on Community Satisfaction. In the research it was said that comfortable and good facilities and infrastructure will make people feel satisfied. This is because people prefer new and spacious (not narrow) facilities to wait in peace. The difference between this research and the research carried out is that this research emphasizes the quality of the facilities provided, where the facilities are needed to be long-lasting and not quickly damaged.

Research conducted by Pasaribu & Khalid (2023) on the Effect of Promotional Atmosphere Accessibility on Customer Satisfaction of Kopi Kenangan Margonda Raya. In this research, it was found that accessibility influences customer satisfaction at Kopi Enggan Margonda Raya. This is formed because easy access creates satisfaction in the community. The difference in this research is that accessibility is not just about the path to something, but emphasizes all the things that people use to get satisfaction. So that access is created that is easy or difficult for the public to obtain.

Research conducted by Marginingsih & Egis (2020) on Increasing Community Satisfaction through the Quality of Services and Facilities for Kebon Pala Berseri RPTRA Users, stated that the quality of services and facilities significantly influences community satisfaction. The facilities provided by the government

have a positive impact on community activities and there is hope that the facilities provided will continue to be maintained and cared for. The study that the researchers will carry out has relevance to the research conducted by Eigis and Ratnawanty where the researchers suspect that facilities greatly influence community satisfaction. Meanwhile, the difference in the research that researchers will carry out is whether or not the quality of these facilities influences community satisfaction in Kampar Kiri Hulu District.

## RESEARCH METHOD

Community satisfaction is an interesting study because it relates to people's feelings of happiness or disappointment that are obtained through the services received by the community. In this research, the method used is a quantitative method. Where in this research there is a hypothesis as to whether or not variables influence public satisfaction in the education sector. Quantitative research is research that is based on collecting and analyzing data in the form of numbers (numerics) to describe, predict and control phenomena that are research problems (Sugiyono, 2010). Quantitative research emphasizes data analysis in the form of numbers processed using statistical methods. By using the quantitative method that researchers use, the significance of the relationship between accessibility, quality of facilities and information technology will be obtained on community satisfaction in the education sector in Kampar Kiri Hulu Regency.

The research locations are located in all villages in Kampar Kiri Hulu District. This consideration is given to The frequent problem that often occurs is that the community is also willing to cooperate in providing information related to the research. The total number of villages involved is 24 (twenty-four) villages. The research last for 60 days, due to inadequate access to the villages, resulting in the prolonged duration of the research. The population in this study is heads of households who send their children to school and reside within the territorial jurisdiction of Kampar Kiri Hulu Sub-district. Parents are also involved in their children's education at households. The technique used in sample selection is the probability sampling method using cluster random sampling technique, where this technique is carried out directly from the population based on place of residence, and each population has the same probability (probability) of selection. Furthermore, every possible sample of a certain size has the same desires and conditions to be chosen freely (Sugiyono, 2013). By using the cluster random sampling technique, researchers can sort the samples from student parents based on where they live. This happens because each region does not have the same accessibility, quality of facilities and information technology. For this reason, sampling using the cluster random sampling technique will present the conditions of each village rather than the specified sample. The sample consists of 357 heads of households, selected using probability sampling with proportional stratified random sampling technique. With this method, the researcher can select samples from the parents of students. This can be seen in all the school's needs and procedures, which are only known by the parents/guardians of the students.

Primary data in this research will be obtained through questionnaires from residents domiciled in the Kampar Kiri Hulu Sub-district and who fall into the category of having children and sending them to school. The secondary data used in this research are archives and the population and family statistics spread across all villages in the Kampar Kiri Hulu Sub-district. Additionally, there are scientific articles and references that support the researcher in conducting this research. In this study, researchers utilize questionnaires to seek data directly from the population is taken as the sample. The instrument utilized is a questionnaire utilizing the Likert Scale with five answer choices. The questionnaire distributed has been adjusted

with the research indicators, where in variable Y there are 9 indicators based on KEMENPAN-RB No. 14 of 2017. Meanwhile, in variable X1, there are 6 indicators (Geographic distance, Physical infrastructure, Transportation, Information, Technology, Flexibility of use), X2 consists of 7 indicators (Suitability, Usefulness, Reliability, Customer satisfaction, Security, Efficiency, Innovation), and X3 consists of 4 indicators (Hardware, Software, Data, Human).

