

The Effect of Work Professionalism, Physical Work Environment and Information Technology on Public Satisfaction Through Performance

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Abstract. This research will verify the impact of professionalism, physical work environment, and information technology on satisfaction of library users, either directly or indirectly through service performances. The population on this research is publics or peoples who have received library services in 2020 as many as 3.886 peoples. Determination of the number of samples by the slovin method so that the number of samples obtained is 97 people (rounded up to 100 people) with the random sampling method. Data analysis used Structural Equation Model (SEM) with AMOS analysis tool. From the result of research represent that all research instruments are valid and reliable. The research model is compatible with research model design so that the model can be declared reasonable. From the research, it is suspected that work professionalism, physical work environment, and information technology devices take affect on performaces. Furthermore, performances also affect on publics satisfaction. Work Professionalism, Physical Work Environment and Information Technology also suspected take effect on Public Satisfaction by permormances either directly or indirectly.

Keywords: Good Governance, Public Organizational, Service Quality, Work Environment, Performance.

1. Introduction

One of the goals of the state according to the 1945 Constitution of the Republic of Indonesia is to educate the life of the nation. Local governments based on Law No. 32 of 2004 are given the authority to manage their autonomous regions in order to achieve state goals. Therefore, local governments must be able to provide efficiency, effectiveness and quality of government services that continue to increase [1]. [2,3] say that public services are used as a measure of success in the government bureaucracy.

Local governments according to their authority have the obligation to carry out mandatory non-library basic services. As a public service organization, the library provides services to library users. The definition of a pure service is an intangible object[4]. Therefore, the activities of the Brebes Regency Public Library which are directly felt by the community are quality library services which are the expectations of all library visitors / users[5]. So that customers (library visitors) can feel satisfied if the service is of high quality[6,7].

The measurement of public services in public organizations according to Law Number 25 of 2000 concerning the National Development Program is carried out by means of a

community satisfaction survey. As a public service organization, services at the Brebes Regency Public Library based on community satisfaction surveys are still not optimal. The perception of the value of community satisfaction (IKM) based on a survey conducted from 2018 to 2020 tends to stagnate and even decline. The perceived value of IKM in the Brebes Regency Public Library service in 2018 was 80.34, decreased in 2019 to 78.52 and in 2020 it was still lower than 2018 which was 80.00.

The IKM perception value data is directly proportional to the number of public visits to the Brebes Regency Public Library which decreased from 2017 to 2020. The number of public visits to the Brebes Regency Public Library in 2017 was 12,995 visitors (98.35% of the target); in 2018 decreased to 12,748 visitors (95.57% of the target); in 2019 it fell again to 10,675 visitors (77.44% of the target) and in 2020 it fell sharply to 3,886 visitors (27.53% of the target).

As a service organization (library) will get many customers if it provides customer satisfaction [8]. Satisfaction is an organization's effort to fulfill something adequately meanwhile, Kottler defines satisfaction as a feeling of satisfaction or dissatisfaction in the form of a person's disappointment with what is experienced by comparing what is obtained with his expectations [9]. From this definition, community satisfaction is the opinion of the people who receive services from the public service apparatus by comparing their expectations with their needs (Kepmenpan RB No. 25 of 2004).

Permenpan RB Regulation No. 17 of 2017 explains that to measure community satisfaction a community satisfaction survey is carried out which can be measured in two dimensions, namely:

1. Service procedures, namely mechanisms that contain orders for obtaining services such as service requirements, service order/process, service time and service fees
2. Quality of service, namely the implementation of services in accordance with the guidelines set for the quality of the promised services such as the competence of officers, behavior of officers in providing services, quality of facilities and infrastructure including complaints facilities for services provided

Permenpan RB Number 14 of 2017 divides community satisfaction as measured through a community satisfaction survey into 9 (nine) indicators, namely: (1) Service requirements; (2) Service mechanism/procedure; (3) Service completion time; (4) Service fees/ tariffs; (5) Service suitability; (6) Implementing competence; (7) Implementing behavior; (8) Means of complaints; and (9) Infrastructure facilities.

[2] explains that public service bureaucracies can be seen from effective and efficient human resources. Public services including libraries require professional employees to know how to fulfill community satisfaction. That is, community satisfaction can be fulfilled if public service organizations have professionalism in their work. This is supported by several research results [10–12] which state that work professionalism affects people's satisfaction service users.

The results of field observations, the number of employees of the Brebes Regency Public Library from management to staff is only 12 people, far from the ideal needs of a district public library with a population of almost 2 million people, namely 83 people. Of these, none are librarians. Meanwhile, only 2 people have a library education background (16.67%) and 10 non-librarians (83.33%) have educational background. At the management level there are 4 people, only 1 person (25%) has received education and training in library management and the others (75%) have not attended library management training.

