

**Research Article**

# The Community Satisfaction with Village Infrastructure Development in Pinrang Regency, South Sulawesi, Indonesia

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**Abstract.**

This study aims to: (1) determine the level of community satisfaction with infrastructure development in Patong village, (2) Determine the relationship between community satisfaction and infrastructure development in Patong village. A sampling technique is a targeted sample, that is, the selection of an informant who is deemed to be aware of the problem and who is believed to be able to be used as a legitimate data source. The number of samples in this survey was 29 inhabitants spread over the villages of Tante, Labulang, and Patong Village. Data collection is carried out using questionnaires and documentation. Data analysis is performed by descriptive statistical analysis, classic tool testing, and hypothetical tests. The results of the community satisfaction survey in Patong village, Pinrang Regency, which is community satisfaction in services is good (43.7%), and community satisfaction with infrastructure is quite good (51.2%). Therefore, services in Patong village need to be improved to achieve a smooth and effective administrative process. The results of this study also show that the correlation between community satisfaction and infrastructure development by a factor of  $r$  0.460 means that between the variables of community satisfaction and infrastructure development in Patong village, Pinrang Regency, lies in the range of 0.400–0.599 table correlation coefficients, including the middle category. The value of the interest is 0.012, which is less than 0.05, which means that the variable for community satisfaction has a significant impact on the development of the infrastructure in Patong village, Pinrang Regency; therefore, cooperation with different countries is necessary so that the development of the infrastructure is in line with the needs of the community and the construction built by the Patong village administration, Pinrang Regency, offers a level of pleasure, comfort, safety, beauty and can be described when the structure of the building has a positive effect, which is directly felt by society.

**Keywords:** community satisfaction, infrastructure development, village administration

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## 1. Introduction

The village has the right to develop, including the development of infrastructure or facilities and infrastructure necessary for the community, because the village has sufficient facilities and infrastructure which will develop rapidly compared to villages that do not yet have infrastructure not supporting the implementation of activities of the rural community. Development activities on any scale of success cannot be separated from the cooperation between the village administration and the community (1).

In short, infrastructure development is aimed at economic growth, increasing employment and creating the well being of society. The development of high quality infrastructure will create prosperity for society. What the government needs to think about is that it needs to be able to build integrated infrastructure together. The government must continue to work on optimizing infrastructure development, as one of the assessments of a region's level of prosperity can be seen from the progress of infrastructure development in the area. So, community participation is an effective way (2).

However, problems arise in terms of infrastructure and rural facilities in some villages in the Matiro Sompe district, where residents' homes and roads in some villages are still often flooded during the rainy season. This is due to the lack of optimal drainage. This causes roads and houses, especially stone houses, to become swampy because rainwater cannot flow and roads are eroded

With regard to roads in some villages in the Matiro Sompe district, there are still roads that are not concrete or paved, so many roads are damaged. Due to insufficient road conditions, it is difficult for the villagers to carry out their activities. In connection with the development process of the village in the Matiro Sompe subregion, the local authorities have done everything possible to implement the development policy (3).

The process of infrastructure and facilities development in the village in Matiro Sompe district has yet to produce good results and the benefits are equally distributed among the community, as the government plays no role in improving rural amenities and infrastructure and has no agenda to maintain the facilities and infrastructure in the village, so that there are different facilities and infrastructure, especially football fields full of weeds and some library purchase programs, but less interest.

Based on the above phenomena, the development of villages through the development of road infrastructure and the construction of drainage is an important agenda that should be considered and addressed by the local government, since road infrastructure is the main determining factor for the sustainability of development activities, including the achievement of economic development objectives, in order to achieve the well

being of the community and the comfort of the residents, so when heavy rainfall is strong. Water does not enter people's homes. The construction of sewerage and road repair will support the economic and social development of the region.