In addition to the questionnaire used, observations were conducted, where the researcher directly immersed themselves in the field to observe the condition of roads/access between villages, the quality of facilities that have been built, and the condition of the community in each village in using technology. Furthermore, documentation is required to gather data on the number of members and profiles of the Kampar Kiri Hulu community as well as pictures as needed by the researcher. Direct observations are carried out by researchers at the research location to see the facts that occur so that conclusions can be drawn related to quantitative data or documentation archives. Observations were made, where researchers went directly into the field to see the condition of roads/access between villages, the quality of the facilities that had been built and the condition of the people in each village in using technology.

In the research that the researcher will carry out, the researcher will use an instrument which can be in the form of a questionnaire using a Likert Scale using four answer choices. The Likert scale is the most widely known method and is often used in research because it is easier to apply and has a high level of data validity. Applying the Likert scale in this research, it is hoped that the variables measured can be developed into variable indicators, then these indicators are formed as a starting point in compiling a questionnaire which can be in the form of questions. To measure the validity of the instrument, it is further tested for validity and reliability to depict the quality of the instrument used in this research. For more clarity, please refer to the table 2.

**Table 2. Result of Validity Test for accessibility Variable (X<sub>1</sub>)**

No Item	R Tabel	R Hitung	Information
Item 1	0,361	0,516	Valid
Item 2	0,361	0,537	Valid
Item 3	0,361	0,511	Valid
Item 4	0,361	0,503	Valid
Item 5	0,361	0,509	Valid
Item 6	0,361	0,425	Valid

Based on the questionnaire testing results table 2, it is known that all questions related to the accessibility variable are considered valid as they have correlation coefficients greater than 0.361.

**Table 3. Result of Validity Test for Facility Quality Variable (X<sub>2</sub>)**

No Item	R Tabel	R Hitung	Information
Item 1	0,361	0,486	Valid
Item 2	0,361	0,411	Valid
Item 3	0,361	0,433	Valid
Item 4	0,361	0,469	Valid
Item 5	0,361	0,455	Valid
Item 6	0,361	0,457	Valid
Item 7	0,361	0,445	Valid

Based on the questionnaire testing results in table 3, it is known that all questions related to the facility quality variable are considered valid as they have correlation coefficients greater than 0.361.

**Table 4. Result of Validity Test for Technology Information Variable (X<sub>3</sub>)**

No Item	R Tabel	R Hitung	Information
Item 1	0,361	0,555	Valid



Item 2	0,361	0,555	Valid
Item 3	0,361	0,530	Valid
Item 4	0,361	0,518	Valid

Based on the questionnaire testing results in table 4, it is known that all questions related to the technology information variable are considered valid as they have correlation coefficients greater than 0.361.

Table 5. Result of Validity Test for community satisfaction Variable (Y)

No Item	R Tabel	R Hitung	Information
Item 1	0,361	0,409	Valid
Item 2	0,361	0,421	Valid
Item 3	0,361	0,424	Valid
Item 4	0,361	0,529	Valid
Item 5	0,361	0,609	Valid
Item 6	0,361	0,582	Valid
Item 7	0,361	0,577	Valid
Item 8	0,361	0,405	Valid
Item 9	0,361	0,651	Valid

Based on the questionnaire testing results in table 5, it is known that all questions related to the community satisfaction variable are considered valid as they have correlation coefficients greater than 0.361.

Reliability testing has been conducted on 357 respondents through the research questionnaire. A summary of the analysis results of the research instrument's reliability for each variable can be seen in the following table 6:

Table 6 Result of Reliability Testing Trial for Research Variable

No	Variable	CA	N	Keterangan
1	Community Satisfaction	0,779	9	Realiabel
2	Accessibility	0,637	6	Realiabel
3	Facility Quality	0,668	7	Realiabel
4	Information Technology	0,637	4	Realiabel

As seen from the instrument trial above, the reliability values of each variable are as follows: the accessibility variable (X1) with a C-Alpha value of 0.637, the facility quality variable (X2) with a C-Alpha value of 0.668, the information technology variable (X3) with a C-Alpha value of 0.637, and the community satisfaction variable (Y) with a C-Alpha value of 0.779. This indicates that the instrument used is reliable and suitable for distribution.

To determine whether the regression model used truly shows a significant relationship between variables, the model must meet classical assumptions, namely tests of normality, heteroskedasticity, multicollinearity, and linearity. Hypothesis testing in this research uses t-test, F-test, and coefficient of determination (R2).

