

The Effect of Quality and Service Standards on Community Satisfaction at the Makassar District Court Office Class 1 A Special

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ABSTRACT

This study is a quantitative study to know and analyze how much influence the quality of service and service standards have on community satisfaction at the Makassar District Court Class 1 A Special. Which is located on Jl. RA Kartini No. 18/23 Makassar city. Sampling in this study was 109 respondents. The data collection technique is done by giving a questionnaire/questionnaire, interviews, and document studies. The analytical method used is descriptive statistic analysis and multiple linear regression. The results of the study indicate that service quality has a negative and significant effect on community satisfaction, and service standards have a negative and significant effect on society.

Keywords: Quality of service; service standards; community satisfaction.

INTRODUCTION

COVID-19 is an outbreak of Coronavirus Diseases 2019 (COVID-19) which has spread throughout the world. One way to prevent this epidemic from spreading is to reduce community activities. COVID-19 entered Indonesia in March 2020, the government issued a policy to anticipate the spread of COVID-19 transmission. To prevent the spread of COVID-19 within government agencies, the government carries out a policy by carrying out official duties by working at home / where they live (Work From Home / WFH). (Krisiandi, 2020; P & Shahid, 2020). For State Civil Apparatus, which aims to minimize the spread of COVID-19, especially in government agencies. This WFH policy still has obstacles, including the availability of infrastructure, and a technology-based documentation system, so several regions/agencies are not yet optimal in serving the community online. (Achmad Ruki, 2011; Atmojo, 2020; Darmawan, 2020).

Public service is a group of a form of business carried out to assist the community to achieve a goal (Arhas et al., 2022) (Kasmir (2017). In public services, service standards need to be applied in an agency to provide certainty to improve the quality and performance of services to provide certainty. Service standards are the obligation of service providers to the community to provide quality, fast, easy, affordable, and measurable services (Isma et al., 2017; Muliaty, 2016; Nasaruddin, 2014; Takdir et al., 2021). Another obstacle faced by the community in services with an online system is that they are not yet fluent in using the technology system provided by the service provider agency. The difficulties experienced by the community in getting services online require the community to be able to adapt to the latest technological developments. Some people have to delay getting services due to their lack of understanding of the applications

provided. Makassar District Court Office Class 1 A Specially serves by implementing the One-Stop Integrated Service system in one place with the hope of serving the community better and younger than before (Ashal, 2020).

According to one source, a member of the Ombudsman Johannes Widijantoro when gave a keynote speech at a virtual seminar with the theme Public Services in the Pandemic Era "Challenge and Response" on Friday (30/7/2021). Saying the pandemic situation has been used as a reason for the decline in the quality of public services. He said that this should be a challenge to find a solution to continue to provide good public services. The decline in the quality of public services in the legal field encountered by the Ombudsman is that there are many protracted delays, for example, the process of investigation and investigation is delayed. Or also the unavailability of facilities and infrastructure in participating in the online trial, even though this should be the right of the defendant. With the Covid-19 pandemic, the transition period is not an easy problem to deal with, because the Makassar District Court Special Class IA must work hard to fulfill infrastructure related to health protocols. In its service, there are still shortcomings due to limited human resources and limited facilities and infrastructure.

In terms of service quality, it is necessary to improve so that people can feel satisfied and believe in the quality of service of the Makassar District Court Class 1 A Special. The Makassar District Court Class 1 A Special is required to be able to carry out its duties and responsibilities by the legislation and Standard Operating Procedures (SOP) in providing excellent service to the community. Based on reports in 2020 and 2021, the quality of service does not get satisfaction from the community due to: 1). Service hours change during the COVID-19 pandemic, 2) There are still PTSP officers who do not comply with service working hours at the desk so they are late in providing services to the community, 3). There is still a lack of human resources and do not understand SOPs in conveying and disseminating information when asked by justice.

METHOD

In this research, the researcher uses a quantitative type with a causal associative quantitative approach which aims to determine the extent of the influence of the independent variable on the dependent variable. According to (Sugiyono, 2018) Quantitative research methods are defined as research methods based on the philosophy of positivism, used to examine certain populations or samples, collecting data using research instruments, and analyzing quantitative or statistical data to test predetermined hypotheses. This research was conducted at the Makassar District Court Class 1 A Special,

In this study, two variables were used, namely the X variable (quality of service) and the Y variable (Community Satisfaction). In this study, the population in question is all service users who receive services at the Makassar Class 1 A Special District Court office. And this study used a population of 150 people. The researcher chose the sampling method with a non-probability sampling technique. And the method used is incidental sampling, in which the sampling technique is based on chance, that is, anyone who coincidentally meets the researcher can be used as a sample if it is deemed that the person who happened to be met is suitable as a data source. (Sugiyono, 2019).