Based on the background above, the author is interested in conducting further research "**Community Satisfaction With the Village Services and Infrastructure Development in Pinrang Regency, Indonesia.**"

## 2. Literature Review

### 2.1. The role of the government

Government is the management of governance and associated equivalent institutions in order to achieve the objectives of the country itself (ways, things, affairs, etc.) for governance. In addition, with regard to structural functional management, it can also be defined as a system of structures and organizations with different functions that are implemented on certain foundations for the realization of state objectives (4). In the Law of the Republic of Indonesia No. 23/2014 about the regional government that the regional government is a regional leader as an organizational element of the regional government, which oversees the implementation of government affairs, which is the authority of the autonomous region (5).

One of the role of government is public services provided by the village civil servants which is related to the increasing public satisfaction with the services they receive. The development of the village has a very important role in the implementation of national development. The management of the development of the villages by the government ultimately requires a holistic approach, especially the current development of the village, at the level of its movement includes various aspects of life from political, economic, socio-cultural and ideological aspects.

### 2.2. Basic principles of village development

Village development and village community development have become two terms that are often mixed into understanding. In fact, in terms of definition, the two have different meanings. Sumarja said community development is a development effort focused exclusively on the human boiler, while village development (rural development) disrupts community development accompanied by the environment . In detail, Djiwando mentioned that the objectives of the development of the village are:

- a. The economic objective is to increase productivity in rural areas in order to reduce poverty in rural areas.
- b. The social objectives are aimed at a fair distribution of the well-being of the villagers.
- c. Cultural objectives in the sense of improving the quality of life in general of rural communities.
- d. The policy objectives are to develop and develop maximum participation of rural communities in support of development efforts and in the use and elaboration of development outcomes.

### 2.3. Planning of village development

Village development planning is a guide or model for exploring the potential and ideas of village development that emphasizes community participation during the development process (. In general, village planning includes the following meanings:

- a. Planning in the form of a series of analytical activities ranging from the identification of community needs to the implementation of development programs.
- b. Planning environmental development, all programs aimed at improving the well-being of the community, peace, prosperity and peace in RT/RW residential environments, villages and villages.
- c. Development planning is based on the problems, needs, ambitions and resources of local communities.
- d. Village planning is a tangible manifestation of the community's role in building the future.

### 2.4. Infrastructure

Infrastructure is a term used to describe a range of facilities deliberately created to support the activities of human life. Infrastructure is usually built intentionally to aid and facilitate certain activities, such as transportation, demographic data collection, and other activities. The availability of infrastructure increases people's access to resources to increase the efficiency and productivity that lead to the economic development of a region or region. Therefore, it is important to know how engineering and infrastructure management systems can be targeted to support the economic development of a region. The will of the infrastructure has an impact on the social system and the

economic system of the community. Secondly, infrastructure should be understood as the basis for policy-making.

Road infrastructure is a land transport infrastructure covering all parts of the road, including complementary and complementary buildings intended for traffic at ground level, below ground or water level, as well as above water level, with the exception of railways; lorikeet roads and cableways. The existence of a good road is a basic requirement that must be met to support the growth of an urban area, in addition to the destination route to support the mobility of goods and passengers between the city centre and industrial and service areas, offices and residential and residential and suburban areas. The village also wants to support the role of the village as a growth center and promote equitable development within the village.

According to Law No 13 of 1980, a road is an infrastructure for land transport in any form, including a stretch of road, including construction buildings and their supplements intended for traffic. The classification of roads is divided by function, road class, road terrain and road financing authority. The classification according to the function of the road consists of three groups, they are a). Arteries, that is, those that serve the main transport with the characteristics of long distance travel, medium high speed and the number of inputs are effectively limited. b). Collector road. It is used for the transport of collectors/separators with medium-range characteristics. The average speed is average and the aisle is limited. c). Local roads are roads that serve local transport with the characteristics of short-distance travel, moderate average speed and the number of entrances is limited. Roads have a purpose and a function for the economy of a region . The society can open access or inputs from one area to another, which is called the access line feature. The feature is very important to increase the GDPR and reduce underdeveloped areas. The road serves the local community. In this position, the road can offer its services in the process of distribution of products and other savings.

## 2.5. Development of The Village Infrastructure

In Law No. 22 of 1999, the village as a legal unit has the authority to regulate and manage the interests of society on the basis of local origin and customs, which are recognized in the system of state government and are located in regional areas. This concept contains logical meaning and consequences in the structuring of government and bureaucracy system.