## RESULTS AND DISCUSSION

These three factors are interrelated and influence each other in achieving optimal community satisfaction. Good accessibility requires quality facilities and sophisticated information technology to support it. On the other hand, quality facilities and good information technology also require adequate

accessibility to provide maximum benefits for society. Accessibility, quality of facilities and information technology together influence public satisfaction in the education sector. The results of the influence of accessibility, quality of facilities and information technology together have an influence on community satisfaction in the education sector in Kampar Kiri Hulu District, Kampar Regency, Riau can be seen in the following table 7.

**Table 7. Results of the Contribution of Accessibility, Quality of Facilities and Information Technology to Community Satisfaction in the Education Sector**  
**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
45	.689 <sup>a</sup>	.475	.471	1.888

a. Predictors: (Constant), Accessibility, Quality of Facilities, Information Technology

b. Dependent Variable: Community Satisfaction

Based on the table 7, the Adjusted R Square value was found to be 0.471. This can be interpreted as that the variables of accessibility, quality of facilities, and information technology together have an influence of 47.1% on the variable of public satisfaction in the education sector. This means that there is still 62.9% accessibility, quality of facilities and information technology that can be improved to increase public satisfaction in the education sector.

**The Effect of Accessibility on Community Satisfaction in the Education Sector in Kampar Kiri Hulu District.**

Good accessibility has a positive impact on community satisfaction in the education sector. By ensuring that all individuals can easily access the services, facilities and environments they need, communities can experience justice, inclusion and increased well-being. Because, having easy access to the education sector will enable people to maximize education and increase satisfaction.

(Ekowati, 2014) on Community Accessibility to Education Services at RSBI/SBI Schools, stating that good accessibility makes the community satisfied with the existence of adequate educational services. The distance that can be reached is the main factor in increasing parental satisfaction. This proves that the existence of an easy path to take can influence satisfaction. This research is relevant to the research that researchers will conduct, where accessibility is the variable studied and there is a hypothesis about its influence on parental satisfaction in the education sector. Accessibility has a significant effect on public satisfaction in the education sector. For more details, see the table below 8.

**Table 8. Partial Test Results of the Effect of Accessibility on Community Satisfaction in the Education Sector**

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	18.723	.589		31.785	.000
X1	.570	.045	.557	12.641	.000

a. Predictors: (Constant), accessibility

b. Dependent Variable: Y

Source: Research Author, 2023

Based on the table 8, the significance of 0.000 proves that the influence of accessibility on public satisfaction in the education sector can be academically trusted at 99%. This means that the higher or lower the accessibility obtained by the community, the higher or lower the community satisfaction will be.

To see the magnitude of the influence of accessibility on community satisfaction in the education sector in Kampar Kiri Hulu District, Kampar Regency, Riau, this research uses (6) accessibility indicators, namely 1). geographical distance, 2). physical infrastructure, 3). transportation, 4). information, 5). technology, and 6). flexibility of use. Based on these indicators, the influence of accessibility on public satisfaction in the education sector can be seen in the table below.

**Table 9. Results of the Contribution of Accessibility to Community Satisfaction in the Education Sector**

Model Summary				
Model	R	R Square	Adjusted Square	RStd. Error of the Estimate
1	.557 <sup>a</sup>	.310	.308	2.78277

- a. Predictors: (Constant), accessibility
- b. Dependent Variable: community satisfaction

Source: Research Author, 2023

Based on the 9, it was found that the magnitude of the influence of accessibility on community satisfaction in the education sector can be seen in the Adjusted R Square value of the Model Summary table, namely 0.308, which means that accessibility has an influence of 30.8% on community satisfaction in the education sector in Kampar Kiri District. Hulu Kampar Regency, Riau. This means that there is still 68.2% accessibility that can be improved to increase public satisfaction in the education sector.

Perdana (2015) regarding the factors that influence the accessibility of education for children in Indonesia, stated that the easier it is for people to access education, such as the close distance to school and adequate living area, makes the probability of children going to school higher. Even though in the research conducted it was found that children were the samples in the research, it can be seen that accessibility has an influence in the education sector.

**The Influence of Facilities Quality on Community Satisfaction in the Education Sector in Kampar Kiri Hulu District.**

The quality of facilities can influence community satisfaction in several ways. First, quality facilities can increase people's comfort and safety in using the facilities provided. For example, a good and good road with adequate lighting and clear road markings can provide a safer and more comfortable driving experience for the public, so that this can increase the level of public satisfaction.

The quality of facilities is an important aspect in improving the welfare and improving the quality of life of the community, because quality facilities can provide easy and comfortable access for the community to meet their needs. The quality of facilities has a significant effect on community satisfaction in the education sector. For more details, see the table 10.

