Conference Paper

Integrated Administrative Service Procedure, Infrastructure Facilities Toward Society Satisfaction of Quality Services as Variable Mediation (Study at Purwosari Subdistrict Office)

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Abstract

Integrated administrative service procedure (PATEN) aims to improve the service quality and service to the community from the aspect of time and the cost of service, and improve service quality and service closer to the community. This research is conducted at Kantor Kecamatan Purwosari – Kabupaten Pasuruan. The purpose of this research is to analyze and prove that an integrated administrative service Sub procedures (PATEN) affect significantly the quality of the attendant and the satisfaction of the community; the existence of indirect influence on the procedure of integrated administrative service (PATEN) against the satisfaction of society through quality of service; and the indirect influence of infrastructure against society satisfaction through the quality of service. This research is an explanatory survey research. The population in this research is 3,250, the sample used was 97 people who use the service at Purwosari Subdistrict. Data analysis used is path analysis. Calculation of the parameters was performed using SPSS program. The result of the research are as follows: (1) There are positive and significant effects between Subdistrict Integrated administrative service procedure (Patents) toward service quality (amounting to 0.315*); (2) There are direct and significant effects between Integrated administrative service procedure toward society satisfaction (amounting to 0.218*); (3) There are significant effects between infrastructure toward quality of service (amounting to 0.387); (4) There are significant effects between infrastructure toward society satisfaction (amounting to 0.236*); (5) There are significant effects between the quality of the service toward society satisfaction (amounting to 0.492*); (6) There are indirect effects of administrative service procedure of subdistrict toward society satisfaction through service quality (amounting to 0.155*); (7) There are indirect effects of infrastructure toward society satisfaction through service quality (amounting to 0.190*). These show that the infrastructures affect positively and significantly against the society satisfaction through service quality. The higher the service quality, which is caused by better infrastructure, the more likely it increases the society satisfaction.

1. Introduction

Instance of the company or organization is where a group of people who gather and work together in a way that is structured to achieve a goal or a number of specific

targets that have been set. In general, organization is divided into two groups, the private sector organization and public sector organization. Public sector organizations is the organization that aims to produce a service to the community, without differentiating the status and position. Public sector organizations oriented to the public interest, which are not profit-oriented as the ultimate goal.

Respond to the dynamics of development of the Organization of local governance to good governance, which pay attention to the needs and demands of the community in the public service, he government issued *Peraturan Menteri Dalam Negeri Nomor 4 Tahun 2010 Tentang Pedoman Penyelenggaraan Administrasi Terpadu Kecamatan (PATEN)* on 15*th* January 2010.

The regulation regarding the guidelines of the Integrated Administration of the sub-district (*Pedoman Penyelenggaraan Administrasi Terpadu Kecamatan (PATEN))* issued by the Minister of Home Affairs is to provide local government in this regard, the regent or the mayor a chance to optimize the role of subdistrict in order to build access and able to improve the infrastructure, as well as exposing services to the society in district areas or municipal areas that are geographically suitable to implement *PATEN.*

The scope of *PATEN* covers the areas of licensing and non-licensing services. The purpose of *PATEN* implementation is to actualize the subdistrict as the service center of the society and be the node service for integrated service agency or office in district areas or municipal area. *PATEN* intend to improve the quality and exposing service toward society. *PATEN* is a simple innovation but provide great benefits, in addition to facilitate the community to obtain service, also improve the image and government legitimation in publics' eyes.

According to Kepmen PAN No. 25 tahun 2004 concerning Public Satisfaction Index, there are 14 matters related to performance and service performed by service personnel, such as service procedure, suitability, clarity of employees, employee discipline, employee responsibilities, employee ability, service speed, service justice, employee courtesy, reasonable cost, cost certainty, schedule certainty, environmental comfort, and security of service. This research conducted to analyze the value of the variables, and their effect on the satisfaction of the community. The scope of this study is limited by service procedure, infrastructure, society satisfaction and integrated service quality of sub-district/*PATEN* (study at Purwosari subdistrict office, Pasuruan)

2. Literature Review

Community satisfaction is a factor that determines the success of an institution. According to ([14]: 83) the definition of the Service is any action or activity which may be offered by a party to another party, which is essentially intangible and does not result in any ownership. In this case is to meet consumer needs or wants in order to achieve consumer or community satisfaction.

3. Public Service

3.1. Definition of service

Service is essentially a series of activities, therefore the service process takes place on a regular and continuous basis, encompassing the entire chain of organizational life in the community of its purpose to satisfy society. According to ([13]: 11), "service can be interpreted as a given activity to help, prepare, and take care of either in the form of goods or services from one party to another party."