Village development and the development of rural communities have become two terms that are often confused with meaning. However, by definition, they have a

slightly different meaning. Sumarja said rural development (community development) is a development effort that focuses only on human skills, while rural development (rural development) is focused on community development. (6)

Village development cannot be separated from the context of territorial development management at the provincial and territorial level, as the position of the village in a broader context (social, economic, market and policy access) must take into account the relationship between villages, villages in subdistricts, between mukims and districts and between villages. Spaces. Therefore, the development of the village should be considered in the context of territorial development. This does not mean assessing or undermining efforts for village autonomy, but rather about strengthening the bargaining position and accelerating development in the village. The management of territorial development at territorial and territorial level is a set of activities for formulating and implementing the policies of territorial development programmes in all areas, including social, economic, political, educational, health, facilities and infrastructure, cultural, religious and security areas . The results have specified a short term form (1 year) in the regional annual development plan document (Ranperda), which is directly related to the APBD, medium term (5 years) indicated in the document of the regional development programme and the 25 year long term plan (10 years) are reflected in the document "basic model for regional development".

Regional development plans may in the future take into account different rural interests in their coordination, so that everything included in the document promotes the improvement of the well being of communities at the lower level, is ambitious and strengthens local institutions, especially at the village level. Village development planning provides a logical RPJMD document.

Village development planning is carried out with the participation of various elements of the implementers and institutions at the village level, both government, private and public institutions. These institutions include village board, BPD administrator, RT/RW, non-governmental association or group, women's group, technical team, local government (district/city council), DPR, city forum, LMPD or other potential institutions. Village development cannot be separated from the context of managing territorial development at the provincial and territorial level, as the position of the village in a broader context must take into account the relationship between the countryside, villages in the subdistricts, between sub-areas and districts and between districts (7).

Infrastructure is a term used to describe a range of facilities deliberately created to support the activities of human life. Infrastructure is usually built intentionally to aid and facilitate certain activities, such as transportation, population data collection, and various

other activities. Having infrastructure increases the community's access to resources to increase efficiency and productivity, leading to the economic development of a region or region (8). Therefore, it is important how engineering systems and infrastructure management can be focused on supporting the economic development of the region. The availability of infrastructure affects the existing social system and economic system in society. Therefore, infrastructure should be understood as the basis for policy making.

## 2.6. Community satisfaction

According to Philip Kotler, satisfaction is a person's sense of excitement or frustration that comes from a comparison between their responses to performance (result) and product expectations, while according to Zeithaml and Bitner, satisfaction is a consumer response or response in terms of meeting needs. Satisfaction is an assessment of the characteristics or characteristics of a product or service, or the product itself, that provides a level of consumer pleasure related to meeting the consumer's consumption needs (9) .

Satisfaction is an individual factor, which causes him to act in a certain way. If this is not related to satisfaction with public services, it can be assumed that satisfaction is a person's response to the expectations and quality of performance or results felt by society. Community satisfaction is the level at which the needs, desires and expectations of society can be met, which will lead to constant loyalty, the higher the quality of the products and services provided, the more satisfying the satisfaction experienced by society.

Satisfaction is the feeling level after comparing perceived performance/result with expectations. Consumer satisfaction is the chosen alternative that gives at least the same result or exceeds consumer expectations, while dissatisfaction occurs if the result obtained does not meet the expectations of the consumer. Based on some of the above definitions, there are similarities in the definition of satisfaction associated with: the components of satisfaction (perceived expectations and performance). In general, expectations are estimates or beliefs of people about what they will get when they buy or use a product (goods and services). While perceived performance is a perception of what is gained after consuming a purchased product and to create community satisfaction, public organizations must create and manage systems to gain more customers and the ability to support the community (10).

Based on the regulation of Minister of Empowerment No.Kep/25/M.PAN/2/2004, the quality of service is the result of public opinion and the evaluation of the performance

of the services provided by the community. In the rule of government, they are : a). The level of performance of service units of government agencies in providing services to the community. b). Structure the service mechanisms and procedural systems so that they can be implemented more qualified, efficiently and efficiently. c). Growth of creativity, initiative and community participation in efforts to improve the quality of public services (11).