**Table 10. Partial Test Results of the Effect of Facility Quality on Community Satisfaction in the Education Sector**

Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.061	.916		15.356	.000
	X2	.591	.045	.572	13.132	.000

- a. Predictors: (Constant), quality of means
- b. Dependent Variable: community satisfaction with the education sector

Source: Research Author, 2023

Based on the table 10, it was found that the facility quality variable obtained  $t$  value of = 13.132 with a significance of 0.000 where  $0.000 < 0.05$ . The significance of 0.000 proves that the influence of facility quality on community satisfaction in the education sector can be academically trusted at 99%. This means that the higher or lower the quality of the facilities obtained by the community, the higher or lower the community satisfaction will be.

To see the magnitude of the influence of facility quality on community satisfaction in the education sector in **Kampar Kiri Hulu District**, **Kampar Regency, Riau**, researchers formulated seven (7) indicators of facility quality, namely 1). suitability, 2). usability, 3). reliability, 4). user satisfaction, 5). security, 6). efficiency, and 7). innovation. Based on these indicators, it can be seen that the influence of facility quality on community satisfaction in the education sector in **Kampar Kiri Hulu District, Kampar Regency, Riau** can be seen in the table 11.

**Table 11. Results of the Contribution of Facilities Quality to Community Satisfaction in the Education Sector**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.572 <sup>a</sup>	.327	.325	2.74914

- a. Predictors: (Constant), quality of means
- b. Dependent Variable: community satisfaction in the education sector

Source: Research Results, 2023

Based on the table 11, it was found that the magnitude of the influence of the quality of facilities on community satisfaction in the education sector can be seen in the Adjusted R Square value of the Model Summary table, namely 0.325, which means that the quality of facilities has an influence of 32.5% on community satisfaction in the education sector in **Kampar District, Kiri Hulu, Kampar Regency, Riau**. This means that there is still 67.5% more quality of facilities that can be improved to increase public satisfaction in the education sector.

Adedeji et al (2023) regarding **Assessment of antenatal care satisfaction among postpartum women at the university College Hospital, Ibadan, Nigeria**. In the research results, satisfaction will increase as the facilities and facilities provided are complete. Facilities need to be considered thoroughly to ensure that the educational process at **University College Hospital, Ibadan, Nigeria** runs well. This proves that the quality of facilities has an influence on satisfaction in the education sector.

In line with SA'IDU (2021) with research entitled **perceptions of parental satisfaction with the quality of Madrasah Assisted Education Services in Beringin District, Semarang Regency in 2021** with results stating that community satisfaction in the sector is also caused by the existence of physical evidence of adequate facilities. This makes the learning process felt by students have a positive impact by getting quality facilities. Parents also experience the facilities in physical form by taking advantage of school visits or meetings held at the school.

**The Influence of Information Technology on Community Satisfaction in the Education Sector in Kampar Kiri Hulu District.**

Based on the 10, it was found that the facility quality variable obtained a value of  $t = 13.132$  with a significance of 0.000 where  $0.000 < 0.05$ . The significance of 0.000 proves that the influence of facility quality on community satisfaction in the education sector can be academically trusted at 99%. This means that the higher or lower the quality of the facilities obtained by the community, the higher or lower the community satisfaction will be.

To see the magnitude of the influence of facility quality on community satisfaction in the education sector in Kampar Kiri Hulu District, Kampar Regency, Riau, researchers formulated seven (7) indicators of facility quality, namely 1). suitability, 2). usability, 3). reliability, 4). user satisfaction, 5). security, 6). efficiency, and 7). innovation. Based on these indicators, it can be seen that the influence of facility quality on community satisfaction in the education sector in Kampar Kiri Hulu District, Kampar Regency, Riau can be seen in the table 12.

**Table 12. Results of the Contribution of Facilities Quality to Community Satisfaction in the Education Sector**

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
(Constant)	18.887	.580			32.574	.000
X3	.715	.057	.555		12.565	.000

a. Predictors: (Constant), information technology

b. Dependent Variable: community satisfaction with the education sector

Source: Research Results, 2023

Based on the table 12, it was found that information technology obtained a value of  $t = 12.565$  with a significance of 0.000. The significance of 0.000 proves that the influence of information technology on public satisfaction in the education sector is 99% academically reliable. This means that the higher or lower the information technology obtained by the community, the higher or lower the community's satisfaction.