Calculation of sampling using the slovin formula:

$$n = \frac{N}{1 + N \cdot (e^2)}$$

Where :

n = Number of samples required

N = Total Population

E = Sampling error rate, usually 5%

RESULT AND DISCUSSION

Validity test

Based on the three service quality variables, service standards, and community satisfaction, the r table value for the sample at a significant level of 5% is 0.195. the table from the results of the validity test shows that all questions from the service quality and community satisfaction variables are valid because the value is $> 0.195.r_{xy}$

Reliability Test

The results of the reliability test on the service quality variable from the 18 question items showed that the overall Cronbach's Alpha value item met the requirements, namely > 0.60 so that the service quality variable used was reliable. Likewise for service standard variables

The results of the reliability test in the table above from the 15 statement items obtained that all of the Cronbach's Alpha value items meet the requirements, namely > 0.60 so that the variables used are reliable. And for the community satisfaction variable with 32 question items, it was found that all items on Cronbach's Alpha value met the requirements, namely > 0.60 so the variables used were reliable.

Normality test

In this study, the normality of the data was tested using the Kolmogorov-Smirnov test (Kolmogorov-Smirnov Test) by looking at the significance of the resulting residuals and the normal probability plot graph approach.

The following are the results of the data normality test from the residuals obtained as follows:

		Unstandardize d Residual	
N		109	
Normal Parameters ^{a,b}	Mean	.0000000	
	Std. Deviation	4.92433977	
Most Extreme Differences	Absolute	.041	
	Positive	.034	
	Negative	-.041	
Test Statistic		.041	
Asymp. Sig. (2-tailed) ^c		.200 ^d	
Monte Carlo Sig. (2-tailed) ^e	Sig.	.933	
	99% Confidence Interval	Lower Bound	.926
		Upper Bound	.939

- a. Test distribution is Normal.
 b. Calculated from data.
 c. Lilliefors Significance Correction.
 d. This is a lower bound of the true significance.
 e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

Source: Research Results, 2021 (data processed)

From the table above, the results of the residual normality test using the Kolmogorov-Smirnov test on a linear regression between Service Quality and Service Standards on Community Satisfaction obtained a significance value of 0.200 ($p > 0.05$) so that the assumption of normality is met.

Multicollinearity Test

To detect the presence of multicollinearity symptoms, it can be seen from the tolerance value or the Variance Inflation Factor (VIF) value with a tolerance limit > 0.10 and a VIF limit < 10.00 . The following are the results of the multicollinearity test on the linear regression model between service quality and community satisfaction using the VIF test.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	177.436	5.463		32.482	<.001		
	Kualitas Pelayanan	-.386	.129	-.396	-2.985	.004	.296	3.374
	Standar Pelayanan	-.354	.157	-.300	-2.263	.026	.296	3.374

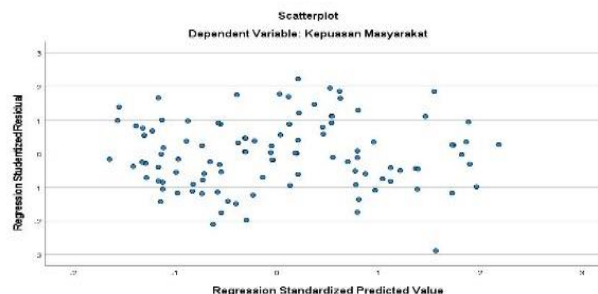
a. Dependent Variable: Kepuasan Masyarakat

Source: Research Results, 2021 (data processed)

From the table above, it is known that the VIF value of the service quality variable (and the service standard variable is $3.374 < 10$ and the tolerance value is $0.296 > 0.1$. So it can be interpreted that the data does not occur multicollinearity. $X_1)X_2)$

Heteroscedasticity Test

To determine heteroscedasticity, you can use the heteroscedasticity test with a scatterplot graph. This is explained if there is a certain pattern on the SPSS scatterplot graph such as dots that form a regular pattern (wavy, spreading, and then narrowing) then it is concluded that heteroscedasticity has occurred, on the other hand, if there is no clear pattern and the points are spread out then the indication is no heteroscedasticity occurs. Following are the results of the heteroscedasticity test on the linear regression model between Service Quality and Service Standards on Community Satisfaction using a Scatter Plot graph.