In development, community satisfaction can be interpreted as a community response and assessment that the built construction provides a level of pleasure, comfort, safety, beauty, etc. Community satisfaction can be described when the construction has a positive impact that is felt directly by the community. The public services of the village administration should prioritize the public interest, facilitate public affairs, shorten the time of implementation of public affairs and provide satisfaction to the public (community) (12).

Based on the regulations of the Minister of Empowerment of the State Apparatus – No. 4 / M.PAN / 2017 instructs all agencies / institutions that provide public services to conduct public service satisfaction surveys with reference to the principles of service. According to Permenpan-RB No. 14 of 2017, the community satisfaction survey is an activity of comprehensive measurement of the public's level of satisfaction with the quality of the services provided by public service providers. The results of the community satisfaction survey are displayed as a community satisfaction index. The community satisfaction index is the result of measuring the activities of the community satisfaction survey in the form of figures. In addition to technological advances and community demand for services, utilities must meet community service expectations (13)

It is currently considered that the public services provided by the public administration have not met the expectations of the community. This can be seen in several public complaints filed through the media and social media. Of course, if these complaints are not addressed, they have a negative impact on the government. In addition, it can cause distrust in society. One of the efforts to be made to improve public services is to conduct a public satisfaction survey among service users by measuring the satisfaction of the user community of services

When conducting the community satisfaction survey, attention is paid to the following principles:



## 2.7. Transparent

The results of the public satisfaction survey should be published and easily accessible to the whole community.

### b. Participatory

When conducting the community satisfaction survey, you should involve the participation of the community and other related parties to get the actual results of the survey.

### c. Responsible

The questions addressed in the Community satisfaction survey should be able to be correctly and systematically implemented and justified to stakeholders on the basis of the applicable general rules.

### d. Viable

Community satisfaction surveys should be conducted regularly and continuously to determine the development of the improvement of the quality of service.

e. The conduct of the community satisfaction survey should reach all users of the service without distinction of economic status, culture, religion, class and geographical location, as well as differences in physical and mental abilities.

f. Neutrality When conducting a community satisfaction survey, researchers should not have personal, stylish, or unbiased interests.

Based on the service principle as laid down in the regulation- No.14 of 2017 as a minimum element that must exist for the basis of measuring community satisfaction, the following is:

1. Demand. The requirements are conditions that must be met when managing a type of service, both technically and administratively.
2. Systems, mechanisms and procedures. They are standard service procedures for service providers and recipients, including complaints.
3. Postpone. Completion time is the period of time required to complete the entire service process for each type of service.
4. Rates. Fees are the costs charged to the beneficiaries of the services for the management and/or obtaining services of the organizer whose amount is determined in accordance with an agreement between the organizer and the community.

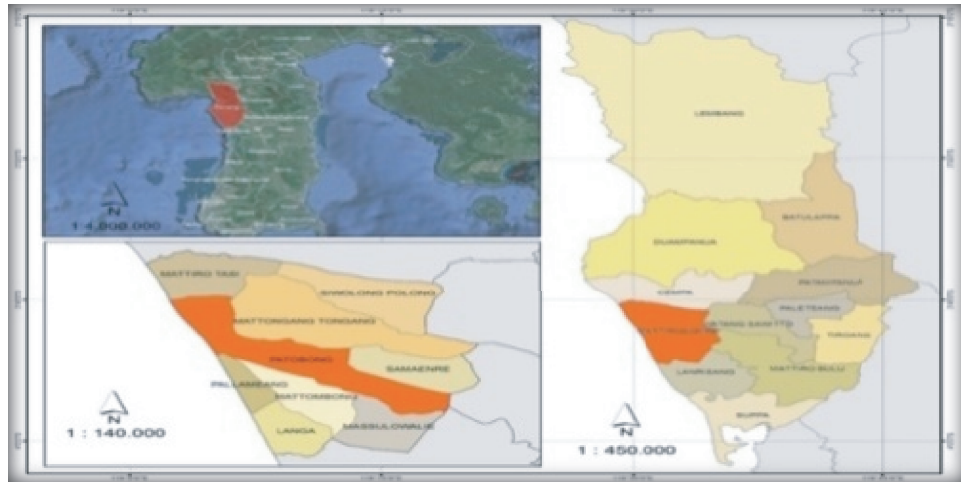
5. Product specification service type. It is the result of services provided and received in accordance with the provisions defined. This service product is the result of each service type specification.
6. Competence of the executor. Implementation skills are capabilities that performers must possess, including knowledge, experience, skills, and experience.
7. Conduct of the executor. The executor's behavior is the attitude of the agent when providing services.
8. Handling of complaints, suggestions and comments. They are procedures for the implementation of the handling and follow-up of complaints.
9. Facilities and infrastructure. Media is anything that can be used as a tool to achieve goals and objectives. Infrastructure is everything that is the most important support for the implementation of a process (business, development, project). Resources are used to move objects (computers, machines) and infrastructure for real estate objects (buildings).