According to Parasuraman, Zeithaml and Berry (1985) cited by Sopiatin (2010, pp. 40–43) there are five basic dimensions of service quality: Thus, there are five key dimensions:

1. Tangible evidence, including physical appearance, equipment, personnel, and means of communication. The tangible dimension is measured using the sense of sight to assess a service quality.

2. Reliability, that is, the dimension relates to the agency's ability to deliver its services correctly, to fulfill its promise and be reliable. Aspects to be considered in this dimension are the consistency of performance and reliability. The reliability, skills and capability of delivering prompt, accurate and satisfactory service.

3. Capacity (Responsiveness), namely Dimensions is related to the ability of employees, namely the desire of the staff and employees to help consumers and provide responsive services.

4. Assurance In this dimension, employee behavior is expected to be able to foster customers' trust in the services provided by the agency, while the Guarantees here include knowledge, skills, courtesy and credibility of staff, free from hazards, risks or doubtfulness.

5. Empathy in the understanding of psychology is a mental state that makes a person feel himself in the other person's feelings. (Sopiatin, 2010, 41) In this dimension, it includes ease in making connections, good communication, personal attention, and understanding the needs community/customers.

3.2. Definition of public service

In terminology, the word service contain two meanings; the attendance of an inferior upon superior or to be useful (afrial J, 2008). Public terminology is defined as group of people. Lonsdale and Enyedi as quoted by Zauhar means *something made available to whole of population and it involves things which people can not normally provide themselves, that is, must act collectively* (Zauhar, 2001).

Rendering to *Undang-Undang No.25 Tahun 2009* concerning Public Service is defined public service as follow: public service is the activity or series activities in order to fulfil service needs in accordance to the legislation for every citizens or residence of goods, services and/or administrative services provided by public service

3.3. Form of public services

In accordance to *Kepmenpan N0.63/Kep/M.PAN/7/2003* concerning the general guidelines of public service delivery. Forms of service provided to the community can be divided into several types of services are:

1. Administrative Services, Services that result in various forms of official documents required by the public, such as citizenship status and ownership or control of an item and so forth.

2. Service of Goods, Services which result in various forms or types of goods used by the public, such as the provision of electric power, clean water, telephone network, and so forth.

3. Services, Services that result in a variety of services required by the public, such as the implementation of transportation, health care, the implementation of educators, as well as the implementation of other public facilities.

3.4. Elements of public service

There are four important elements in the public service process, those are ([6]:11):

1. Service providers, parties that can provide a particular service to consumers, whether in the form of services and the delivery of goods or services.

2. Recipients of services, those who are referred to as consumers or customers who receive various services from service providers.

3. Type of service, which is the service that the service provider may provide to those who need the service.

4. Customer satisfaction, in providing service providers must refer to the main purpose of service, namely customer satisfaction. This is very important because the level of satisfaction that customers get is usually very closely related to the quality standards of goods and or services they enjoy.

3.5. Integrated administrative service of subdistrict (PATEN)

The definition of Integrated Administrative Service of subdistrict (PATEN) is public service delivery in subdistrict which its process, from the application to the publication of the document done in one place. The difference between conventional service and PATEN, as can be seen in Table 1.

The purpose and objective of PATEN is to improve the quality of service and bring the service to the community to actualize the district as a community service center and serve as a service node for one-door integrated service agency/office (PTSP) in districts/municipalities for districts that are geographically more effective and efficiently served through the sub-district. The scope of services in the field of licensing and service areas of non-licensing.

3.6. Implementation of PATEN policy

PATEN is conducted with the intention to actualize the sub-district as a community service center and serve as a service node for one-door integrated service agency/office *(pelayanan terpadu satu pintu (PTSP))* in districts/municipalities for subdistricts that are geographically more effective and efficient in the service through sib district. The essence of a system built in integrated PATEN or integrated one-stop service is to integrate all licensing and non-licensing under the jurisdiction of the district/municipal government within an agency called a one-door integrated service agency, but the subdistrict may play the role of service knot for the agency/office One-stop integrated service or integrated administrative procedures of the subdistrict (PATEN).

TABLE 1: The difference between Conventional Service and PATEN.

Aspect	Conventional Service	PATEN
Participation of Community	1. There is no community participation	1. Community can access service information. Therefore, it is easier to give recommendation for service improvement
	2. Community only	2. Community may file a complaint when the service rendered does not comply with the prescribed standard
Availability of Information	1. There are no information rendering requirements, cost and time; so that public will tend to pay more in order to get faster service	1. There are information provided rendering type of the service, time, cost and the service procedure
	2. Information is usually directly delivered by the officials to the residents who attend the service	2. There is socialization concerning public service delivery. Receipt of service charges can be directly monitored, because payments are recorded in a transparent and accountable manners.
	3. Head of the subdistrict find difficulty to control service cost for his/her staff	3. Give the certainty to the head of the subdistrict in conducting public service.
	4. There is no database system rendering the service. The head of the subdistrict can be trapped with accusations 'kutipan liar'	
Database	There is no database system rendering the service.	Comes with the service database that is managed and updated continuously.