Source: Research Results, 2021 (data processed)

From the picture above, the results of the heteroscedasticity test on the linear regression model between service quality and service standards on community satisfaction using a scatter plot shows that the plot points are randomly distributed and do not form a certain pattern. so that it means that the model or pattern does not occur heteroscedasticity.

Linear Regression Test

This model assumes that there is a straight line/linear relationship between the dependent variable and each of its predictors. The following are the results of multiple linear regression testing between service quality, service standards, and community satisfaction.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	177.436	5.463		32.482	<.001
	Kualitas Pelayanan	-.386	.129	-.396	-2.985	.004
	Standar Pelayanan	-.354	.157	-.300	-2.263	.026

a. Dependent Variable: Kepuasan Masyarakat

Source: Research Results, 2021 (data processed)

From the table of results of multiple linear regression between service quality variables, service standards on community satisfaction are explained as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

$$Y = 177.436 - 0.386X_1 - 0.354X_2 + 0.74$$

From the above equation, it is described as follows:

The constant value (a) of 177.436 shows that without the influence of service quality and service standards variables, the value of community satisfaction is 177.436.

Judging from the regression equation, the value of b1 is greater than the value of b2. The value of b1 indicates the variable of X1 (quality of service) and b2 indicates the variable of X2 (standard of service). In this case, it is concluded that the percentage of service quality is more influential than service standards.

t-test

The t-test was used to test the research hypothesis regarding the effect of each independent variable partially on the dependent variable. The basis for decision-making is done by looking at the significant value in the Coefficients table. The criteria are: If the value of sig < 0.05, > then there is an effect of the variable X on Y. If the value of sig > 0.05, < then there is no effect of the variable X on Y. $t_{hitung} > t_{tabel}$ $t_{hitung} < t_{tabel}$

The following are the results of testing the influence between service quality variables and service standards on community satisfaction using the t-test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	177.436	5.463		32.482	<.001
	Kualitas Pelayanan	-.386	.129	-.396	-2.985	.004
	Standar Pelayanan	-.354	.157	-.300	-2.263	.026

a. Dependent Variable: Kepuasan Masyarakat

Source: Research Results, 2021 (data processed)

Based on the table of t-test results above, it is explained: It is known that the value of Sig. for the effect on Y is $0.004 < 0.05$ and the value $(-2.985) > (1.663)$, so it can be concluded that H1 is accepted which means there is an effect on Y. It is known that the value of Sig. for the effect on Y is $0.025 < 0.050$ and the value $(-2.263) > (1.663)$, so it can be concluded that H2 is accepted which means there is an influence on

f test

The f test was conducted to see the effect of all independent variables together on the dependent variable. Following are the results of testing the third hypothesis to determine the joint effect of service quality variables and service standards on community satisfaction by using the f test.

It is known that F table = $F(k; nk) = F(3; 106) = 2.70$

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2114.985	2	1057.492	42.802	<.001 ^b
	Residual	2618.905	106	24.707		
	Total	4733.890	108			

a. Dependent Variable: Kepuasan Masyarakat

b. Predictors: (Constant), Standar Pelayanan, Kualitas Pelayanan

Source: Research Results, 2021 (data processed)

Based on the results of the f test, it is known that the significance value for the influence and simultaneously (together) on Y is $0.01 < 0.05$ and the value $(42.802) > (2.70)$, so it can be concluded that H3 is accepted which means there is an effect and simultaneously (together) with respect to $Y.X_1X_2$ *hitungftabel* X_1X_2

Coefficient of Determination Test

Testing the coefficient of determination () is carried out to determine and predict how big or important the contribution of the influence given by the independent variables together to the dependent variable. According to Chin (1998) the R-Square value is categorized as "strong" if it

is more than 0.67, "moderate" if it is more than 0.33 but lower than 0.67 and "weak" if it is more than 0.19 but lower than 0.33. R^2

The following is the result of the coefficient of determination between service quality variables, service standards on community satisfaction using $.R^2$

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.668 ^a	.447	.436	4.971

a. Predictors: (Constant), Standar Pelayanan, Kualitas Pelayanan

Source: Research Results, 2021 (data processed)

From table 4.46 the results of the coefficient of determination show that the R Square value is 0.447. This implies that the influence of X_1 and simultaneously (together) to Y is 44.7%. With an R Square value of 0.447, it is categorized as moderate, where service quality and service standards have a moderate effect on community satisfaction. X_2

Discussion

The Effect of Service Quality on Community Satisfaction.