Priansa (2017) explains that people use the services of public organizations because of the need for this service. However, there are a number of factors that can affect people's satisfaction with the services they receive (14). These factors include:

1. Personal component. The personality component refers to the field of clinical psychology. Thus, public satisfaction is associated with the paradigm of thought and the prestige of the public private self in the use of the services of public organizations.
2. Demographic component. The demographic component refers to age, income, education, and other demographic factors. For example, people with a basic education are generally more satisfied with people with a higher education status. In addition, the public of higher education generally needs more additional services than the public in primary education.
3. Psychographic component. This component is related to *lifestyle (lifestyle)*. Lifestyle is a model that people use to live and spend time and money on public services, where some people generally tend to want to get a quick service, even if they have to pay a certain amount of money.

### 3. Results and Discussions

#### Geographical Location of Patong Village



#### 3.1. The Community's Response to Services.

Based on the results of the descriptive analysis of the level of societies satisfaction with the development of the infrastructure in Patong village which is showed Figure ?? shows the social satisfaction variable is known to be good with the highest rate of 43.7%, followed by the response of the respondents, quite good, which is 43.5%, then some respondents find that it is not good in service with a percentage of 11.5%, then very bad with 0.7% and 0.2% thinks good.

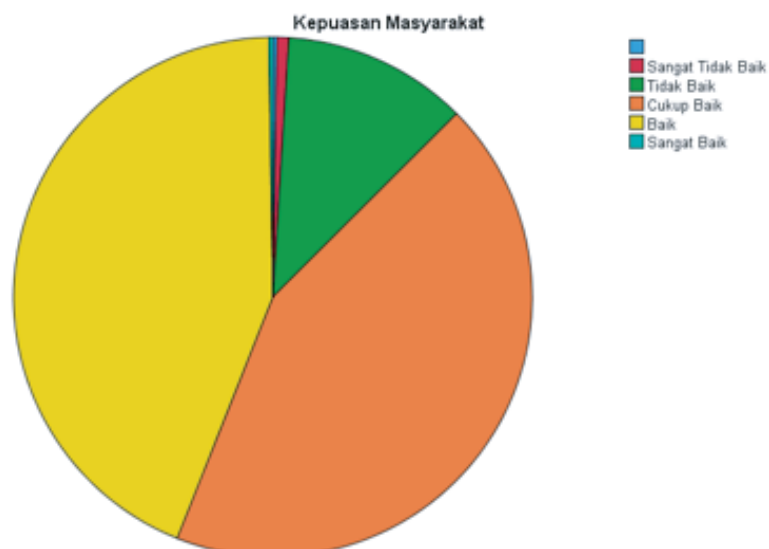


Figure 1: Recapitulation of The Community's Response to Services.

Thus, it can be concluded that community satisfaction in services is at a poor level with a rate of 55% of responses from rural communities in Patong.

TABLE 1: validity test of community's satisfaction to services.

No. Statement Items	R value <small>count</small>	<small>Table</small> R value	Information
Item 1	0.468	0.381	Valid
Item 2	0.528	0.381	Valid
Item 3	0.596	0.381	Valid
Item 4	0.542	0.381	Valid
Item 5	0.438	0.381	Valid
Item 6	0.498	0.381	Valid
Item 7	0.492	0.381	Valid
Item 8	0.430	0.381	Valid
Item 9	0.397	0.381	Valid

Based on the table above, the results of the validity test show that the Community satisfaction survey validates all elements of the declaration. Moreover, the Community satisfaction survey used in the collection of data containing 14 statements items is declared valid.