The professionalism of employees is a match between the ability of the bureaucracy and the needs of tasks that are able to reflect the direction and goals of the organization, so that the characteristics of a professional bureaucracy are adapted to the demands of good governance.

The characteristics of the professionalism of employees according to the principles of good governance according to [13] is :

1. Equality, namely quality services for all people and regardless of political views and social status/stardom;
2. Equity, namely treating all visitors fairly and treating visitors equally according to the provisions
3. Loyalty, namely employees always carry out their work according to their duties and complement each other between employees
4. Accountability, namely every employee has responsibility for his work and adheres to the work code of ethics

In addition to work professionalism, the work environment, especially the physical work environment, is one that is needed and affects the satisfaction of the service user community [14] at the library. Sedarmayanti said that the physical work environment affects employees both directly and indirectly [15]. Likewise, from the results of several studies, it was found that the physical work environment variable had an influence on community satisfaction with a positive and significant value [16–18]

The working environment at the Brebes Regency Public Library at first glance is quite representative because it is located on the edge of the north coast road. However, the library yard is very hot and narrow so it is not comfortable for parking vehicles. Inside the room is quite comfortable because there is a lot of air conditioning but natural lighting and air circulation are very lacking. For the room on the second floor which is the internet and reference room, it feels hot and uncomfortable. The arrangement of book collections is also currently less organized and makes it difficult for visitors to find collections.

Sedarmayanti and Rahadian divide the work environment as a physical and non-physical work environment, while the physical work environment has an influence on high performance [15]. Physical work environment is all physical conditions around the workplace that have an influence on employee performance directly or indirectly [15]. The five dimensions of the physical work environment according to [15] are:

1. Illumination / workplace light is sufficient lighting and does not interfere with one's activities
2. Workplace air temperature, i.e. comfortable room temperature with appropriate temperature (not too hot or too cold)
3. Workplace noise, i.e. there is no noise that interferes with activities, an enclosed space that reduces disturbing sounds
4. Air circulation in the workplace, namely good air quality, good air circulation and plants that produce oxygen
5. Workplace color scheme, namely bright paint that is not excessive and pleasing to the eye

Furthermore, the development of technology and information factors can have an impact on the effectiveness and efficiency of the organization's work [19] as well as the influence on the organization such as increasing effectiveness, efficiency, collaboration, communication and competitiveness. With the effectiveness and efficiency of services that utilize information technology, the satisfaction of service users can be obtained. This opinion is supported by

previous research ([20–23]. From the results of their research, it was found that information technology can have a positive and significant influence on community satisfaction

Brebes Regency Public Library in providing services already uses information technology. Circulation services (borrowing and returning books) already use the Inlislite information system application. Likewise, the provision of computer equipment for visitors to make it easier for visitors to find information on the availability of books through the Online Public Access Catalog (OPAC). However, dekimian, electronic-based book services are not yet available at the Brebes Regency Public Library. The internet network provided in the library is also still not large and only 40Mbps.

Acceptance of the use of information technology itself can be seen from two dimensions, namely the perceived ease of use and perceived usefulness [24]. So the dimensions of information technology are:

1. Perceived ease of use is perceived as easy to learn/operate, easier to find information, improve computer skills, easy/can be operated by all users
2. The perceived usefulness is perceived as the work of employees in the service becomes easier, provides benefits and increases work productivity for employees;
3. Effectiveness includes the effectiveness of seeking information and improving employee performance in providing services.

In this study, the authors are interested in examining why the value of the community satisfaction index has not been maximized, tends to stagnate and even experienced a decline in 2019. This study will take the variables of work professionalism, physical work environment and information technology as variables that are considered to be able to affect people's satisfaction. In addition, the author will also use performance as an intervening variable.

From various studies, performance can also affect people's satisfaction. Research conducted by Wirawan and Risfandi describes the performance of librarians (employees) affecting library user satisfaction[25]. On the other hand, Performance placed as a variable that is influenced by several other variables. The other variables are the work environment and other factors.

The author also intends to complement the results of [18] research which examines Communication Variables, Library Facilities and Physical Work Environments [17] research which examines Employee Performance Variables, Interpersonal Communication and Physical Work Environment. They both examined the relationship between the independent variables and their effect on community satisfaction using the service quality intervening variable. Meanwhile, the authors add different independent variables and different intervening variables.

The author will examine the influence of work professionalism, physical work environment and information technology on the satisfaction of service users through performance as an intervening variable at the Brebes Regency Public Library. This study is intended to determine whether there is a direct and indirect effect of work professionalism, physical work environment and information technology on the satisfaction of service users at the Public Library of Brebes Regency through the performance variable as an intervening variable.