To see the magnitude of the influence of information technology on community satisfaction in the education sector in Kampar Kiri Hulu District, Kampar Regency, Riau, researchers formulated four (4) information technology indicators, namely 1). hardware, 2). software, 3). data, and 4). man. Based on these indicators, the influence of information technology on community satisfaction in the education sector in Kampar Kiri Hulu District, Kampar Regency, Riau can be seen in the table 13.

**Table 13 Results of the Contribution of Information Technology to Community Satisfaction in the Education Sector**

**Model Summary**

Model	R	RSquare	Adjusted R Square	Std.Error of the Estimate
1	.555 <sup>a</sup>	.308	.306	2.78792

a. Predictors: (Constant), information technology

b. Dependent Variable: community satisfaction in the education sector

Source: Research Results, 2023

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Based on the table 13, it is found that the magnitude of the influence of information technology on public satisfaction in the education sector can be seen in the Adjusted R Square value of the Model Summary table, namely 0.306, which means that the information technology variable has an influence of 30.6%. This means that there is still 68.4% information technology that can be improved to increase public satisfaction in the education sector.

The results of this research are in line with (Mulyana et al., 2022) regarding analysis of parents' responses to distance learning for elementary school students in the lace class in 3 sub-districts of Banda Aceh City. The result is that as technology develops, the learning process becomes more advanced and unlimited. Parents can also supervise and control students remotely. With developments in technology and increasingly easier learning processes, older people feel satisfaction as evidenced by the good response to distance learning in 3 sub-districts of Banda Aceh City. This is because the unlimited development of technology is no longer an obstacle to learning, as learning is not only in the classroom, through applications currently being developed, teachers and students can learn even better in the future.

In line with research conducted by (Salsabila & Apsari, 2021) regarding educational technology: the use of technology in post-pandemic education, it is stated that information technology has a significant influence on educational progress. This is because with technology the process of delivering information runs quickly so that education also gets a positive influence from technological developments. This easy process creates a sense of satisfaction in the community.

Technology that is developing rapidly in the world of education means that everything you need for learning can now be obtained easily (Leheza, 2023). This convenience can create inner satisfaction so that the development of information technology directly influences community's satisfaction. In line with the opinion expressed, in this research technology has a significant effect on community's satisfaction. Wise and inclusive use of information technology can increase accessibility, efficiency and comfort in various aspects of life.

### **The Influence of Accessibility, Quality of Facilities and Information Technology on Community Satisfaction in the Education Sector in Kampar Kiri Hulu District.**

Community satisfaction is an important factor in measuring the success of a community. In this context, accessibility, quality of facilities, and information technology have a significant role in influencing community satisfaction. Accessibility refers to the extent to which people can easily access the services and facilities they need. The quality of facilities is related to the level of reliability, security and comfort of the physical facilities available to the community. Information technology includes the use of technology to provide better access to information and services

These three factors are interrelated and influence each other in achieving optimal community satisfaction. Good accessibility requires quality facilities and sophisticated information technology to support it. On the other hand, quality facilities and good information technology also require adequate accessibility to provide maximum benefits for society. Accessibility, quality of facilities and information technology together influence public satisfaction in the education sector. For more clarity, see the table 14.

**Table 14. Partial Test of the Effect of Accessibility, Quality of Facilities and Information Technology on Community Satisfaction in the Education Sector**

ANOVA<sup>a</sup>

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1139.265	3	379.755	106.513	.000 <sup>b</sup>
	Residual	1258.567	353	3.565		
Total		2397.832	356			

a. Dependent Variable: Community Satisfaction

b. Predictors: (Constant), Accessibility, Quality of Facilities, Information Technology

Source: Data processed by SPSS 26

Based on the table 11, it was found that accessibility, quality of facilities and information technology obtained a value of = 106.513 with a significance of 0.000. The significance of 0.000 proves that accessibility, quality of facilities and information technology together have an influence on public satisfaction in the education sector and can be trusted academically at 99%. This means that the higher or lower the accessibility, quality of facilities and information technology, the higher or lower the community satisfaction will be.

To see how much influence accessibility, quality of facilities and information technology together have an influence on community satisfaction in the education sector in Kampar Kiri Hulu District, Kampar Regency, Riau can be seen in the following table 15.