Source: Primary data processed by the researcher, 2017.

Subdistricts that have been authorized with delegation of authority to abbreviate the bureaucratic chain. The idea of this statement is that public used to attend district area, but now public could only attend the subdistrict office.

3.7. Infrastructure

Infrastructure here means the ability of agencies to be able to implement or guarantee the procurement and management of adequate funds, provision, maintenance of facilities and infrastructure, as well as a good information system to support the quality of service to the community.

3.8. The nature of community satisfaction

Satisfaction or dissatisfaction is a person's feeling that comes from the comparison between his/her impression of the actual product performance with the expected

product performance ([31]: 180). Further explained by Zeithmal and Bitner ([31]: 180) that consumer satisfaction is "customers of a product or service in terms of whether that product or service has met their needs an expectation."

According to Selnes (in [23]), indicators in public satisfaction are: Overall satisfaction level *(overall satisfaction)*, Suitability of service with expectation *(expectation),* level of satisfaction of society during relationship with the institution *(experience.*

3.9. Conceptual framework

According to the previous theories stated, therefore the conceptual framework can be proposed in Figure 1.
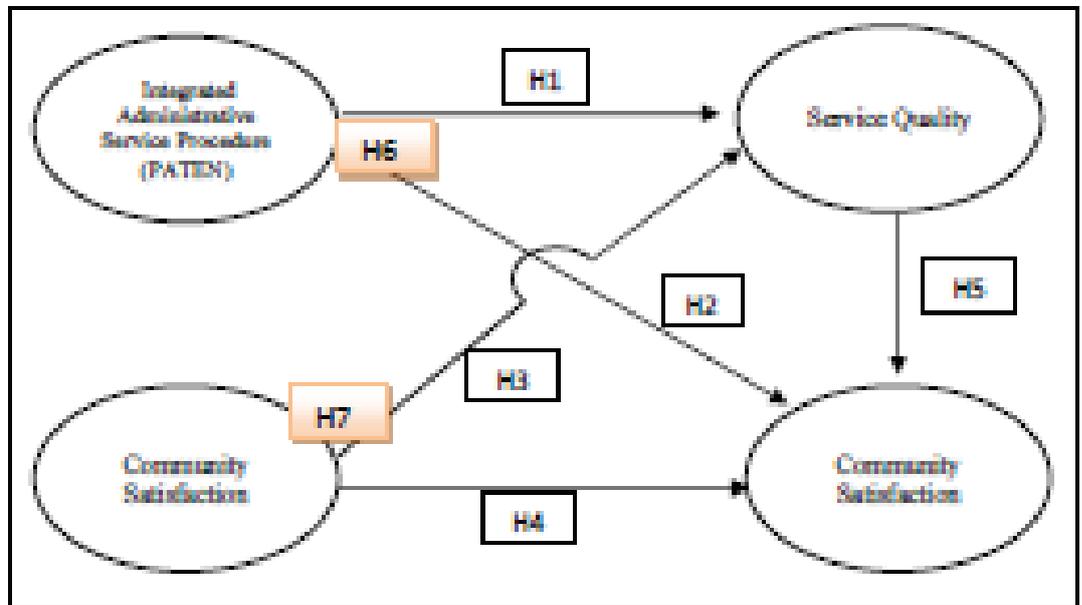

Figure 1: Conceptual framework, Integrated Administrative Service Procedure (PATEN), Infrastructure toward Community Satisfaction with Service Quality as the mediation variable. (**Source:** Hair (2013), processed by the researcher (2017).)

Hypothesis

The development of the hypothesis in this study is as follows:

H1: there is a significant effect between Service procedures toward service quality

H2: there is a significant effect between Service procedures toward community satisfaction

H3: there is a significant effect between infrastructure toward service quality

H4: there is a significant effect between Infrastructure toward community satisfaction

H5: there is a significant effect between Service quality toward community satisfaction

H6: is there any indirect effects of Service procedure toward Community satisfaction through service quality?

H7: is there any indirect effect of infrastructure toward community satisfaction through service quality?

4. Research Method

4.1. Type of research

This study concluded as descriptive research through survey approach. Problem solving in this research begins with literature review which include theoretical review, previous empirical studies and models relevant to the research problem. This research is designed to answer the problems that have been formulated, the purpose of this research is to test the hypothesis and to analyze the test results associated with the Procedures of Integrated Administration Services (PATEN), infrastructure toward public satisfaction with the service quality as mediation variable.