2. Method

The author uses a questionnaire to collect data, namely dividing a list of questions to the research sample to be answered [26]. The instrument is composed of research variables which

are translated into variable dimensions which are then compiled into indicators which are then used to construct the instrument grid. The variables in this study are Work Professionalism (X1), Physical Work Environment (X2), Information Technology (X3), Performance (Z) and Community Satisfaction (Y).

The location of the research was carried out at the Brebes Regency Public Library. The research sample was taken from the population, namely visitors at the Brebes Regency Public Library in 2020 totaling 3,886 people. The method of sampling from the population according to the Slovin method is that the authors use so that the number of samples that the authors use in this study is 97 people (rounding up to 100 people).

The research instrument in the form of a questionnaire/questionnaire needs to be tested for validity and reliability, especially on the questionnaire compiled by researchers [26]. Test the validity of this research instrument with construct validity test with Pearson product moment correlation. The test results are interpreted on the coefficients, if $r_{count} > r_{table}$ is obtained, it can be concluded that the items in the instrument are valid.

A valid instrument needs to be tested for reliability to see whether the instrument can be used to measure the same symptoms at least twice and the measurement results are relatively the same and consistent. The reliability test used by the author is the Cronbach alpha formula. A measurement item can be said to be reliable if the value of r_{count} is greater than r_{table} and vice versa. Based on Aiken's guidelines, if the r_{table} value is equal to or greater than 0.65 then the instrument is reliable and if it is less than 0.65 then the instrument is declared unreliable [27]

The correlational relationship between variables was analyzed by Structural Equation Modeling (SEM). The author uses SEM because it has several variables, namely independent, dependent and intervening which will be studied partially and simultaneously [28] with the software used is AMOS for hypothesis assessment. Hypothesis testing is carried out by the authors of the analysis by looking at the t-value or critical ratio (CR) value on the Regression Weight of the Fit Model and a significance level of 5%. If the Critical Ratio (CR) 1.967 then H_0 is rejected or the research hypothesis H_1 is accepted.

3. Result & Discussion

Data respondents as many as 100 people can consist of 34 men and 66 women. A total of 68 people aged 15-25 years, 14 people aged 26-35 years, 12 people aged 36-45 years and 6 people aged 46 and over. Meanwhile, from the respondent's education, 4 people have junior high school education, 46 people have high school education, 10 people have D3 education, 39 people have undergraduate education and 1 person has master's education. Meanwhile, in terms of work, 69 students, 7 PNS/BUMN/D, 15 private persons, 3 householders and 6 other occupations

3.1 Analysis of the Measurement Model (Outer Model)

3.1.1 Validity Test

Validity test was carried out using SPSS. Validity is seen by comparing the Pearson product correlation value with r_{table} where if $r_{count} > r_{table}$ then it is declared valid. r_{table} for respondents 100 is equal to 0.196. From the results of the validity test, all indicators of the research instrument were declared valid. so that it can proceed to the reliability test.

3.1.2 Reliability Test

The reliability test was carried out using SPSS. Reliability is seen by comparing the value of Cronbach's alpha. A measurement item can be said to be reliable if the value of r-count is greater than r-table (0.65). From the test results, the results of the Cronbach alpha value of all variables are above 0.65 so that the instrument is reliable and continues to the next test.

3.2 Structure Model Analysis

3.1.3 Konfirmator Analysis Factor

The confirmatory factor testing for each variable shows that the developed model has not yet reached the goodness of fit parameter, so confirmatory testing is carried out again. From the results of the re-confirmatory test, it is found that all variable models have reached goodness of fit so that the indicator model equation test can be carried out on the construct.

3.2.2 Estimation of Full Structure Model

The estimation results of the full structural model show that all indicators have a loading factor value that meets the prerequisites, which is more than or equal to 0.50 (≥ 0.50). Meanwhile, the goodness of fit parameter indicates that the model has met the prerequisites for further hypothesis testing.

The effect of work professionalism on employee performance is known to be 0.373 with a probability value (p-value) of 0.002, smaller than 0.05, meaning that there is a positive and significant influence of work professionalism factor on employee performance at the level of confidence or significance of 95%. Based on this, it can be stated that the higher the level of work professionalism, the higher the performance of employees.