### 3.2. Recapitulation of the Community's Response to Infrastructure Development

As for the community's changing satisfaction with the infrastructure in Patong village, it is dominated by a relatively good response rate of 51.2%, followed by a relatively good response from respondents, which is 51.2%, followed by a weak response, which is 31.8% and 16.1% of people liked it which is showed Figure 2.

### 3.3. Testing Instrument

The test results for the infrastructure development questionnaire are as follows:

Based on the table, the results of the validity test show that all elements of the declaration are validated in the infrastructure development questionnaire.

For example, the infrastructure development questionnaire used in the collection of data containing 9 items of the statements is validated.



**Figure 2:** Recapitulation of The Community's satisfaction to infrastructure development.

**TABLE 2:** Validity test of community's satisfaction to infrastructure development.

No. Statement Items	R value <i>count</i>	<i>Table</i> R value	Information
Item 1	0.459	0.381	Valid
Item 2	0.425	0.381	Valid
Item 3	0.489	0.381	Valid
Item 4	0.422	0.381	Valid
Item 5	0.483	0.381	Valid
Item 6	0.482	0.381	Valid
Item 7	0.497	0.381	Valid
Item 8	0.566	0.381	Valid
Item 9	0.427	0.381	Valid
Item 10	0.527	0.381	Valid
Item 11	0.621	0.381	Valid
Item 12	0.547	0.381	Valid
Item 13	0.635	0.381	Valid
Item 14	0.643	0.381	Valid

### 3.4. Reliability Testing

According to Sugiyono (2017), reliability tests are meant to measure whether a person's answers to a questionnaire question are consistent. Reliability test with *SPSS version 25* using *Croanbach's Alpha method* , and then the number *r* is represented by the alpha value (13).

A search aid is declared reliable if the  $\alpha > 0.60$ . The reliability tests of the study were carried out using *Croanbach's alpha technique*. The calculation of the value of the confidence coefficient of the search aid used yielded the following results:

Based on the table below, it shows the Croanbach alpha value > 0.60. Where the variables of community satisfaction and infrastructure development each have the Croanbach alpha 0.766; 0.796; greater than 0.60. It can then be concluded that the instrument has been declared reliable.

Table 3 Instrument reliability test results

TABLE 3: Reliability Testing.

Variables	Alfa Croanbach	Information
Community satisfaction (x)	0.766	Reliable
Infrastructure development (Y)	0.796	Reliable

### 3.5. The Normal Test

Data normality tests are intended to determine whether the empirical data obtained in the field correspond to a particular theoretical distribution or have a normal distribution. Normal distributed data can be viewed using significance values or probability values. The decision-making guide is whether the significance value of the data <0.05 is abnormal and vice versa if the significance value >0.05, the data are considered normal. The data distribution normality test used is the kolmogorof-smirnov test using the statistical software package for the Service Softition (SPSS) software. The results of the data normality test are shown in the following table 4.

TABLE 4: Normal Test.

		<i>Non-standardised waste</i>
N		29
<i>Normal parameter<sup>a,b</sup></i>	<i>Waist</i>	0.0000000
	<i>Std. Distortion</i>	2.24047387
<i>The most extreme differ-ences</i>	<i>Absolutely</i>	0.131
	<i>Positive</i>	0.131
	<i>Negative</i>	-0.131
<i>Test statistics</i>		0.131
<b>Asymp. l'm syg. (2 cups)</b>		.161 <sup>in</sup>

Source: SPSS Results, 2022

### 3.6. The Multicollinearity Test

The purpose of the multicollinearity test is to determine whether there is a correlation between the free (independent) variables in the regression model. A good regression

model should have no correlation between independent variables. To detect the presence of multicoline, a few should use the value of the inflation of variance factor (VIF). With regard to the multicolonigeality test that looks at the tolerance value of  $<0.10$  or  $VIF >10$ , then in the model there is a multicholinarites and a tolerance value of  $> 0.10$  or  $VIF < 10$ , then in the model there are no multicholinarites. The results of the multicolonial is shown in the following table 5

TABLE 5: Multicollinearity test results.