**Table 15 Results of the Contribution of Accessibility, Quality of Facilities and Information Technology to Community Satisfaction in the Education**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.689 <sup>a</sup>	.475	.471	1.888

Predictors: (Constant), Accessibility, Quality of Facilities, Information Technology

a. Dependent Variable: Community Satisfaction

Source: Data processed by SPSS 26

Based on the table 15, the Adjusted R Square value was found to be 0.471. This can be interpreted as that accessibility, quality of facilities, and information technology together have an influence of 47.1% on community satisfaction in the education sector in Kampar Kiri Hulu District, Kampar Regency. . This means that there is still 61.9% accessibility, quality of facilities and information technology that can be improved to increase public satisfaction in the education sector.

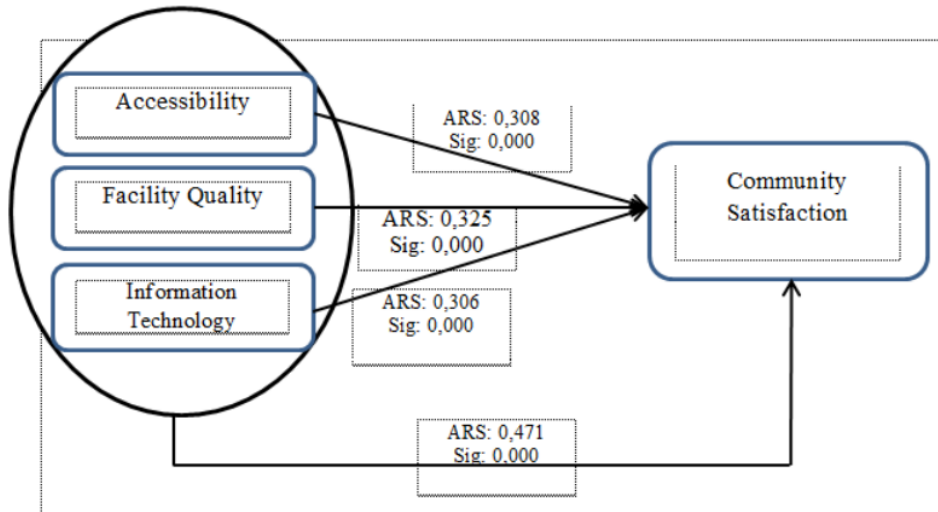


Figure 1. Summary of Results

Based on the Figure 1, the effect of accessibility on community satisfaction is with an ARS value of 0.308 with a significance of 0.000. This means that accessibility has an effect of 30.8% on community satisfaction in the education sector in Kampar Kiri Hulu District. Furthermore, the effect of facility quality on community satisfaction is with an ARS value of 0.325 with a significance of 0.000. This means that the quality of facilities has an influence of 32.5% on community satisfaction in the education sector in Kampar Kiri Hulu District. Then, the influence of information technology on public satisfaction with an ARS value of 0.306 with a significance of 0.000. This means that information technology has an influence of 30.6% on public satisfaction in the education sector in Kampar Kiri Hulu District. Simultaneously, accessibility, quality of facilities and information technology influence community satisfaction with an ARS value of 0.471 with a significance of 0.000. This means that simultaneously accessibility, quality of facilities and information technology have an influence of 47.1% on community satisfaction in the education sector in Kampar Kiri Hulu District.

So, it can be seen that the results of research conducted by researchers currently show that accessibility, quality of facilities, information technology each have an influence on community satisfaction in the Education Sector in Kampar Kiri Hulu District. Accessibility, quality of facilities, information technology simultaneously influence community satisfaction in the Education Sector in Kampar Kiri Hulu District.

## CONCLUSION

improving public satisfaction within the education sector hinges upon addressing three pivotal factors: accessibility, quality facilities, and information technology. By prioritizing the development of these components, especially in remote areas, governments can significantly enhance community satisfaction levels. Adequate accessibility ensures that educational resources are readily available to all members of the community, fostering inclusivity and equitable access to education. Furthermore,



investing in quality facilities not only enhances user comfort and safety but also signifies a commitment to providing a conducive learning environment. Additionally, leveraging information technology to overcome communication barriers and facilitate efficient dissemination of information can further bolster community satisfaction by ensuring timely access to educational updates and resources.

Efforts to elevate public satisfaction within the education sector demand a multifaceted approach that addresses the intertwined aspects of accessibility, facility quality, and information technology. By prioritizing these elements collectively, governments can effectively meet the diverse needs of communities, particularly in remote regions where access to education may be limited. Development initiatives aimed at improving accessibility, upgrading facility standards, and enhancing information technology infrastructure are crucial steps towards fostering a positive educational experience and increasing overall community satisfaction. Through concerted efforts in these areas, policymakers can ensure that education remains a cornerstone of societal development, empowering individuals and communities alike.

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