4.2. Population and sample

Population is a generalization area consisting of objects or subjects that have certain qualities and characteristic set by the researcher to be studied and then drawn the conclusion [35]. The population is all the customers (community) who have used the service in Purwosari Subdistrict Office of 3,250 customers/citizens.

Sampling was done with non-probability sampling technique with Purposive sampling method. Determination of number of respondents was done by determining the Slovin formula in Riduwan (2005: 65), n = N/(1 + N. (e) 2). Based on the criteria included in the category, then obtained conclusions to involve approximately 97 respondents in this study.

4.3. Data collection method

The data collection method used in this research is questionnaire, with aims to collect written information directly from respondent.

4.4. Operational definition

In summary the operational definition of the variables is presented in Table 2.

TABLE 2: Matrix definition of operational variable.

Variable	Dimension	Indicator	Reference
Integrated Administration Service Procedures (PATEN) (X1)	*Time efficiency* $(X_{1.1})$	1. Faster service or more efficient time (time certainty) 2. Service officers working in accordance with Standard Operating Procedures (SOP); Integrated Administrative on Service Procedure in sub district (PATEN)	Peraturan Bupati Pasuruan No. 29 Tahun 2015, Pasal (1) ayat: 5 dan 8 Pasal 2 dan Pasal 3
	Policy implementation $(X_{1.2})$	1. Convenience of signing affairs related to administrative of population for the continuity of service toward public 2. The signing of the file may represent officials in accordance with the hierarchy in order to serve the community more efficiently and effectively 3. Implementation of One Door Service for all services in subdistricts, both licensing and non-licensing services to facilitate services to the community 4. Accountability of PATEN execution process that can be can be accounted for in accordance with laws and regulations	
Infrastructure (X2)	*Supporting facilities of service in the form of fixed assets* $(X_{2.1})$	1. Has the service room met the comfort criteria? 2. How is the cleanliness and neatness the place of service? 3. There are wide parking area, availability of physical facilities such as: waiting room service, parking, places of worship (Mosque), Toilets, etc.	Bafadal (2008:2)
	Supporting service facilities in the form of disposable goods $(X_{2.2})$	1. How is the availability of disposable goods to support public service? 2. How is the availability of blank forms to support the service?	
Public Satisfaction (Y)	*Overall Satisfaction Level* $(Y_{1.1})$	1. The implementation of simplicity in service process 2. The implementation of service clarity	(Salnes dalam Rayi Endah, 2008)
	Suitability of service with community expectations (Expectation) $(Y_{1.2})$	1. There is a certainty result of the service 2. Implementation of product service accuracy	

Variable	Dimension	Indicator	Reference
	Public satisfaction level during the process with the instance (Experience) ($Y_{1.3}$)	1. There is safety during the service 2. Easy access of services 3. Public comfort during the service	
Service Quality (Z)	*Relatability (Z_1)*	1. Hospitality of the officers while serving community 2. Service officers behavior toward customer (citizens) is same and no discrimination (equal rights)	Parasuraman, Zeithaml dan Berry (1985) as quoted by Sopiatin (2010, pg. 40–43)
	Responsiveness (Z_2)	1. The availability of easy access and services information such as service procedure board 2. Service officers provide special trainings (individuals) on certain issued such ass disabled, elderly, and pregnant women 3. The availability of facility for complaint delivery such as complaint box	
	Assurance (Z_3)	1. The assurance of certainty that the service is resolved 2. Service officers provide services with honesty and firmness	
	Empathy (Z_4)	1. Service officers are polite and friendly 2. Service officers provide information to customers (citizens) with clear and understandable language 3. Service officers provide services with sincerity and full sense of responsibility	
	Tangible (Z_5)	1. Implementation of electronic systems for electronic ID record, or other public services 2. Officers' appearance and uniform is neat and clean	

Source: Peraturan Bupati Pasuruan no.29 (2015); Bafadal (2008); Salnes dalam Rayi Endah (2008); Parasuraman, Zeithaml dan Berry (1985) as quoted by Sopiatin (2010); processed by the researcher (2017)

4.5. Scale of measurement

Variable measurement of this research is used Likert scale, with scores on this scale starting from 1 to 5, with scores: Very Good (score 5), Good (score 4), Fair (score 3), Not Good (score 2), Very Not Good (score 1).

5. Data Analysis Method

5.1. Descriptive analysis

The analysis method in this research used descriptive analysis to describe the object of the research, descriptive analysis is used only to process and present the data without taking any decisions in this research.