<i>Coefficienta</i>			
		<i>Statistics of carinearity</i>	
mModel		<i>Tolerance</i>	<i>The BIF</i>
1	(Constant)		
	Community satisfaction	0.940	1.064
<i>Dependent variables: Infrastructure development</i>			

Source: SPSS Results, 2022

### 3.7. Heterosceasticity Test

The heterosexuality test in this study uses the Glejser test, which includes the regression of absolute residual value relative to independent variables, namely community satisfaction and infrastructure development. Data from the heterochedasticity test data are presented in the following table 6.

TABLE 6: Heterosexual test results.

<i>Coefficienta</i>		
Model		<i>I'm syg.</i>
1	- Constant	
	Community satisfaction	0.508
<i>Dependent variables : ABS_RES</i>		

### 3.8. Simple Linear Regression Analysis

In this study, a simple linear regression was used to measure the influence of community satisfaction variables on infrastructure development. The analysis was performed using the Statistical Software Package for the Social Sciences (SPSS) version 25. Here is the results of simple linear regeresi calculations that showed in table 7.

Model	Coefficients <sup>a</sup>		T	Sig.	
	Unstandardized Coefficients				Standardized Coefficients
	B	Std. Error			Beta
(Constant)	38.026	3.387	11.227	0.000	
1 Kepuasan masyarakat	0.240	0.089	0.460	2.689	0.012

a. Dependent Variable: Pembangunan Infrastruktur

Sumber: Hasil Olahan dari SPSS Versi 25,0 for windows

Figure 3: The results of the single regression analysis.

Based on the resulting model of the equation, it is known that the constant value is 38,026, this means that if the satisfaction of the community is zero, the variable for infrastructure development in Patong village, Pinrang Regency is 38,026 units. The regression rate is 0.240, which means that if the community satisfaction variable has increased by one unit, the infrastructure development of Patong village, Pinrang Regency has increased by 0.240 units.

### 3.9. Product Time Correlation Analysis

To test the hypothesis and to discover the presence or absence of a relationship between community satisfaction with the development of Patobong Village’s infrastructure, Pinrang Regency, an analysis of the correlation coefficient was performed, for example, the correlation test of the moment of the product processed with SPSS version 25.0 for windows can be seen below in table 8.

**Tabel Hasil Analisis Korelasi Product Moment**

		Correlations	
		Kepuasan Masyarakat	Pembangunan Infrastruktur
Kepuasan Masyarakat	Pearson Correlation	1	0.460
	Sig. (2-tailed)		0.006
	N	29	29
Pembangunan Infrastruktur	Pearson Correlation	0.460	1
	Sig. (2-tailed)	0.006	
	N	29	29

Sumber: Hasil Olahan dari SPSS Versi 25,0 for windows

Figure 4: Product Time Correlation Analysis.

Based on the table, the correlation between community satisfaction and infrastructure development is obtained by a factor of r 0.460, which means that between the variables of community satisfaction with infrastructure development in Patong village, Pinrang Regency, correlation tables are included in the middle category in the range of 0.400 - 0.599. Thus, it can be concluded that there is a simple relationship between community satisfaction and infrastructure development in Patong Village, Pinrang Regency.



### 3.10. Test T

The t-test is used to test hypotheses and find out how important the impact of community satisfaction is on the development of the infrastructure at Pato Bong Village in Pinrang Regency. Determining the effect of community satisfaction on infrastructure development using a t-test involves comparing the significant value of  $< 0.05$  (5%). A variable is said to have an effect when the acquired significance value is less than 5% ( $\alpha = 0.05$ ). The results of the spss version 25.0 t-test for Windows are shown below in table 9.