The hypothesis is proven that Work Professionalism has a positive and significant effect on employee performance. These results support previous research conducted. Various studies also support the opinion that work professionalism has a significant effect on performance [29,30]

The results of the analysis of the coefficient of the influence of the physical work environment on employee performance are known to be 0.323 with a probability value (p-value) of 0.003 smaller than 0.05 meaning that there is a positive and significant effect of the physical work environment on employee performance at the level of confidence or significance of 95 %. Based on this, it can be stated that the second hypothesis (H2) is accepted as true. Based on this, it can be stated that the better the level of the physical work environment, the better the employee's performance

These results strengthen previous research. Various studies support the above opinion that performance is influenced by the work environment [31–33]. This is also supported by the opinion of Nisa (2018) which also states that the work environment is the overall work facilities and infrastructure around employees who are doing work that can affect the implementation of performance. An adequate work environment will have a good impact on improving performance, otherwise an inadequate work environment can reduce employee performance.

The coefficient value of the influence of information technology on employee performance is known to be 0.388 with a probability value (p-value) of 0.000 which is smaller than 0.05,

meaning that there is a positive and significant influence of information technology on employee performance at the level of confidence or significance of 95%. Based on this, it can be stated that the third hypothesis (H3) is accepted as true.

The results of the analysis illustrate that the higher the use of information technology, it will affect employee performance. The results of previous research show that each variable of the usefulness of using information technology has a significant effect on performance. The influence of information technology on performance is also supported by various studies. The results of their research illustrate that individual performance is strongly influenced by the use and utilization of information technology, such as the results of research previously [34]

The coefficient value of the influence of service employee performance on community satisfaction is known to be 0.412 with a probability value (p-value) of 0.000 less than 0.05 meaning that there is a positive and significant effect of employee performance on community satisfaction known at the 95% confidence level or significance. Based on this, it can be stated that this hypothesis is accepted as true.

Various opinions and research support this statement. High employee performance is needed to be able to achieve customer satisfaction, namely by meeting and exceeding customer expectations. This opinion is supported by the research of Edi Sutrisno and Joko Maryono. According to their research results, high employee performance can significantly increase community satisfaction. Various studies also support the relationship between employee performance and community satisfaction.

The coefficient value of the influence of work professionalism on community satisfaction is known to be 1.240 with a probability value (p-value) of 0.013 which is smaller than 0.05. This means that there is a positive and significant influence of work professionalism factors on community satisfaction at the level of confidence or significance of 95%, so that the fifth hypothesis (H5) is declared to be true. The results of previous studies describe the same results as those of Tamrin, Rumapea, and Mambo (2017); Zacharias (2019); and Irawan, Subroto and Laksono (2019).

The coefficient value of the influence of the physical work environment on community satisfaction is known to be 1.032 with a probability value (p-value) of 0.002 which is smaller than 0.05. This means that there is a positive and significant influence of the physical emotional work environment on community satisfaction at the level of confidence or significance of 95% and hypothesis six (H6) is declared to be true. Research by Sumiati, Rasyidi, and Hereyanto (2018); Lisa Handayani and Suryani (2019); and Pangesti (2019) support this opinion where the physical work environment has a positive effect on community satisfaction.

The coefficient value of the influence of information technology on satisfaction is 0.687 with a probability value (p-value) of 0.032 which is smaller than 0.05. This result means that there is a positive and significant effect of information technology on people's satisfaction at the level of confidence or significance of 95% so that the seventh hypothesis (H7) is declared to be true. This result is supported by Putria's research (2012); Prananto (2018); Spiritual (2019); Permatasari, Masnon, and Setiawan (2020); and Saripudin (2020).

The coefficient value of the influence of work professionalism factors, physical work environment, information technology on community satisfaction through the performance of the employees of the Archives and Library Office of Brebes Regency has a probability value (p-value) of 0.001; 0.001; 0.002 which is smaller than 0.05, which means that there is a positive and significant effect. Based on this, it can be stated that this hypothesis is accepted as true. This means that work professionalism, physical work environment and information technology affect people's satisfaction through employee performance.

4. Conclusion

This study resulted in the following conclusions 1)Work professionalism has a positive and significant effect on performance,2)Physical work environment has a positive and significant effect on performance,3)Information technology has a positive and significant effect on performance,4)Performance has a positive and significant effect on community satisfaction,5) Work professionalism has a positive and significant effect on community satisfaction, 6) The physical work environment has a positive and significant effect on people's satisfaction, 7) Information technology has a positive and significant effect on people's satisfaction, 8) Work professionalism, physical work environment and information technology have a positive and significant impact on people's satisfaction through performance. This research also suggest 1)To improve performance, it is necessary to increase the professionalism of employees' work, provide a good physical work environment and use and utilize information technology in services, 2)To increase community satisfaction, it is necessary to improve employee performance, 3)To increase community satisfaction, it is necessary to increase the professionalism of employees' work, provide a quality physical work environment and use and utilize information technology

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