5.2. Path analysis

Path analysis is used to analyze the relationship pattern between variable with the purpose to find the direct and indirect effect between the set of independent variables toward dependent variable. The path analysis model discussed is the pattern of causal relationships. Therefore, the formulation of research problem in the framework of path analysis only revolves around whether the independent variables (X1, X2,..., Xk) affect the variable Y, or how much direct causal influence, causal indirect, total causal or simultaneous set of independent variables (X1, X2,..., Xk) affect the variables Y. (Riduwan and Engkos Kuncoro, 2008), and (Hair, 2013).
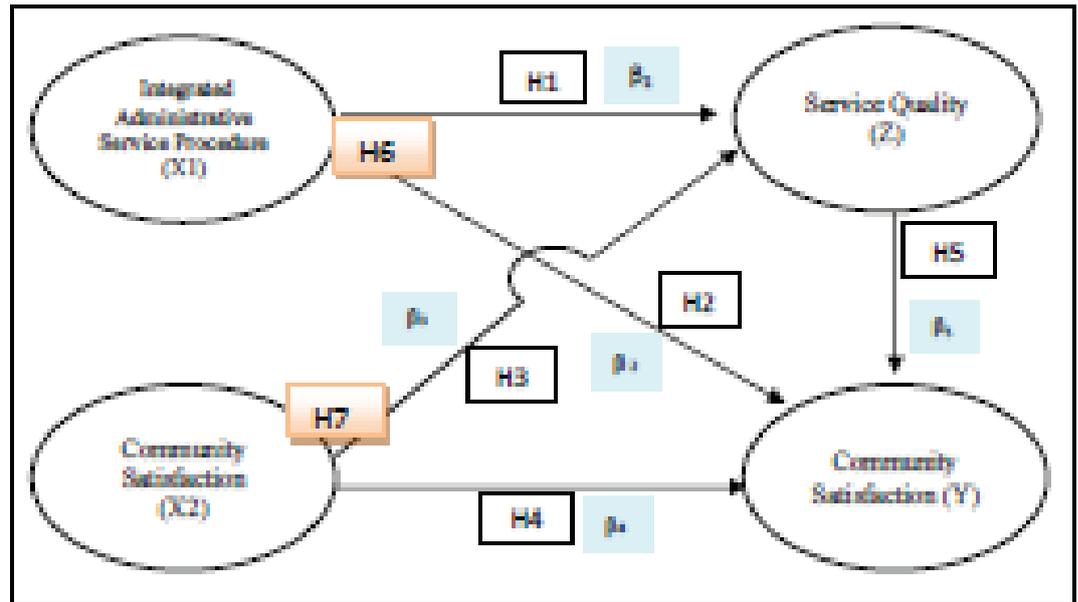

Figure 2: Diagram Path Model. (**Source:** Hair (2013); processed by researcher (2017).)

Equation in path analysis:

1. $Z = \beta_1 X_1 + \beta_2 X_2 + \epsilon_1$

2. $Y = \beta_1 X_1 + \beta_2 X_2 + \beta_3 Z + \epsilon_2$

5.3. Hypothesis testing

The hypothesis testing is done to test the effect, partially used the t-test. Independent variable is stated to have partially significant effect if the significant value of t smaller than the alpha. The measure of significance of hypothetical support can be used for comparison of T-Table and T-statistic values. If T-statistic is higher than T-table values, it indicates that the hypothesis is supported or accepted. In this study the confidence level is 95% (alpha 95%).

6. Research Result Analysis and Discussion

6.1. Characteristic of respondents

The characteristic of respondents in this research is based on gender, education and age (Tables 3–5).

6.1.1. Gender

The results of descriptive statistical analysis for respondent's characteristic based on the gender is shown as follows:

TABLE 3: Characteristic based on gender.

No.	Gender	Frequency	Presentation
1	Men	37	38%
2	Women	60	62%
3	Total	97	100%

Source: Primary data processed in 2017.

Based on Table 3, it can be concluded that most of the community who became respondents is men with the amount of 38% and women with the amount of 62%.

6.1.2. Education

The results of descriptive statistical analysis for respondent characteristic based on education is shown as follows:

Based on Table 4, it is shown that the most education earned by respondents with the percentage of 31% are Senior High School. Meanwhile, 26% of respondents are

TABLE 4: Characteristic based on education.

No.	Education	Frequency	Presentation
1	No School	8	8%
2	Elementary School	10	10%
3	Junior High School	22	23%
4	Senior High School	30	31%
5	Undergraduate	25	26%
6	Master	2	2%
	Total	97	100%

Source: Primary data processed in 2017.

college graduates (undergraduate), 26% of respondents are junior high school graduates, 10% of respondents are elementary school graduates and 8% of respondents are not earned education and 2% of the respondents are master graduates.

6.1.3. Ages

The results of descriptive statistical analysis for respondent characteristic based on ages is shown in Table 5.

TABLE 5: Characteristic based on ages.