**Tabel Hasil Uji-t**

Model	Coefficients <sup>a</sup>		T	Sig.
	Unstandardized Coefficients	Standardized Coefficients		
	B	Beta		
(Constant)	38.026	3.387	11.227	0.000
1 Kepuasan Masyarakat	0.240	0.089	0.460	2.689

a. Dependent Variable: Pembangunan Infrastruktur  
 Sumber: Hasil Olahan dari SPSS Versi 25,0 for windows

Figure 5: Test T.

Based on the table 9, it is stated that the value of the interest of 0.012 is obtained, which is less than 0.05, which means that the variable of community satisfaction has a significant impact on the development of the infrastructure in Patong village, Pinrang Regency. Therefore, it can be concluded that the hypothesis proposed in this study is claimed to be "accepted".

The development of infrastructure in the system supports the activities that exist in space. Infrastructure is the first, as well as a catalyst in development. Having infrastructure increases the community's access to resources to increase efficiency and productivity, leading to the economic development of a region or region. Therefore, it is important how engineering systems and infrastructure management can be focused on supporting the economic development of the region.

In development, community satisfaction can be interpreted as a community response and assessment that the built construction provides a level of pleasure, comfort, safety, beauty, etc. Overall, based on the results of a descriptive analysis, the level of satisfaction of the community with the development of the infrastructure of Patobong Village. In the variable public satisfaction it is known that the community response thinks it is good with the highest percentage of 43.7%, followed by the response of the respondents is quite good, for example 43.5%, then some respondents think that it is not good in service with a percentage of 11.5%, then it is very bad with 0.7%, and 0.2% think very well. Therefore, it can be concluded that community satisfaction in service is at a good level with a rate of 55% of the response of the patobong village community.

As for the community satisfaction variable, the infrastructure of Patobong village is dominated by a fairly good response rate with a rate of 51.2%, followed by a fairly good response from respondents of 51.2%, followed by an incorrect response from respondents, namely 31.8%, and 16.1% of the community thinks it is good.

The results of hypothesis testing in this study with SPSS version 25.0 for Windows, obtained a significant value of  $0.012 < 0.05$ , which means that there is a positive and significant relationship between consumer satisfaction and infrastructure development of Patobong Village, Pinrang Regency. Therefore, the proposed hypothesis "community satisfaction is suspected of being related to the development of infrastructure in Patobong Village, Pinrang Regency" is acceptable. This is based on the results of the correlation analysis of the moment when the product obtained the size of the correlation value / ratio ( $r$ ) of 0.460 in the range 0.400 - 0.599, which means that it is included in the moderate category. This shows that there is a relationship between community satisfaction and the development of Patobong Village's infrastructure in Pinrang Regency.

This is in line with a study by Hidayati (2021) entitled Community Satisfaction Index with Infrastructure Services in Ujung Pangkah District, Gresik Regency, which showed that the Infrastructure Service Satisfaction Index falls into category B (well) (15).

The development of infrastructure in a system supports the activities that exist in a space. Infrastructure is both a container and a catalyst in development. The availability of infrastructure increases people's access to resources to increase the efficiency and productivity that lead to the economic development of a region or region. Therefore, it is important to know how engineering and infrastructure management systems can be targeted to support the economic development of a region.

In development, community satisfaction can be interpreted as a reaction and the result of a community assessment that the built construction provides a level of pleasure, comfort, safety, beauty, etc. Community satisfaction can be described when the construction has a positive impact that is felt directly by the community.

## 4. Conclusions And Recommendations

### 4.1. Conclusion

Based on the results of the study, it can be concluded that the community satisfaction with the development of the infrastructure in Patobong Village, Pinrang Regency is as follows:

1. The community satisfaction with the infrastructure in Patobong Village, Pinrang Regency, is still in a good category.

1. The satisfaction of the community with the infrastructure of the village of Patobo in Pinrang Regency is quite good.

2. Community satisfaction has a moderate level of connection with the infrastructure development in Patobong Village, Pinrang Regency.

## 4.2. Recommendations

Based on the conclusions above, the results show that the satisfaction of the community with the infrastructure is good, but the service is still not good, so it needs to be improved in terms of community service and the timely presence of employees to get into the office so that community services can function optimally, so that the built construction provides a high level of service. Community satisfaction can be described when the building has a positive effect, which is felt directly by society.

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