No.	Age Range	Frequency	Presentation
1	≤ 20 years old	7	7%
2	21 s/d 30 years old	15	15%
3	31 s/d 40 years old	40	41%
5	41 s/d 50 years old	25	26%
4	≥ 50 years old	10	10%
	Total	97	100%

Source: Primary data processed in 2017.

As can be seen in Table 5, it can be concluded that most of the customers that became respondents are on the age range of 31–40 years with the amount of people of respondents with the parentage of 41%. Then, followed by age range 41–50 years old with the percentage of 26%, then with the age range 21–30 years old with the percentage of 15% respondents, the next is 10% of respondents are in the age range more than 50 years old and the last is 7% of respondents are less than 20 years old.

6.2. Validity testing result and reliability

This testing is intended to measure the level of accuracy and reliability of the data collection tools.

6.3. Validity testing result

Instrument validity testing is done by correlating each item score with total score using Pearson Correlation technique (Product moment). The result of the validity test are presented on Table 6.

6.4. Reliability testing result

Instrument Reliability testing of research is known that all values of Cronbach's Alpha > 0.6, the complete reliability test results are presented in Table 7.

7. Discussion

7.1. Data analysis result

The hypothesis testing is done to answer formulation of the problem that include partial hypothesis testing. Hypothesis testing related with the direct and indirect effect that shown on Table 8 as follows.

Based on Table 8, it can be indicated that:

1. **The coefficient of direct effect of administrative procedures of subdistrict administration on service quality** is 0.315 *. This indicates that the integrated administrative service procedure of the subdistrict has a positive and significant impact on service quality. Thus, the better the procedures of the integrated administrative services in subdistrict, then it tends to improve the quality of service.

2. **The coefficient of direct effect of the administrative procedures of the integrated administration of subdistrict toward public satisfaction** of 0.218 *. It shows that the integrated administrative service procedure of the subdistrict has a positive and significant impact on the satisfaction of the community. Thus the better the procedure of the integrated administrative services of the subdistrict the more likely it increase the satisfaction of the community

TABLE 6: Validity testing analysis result.

Variable	Item	Validity Coefficient (sig t)	α	Explanation
Subdistrict Integrated Administration Service Procedures	X1.1	0.721	0.05	Valid
	X1.2	0.734	0.05	Valid
	X1.3	0.688	0.05	Valid
	X1.4	0.732	0.05	Valid
	X1.5	0.598	0.05	Valid
	X1.6	0.719	0.05	Valid
Infrastructure	X2.1	0.746	0.05	Valid
	X2.2	0.611	0.05	Valid
	X2.3	0.789	0.05	Valid
	X2.4	0.54	0.05	Valid
	X2.5	0.692	0.05	Valid
Community Satisfaction	Y1	0.754	0.05	Valid
	Y2	0.81	0.05	Valid
	Y3	0.811	0.05	Valid
	Y4	0.703	0.05	Valid
	Y5	0.627	0.05	Valid
	Y6	0.696	0.05	Valid
	Y7	0.748	0.05	Valid
Service Quality	Z1	0.559	0.05	Valid
	Z2	0.748	0.05	Valid
	Z3	0.693	0.05	Valid
	Z4	0.75	0.05	Valid
	Z5	0.562	0.05	Valid
	Z6	0.628	0.05	Valid
	Z7	0.788	0.05	Valid
	Z8	0.602	0.05	Valid
	Z9	0.611	0.05	Valid
	Z10	0.731	0.05	Valid
	Z11	0.541	0.05	Valid
	Z12	0.38	0.05	Valid

Source: Primary data processed in 2017.

3. **The coefficient of the direct effect of infrastructure toward service quality** with the amount of 0.236*. It indicates that the infrastructure has a positive and significant effect on service quality. Thus the better the infrastructure is likely to improve the quality of service.

TABLE 7: Reliability Testing Analysis Result.

Dimension	Reliability Coefficient	A	Explanation
Subdistrict Integrated Administration Service Procedures	0.778	0.6	Reliable
Infrastructure	0.709	0.6	Reliable
Community Satisfaction	0.857	0.6	Reliable
Service Quality	0.864	0.6	Reliable
Source: Primary Data, processed in 2017.			

TABLE 8: Direct and indirect effect.

Exogenous	Mediation	Endogen	Coefficient		
			Direct	Indirect	Total
Integrated Service Administrative Procedure in Subdistrict	—	Service Quality	0.315*	—	0.315
Infrastructure	—	Service Quality	0.387*	—	0.387
Integrated Service Administrative Procedure in Subdistrict	Service Quality	Public Satisfaction	0.218*	0.155* (0.315 x 0.492)	0.373
Infrastructure	Service Quality	Public Satisfaction	0.236*	0.190* (0.387 x 0.492)	0.426
Service Quality	—	Public Satisfaction	0.492*	—	0.492
Note: * (significance).					
Source: Primary data processed by researcher in 2017.					

4. **The coefficient of the direct effect of infrastructure toward public satisfaction (X2)** of 0.236*. It signifies that that the infrastructure has a positive and significant effect on public satisfaction. Therefore, the better the infrastructure, is likely to increase public satisfaction.

5. **The coefficient of the direct effect of service quality toward public satisfaction** of 0.492*. It implies that the quality of the service has a positive and significant effect on public satisfaction. Hence, the higher the service quality then tend to increase public satisfaction.

6. **The coefficient of the indirect effect of Integrated service Administrative Procedure in Subdistrict toward public satisfaction through service quality** with the amount of 0.155*. It shows that the integrated administrative procedure of the subdistrict has a positive and significant effect on public satisfaction through service quality. So, the higher the quality of services caused by the better integrated administrative procedures of subdistrict is likely to increase public satisfaction.

7. **The coefficient of the indirect effect of infrastructure toward public satisfaction through service quality** of 0.190*. It signifies that the infrastructure has a positive and significant effect on public satisfaction. Therefore, the higher the service quality caused by the better the infrastructure is likely to increase public satisfaction.

7.2. Partial hypothesis testing

Partial hypothesis testing is used to test the presence of the effect of exogenous variables partially toward endogen variable. Criteria of the testing stated that if the probability value <*level of significant* (alpha = α)>; it indicates that there are effect on partially exogenous variables toward endogen variables. The hypothesis testing can be known through the table as follows.

TABLE 9: Hypothesis testing.

Exogenous	Endogen	Coefficient	T statistics	Prob/sig.
Integrated Service Administrative Procedure in Subdistrict	Service Quality	0.315	2.994	0.003
Infrastructure	Service Quality	0.387	3.684	0.000
Integrated Service Administrative Procedure in Subdistrict	Public Satisfaction	0.218	2.658	0.009
Infrastructure	Public Satisfaction	0.236	2.814	0.005
Service Quality	Public Satisfaction	0.492	6.491	0.000
Source: Primary data processed by researcher in 2017.				

The influence of integrated service administrative procedure of subdistrict toward service quality resulted in in a statistic *T*-value of 2,994 with probability/sig of 0.003. The testing results shows that the probability is less than/< alpha (5%). This indicates that there is significant effect of integrated service administrative procedure of subdistrict (PATEN) toward service quality.

The effect of infrastructure toward service quality with the *T*-statistics value of 3.684 with the probability of 0.000. The testing result shows that the probability is less than/<alpha (5%). This means that there is significant effect of infrastructure toward service quality.

The effect of integrated service administrative procedure in subdistrict (PATEN) toward public satisfaction gained the value of *T*-statistics of 2.658 with the probability of 0.009. The testing result indicates that the probability is less than or/< alpha

(5%). This means that there is significant effect of integrated service administrative procedure in subdistrict toward public satisfaction.

The effect of infrastructure toward public satisfaction earned the *T*-statistics value of 2.184 with the probability of 0.009. This testing result indicates that the probability is less than alpha (5%). This is shows that there is significant effect toward public satisfaction.

The effect of the quality service toward public satisfaction gained the *T*-statistics value of 6.491 with the probability of 0.000. The testing result shows that the probability is less than alpha (5%). It means that there is direct significance effect of service quality toward public satisfaction.

Furthermore, the effect of integrated service administrative procedure in subdistrict (PATEN) and infrastructure toward public satisfaction through service quality indicates that there is significant effect of integrated service administrative procedure in subdistrict (PATEN), infrastructure toward service quality and there is significant effect of service quality toward public satisfaction. Since both paths are significant, it can be stated that there is a significant effect of integrated subdistrict administrative service procedures and infrastructure on public satisfaction through service quality. Thus the service quality is able to mediate the effect of integrated subdistrict administrative service procedures and infrastructures on public satisfaction.

The conversion of the path diagram into the measurement model is intended to convert the diagram model into an empiric based data-based model used to determine the effect of exogenous variables on endogenous variables directly or indirectly.

Empirical model gained written as follows:

Model 1: $Z = 0.315 X_1 + 0.387 X_2$

Model 2: $Y = 0.218 X_1 + 0.236 X_2 + 0.492 Z$

7.3. Dominant effect

Exogenous variable that has the most effect toward endogen variables can be known from the highest total effect. Variable which has the greatest total effect toward service quality is infrastructure with the total effect of 0.387. Therefore, infrastructure is the most influential variable or has the most dominant effect toward service quality.

Variables which has the greatest total effect toward public satisfaction is service quality with the total effect of 0.492. Hence, service quality is the most influential variable or has the most dominant effect toward public satisfaction.
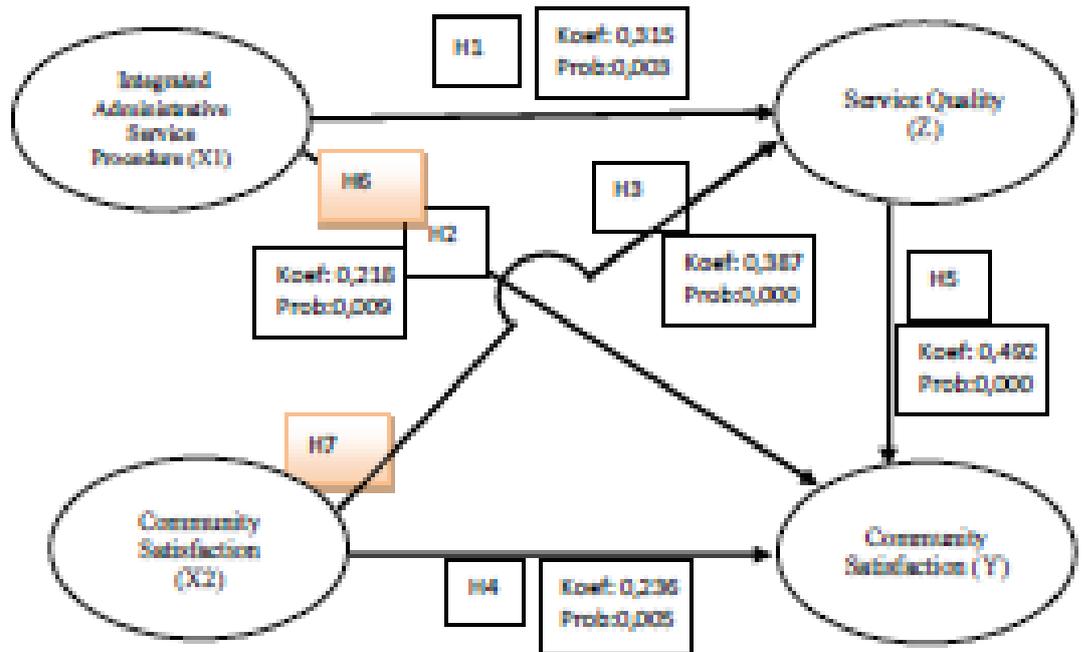
Figure 3: Model construction. (**Source:** Hair (2013); primary data processed by researcher in 2017.)

8. Conclusion and Recommendation

Based on the research result and the discussion as stated on the previous chapter, it can be drawn conclusions and suggestions as follows:

8.1. Conclusion

1. There is positive and significant effect between procedure of integrated administrative service (PATEN) toward service quality. This is shown that the better the subdistrict administrative service procedure, the more likely it improve the service quality.

2. There is direct and significant between integrated administrative service (PATEN) toward community satisfaction. Therefore the better the procedure of subdistrict integrated administrative service (PATEN), the more likely it increase society satisfaction.

3. There is significant effect between infrastructure toward service quality at Purwosari subdistrict office. This indicates that the better the infrastructure will tend to improve service quality

4. There is significant effect between infrastructure toward public satisfaction on Purwosari subdistrict office. Hence, the better the infrastructure will tend to increase public satisfaction

5. There is significant effect between service quality toward public satisfaction at Purwosari subdistrict office. This indicates that the higher the service quality, is likely to increase public satisfaction

6. There is an indirect effect of integrated subdistrict administrative service procedures on community satisfaction through service quality. Thus, the higher the quality of services caused by the better administrative procedures of the subdistrict administration is likely to increase public satisfaction

7. There is an indirect effect of infrastructure on public satisfaction through service quality. This indicates that the higher the service quality caused by the better the infrastructure is likely to increase public satisfaction.

8.2. Recommendation and implications

Based on the study result, there are few recommendations are proposed as follows:

1. Head Office of Purwosari Subdistrict, always need to improve the Quality of Service to the community, especially related to the fulfillment of integrated administrative service procedures (PATEN), the infrastructure owned in order to increase community's satisfaction. facilities owned to increase community satisfaction. This can be done by providing clarity of procedures and the speed and accuracy of integrated administrative service procedures (PATEN) to the community, especially to improve professionals in carrying out their duties and functions. This is in an effort to help the Purwosari District provide the best service to the community

2. Infrastructure facilities in Purwosari District Office also need to be improved to increase the satisfaction of the community, it is necessary to increase information to the public, especially electronic information systems that can be accessed by the public in a timely and rapid manner to improve the quality of service to the community satisfaction

3. Other researcher need to conduct further research related to Integrated Service Administration Procedure (PATEN), Infrastructure Facility to Satisfaction of Society with Quality of Service as Variable Mediation in more depth.

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