Service quality is a dynamic condition associated with products, services, human resources, processes, and the environment that meet or exceed expectations. Service can be said to be of quality if the service can provide satisfaction to the community (Tjiptono, 2020). The results showed that there was an effect of service quality on community satisfaction. This can be proven through the statistical results of the t-test. for the service quality variable with a value of -2,985 and greater than 1,663 with a significant value of 0.040 less than 0.050.

Based on the test results, it can be indicated that there is a significant negative effect between service quality variables on community satisfaction. The service quality variable shows a non-unidirectional relationship, which means that if the service quality business decreases, it will affect the increase in community dissatisfaction. Service quality has a close relationship with the satisfaction received by the community (Isma et al., 2017; Nugrawati et al., 2020). Satisfaction will arise if the community receives good service to their expectations. And to provide services that are to the expectations of the community, it is necessary to make improvements to existing services in places such as a more regular and added parking area. Facilities received by the community can make people feel uncomfortable, causing feelings of dissatisfaction with the service. For example, the lack of parking facilities.

For the services received by the community to have good quality, it is necessary to make improvements to improve the quality of services provided by public service providers.. (Akib, H., & Salam (2016) Improving the quality of public services is needed even very important this happens because of the demands of the community for good service quality. Service providers have a responsibility in trying to provide the best community needs to create quality service improvements. (Risma, et al., 2020).

The service provided by the service provider is said to be good which means that the service provider has a good quality of service. According to Kotler, Philip dan Armstrong (2006)

Excellent quality will build consumer trust so that it is a support for consumer satisfaction. The way to find out the quality of service is to compare the perception of the community to the services received. If the community receives services far from expected then it can be said that the service is said to be not quality or quality, but if the community receives services by expectations then the service has good quality. And to improve the quality of service better, service providers need to make improvements such as facilities in the form of a wider parking area seeing quite a lot of vehicle users who come to the Makassar District Court Class 1 A Special Office. With a large parking area, it can make it easier for people who come to get a parking space.

The Influence of Service Standards on Community Satisfaction

Satisfaction is an assessment of the characteristics or features of a product or service, or the product itself, which provides a level of consumer pleasure related to meeting consumer needs. Customer satisfaction is created through quality, service, and value (Wirtz & Lovelock, 2016). The results showed that there was an effect of service standards on community satisfaction. This can be proven through the statistical results of the t-test. for the service quality variable with a value of -2.263 greater than 1.663 with a significant value of 0.025, smaller than 0.050. So it can be concluded that H2 is accepted, which means that there is an influence on Y. In which service standards have a significant negative effect on community satisfaction. The service standard variable shows a non-unidirectional relationship, which means if the employee does not increase the service task by the SOP. With so many SOPs and mechanisms that must be implemented, it can have an impact on officers who have to remember and understand clearly the existing procedures and mechanisms. In addition to understanding SOPs. Services that make it not run according to time. because there is still a lack of Human Resources (HR) at the Makassar District Court Office Class 1 A Special.

Based on the explanation above, it is concluded that service standards have a negative effect on community satisfaction, this is because there is still a lack of understanding or application of SOPs so there is a delay in the completion of service time caused by several aspects such as the lack of human resources at the Makassar District Court Class 1 A Special. The presence of human resources can help time efficiency in completing services.

Service standards are used by the government to measure the performance of organizers related to service to the community. With information about service standards provided openly, the public can easily find out without experiencing confusion when receiving services. Now it aims to ensure the services provided to the community.

Public services stipulated in Law No. 25 of 2009. Public service is an activity or series of activities to meet service needs in accordance with the laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by the organizer of public servants. While the organizer of public services is any state organizing institution, company, or corporation, independent institutions formed under the law for public service activities, and other legal entities formed solely for public service activities.

According to SK KMA RI (2012) Court, service standards are national service standards and provide guidelines for a judicial body in all judicial environments at all levels to compile court service standards in each work unit. The purpose of creating court service standards is to improve the quality of court services for justice seekers and the community. Based on decree (SK)

Ketua Pengadilan Negeri Makassar Kelas 1 A Khusus, (2021) explained that in PTSP there are 38 lists of general service standards in the Makassar District Court Class 1 A Special.

Menurut Niswaty., et al (2020) As one of the organizers of public services, the government should carry out public services in accordance with the applicable principles and regulated by the provisions of the law.

The Influence of Service Quality and Service Standards on Community Satisfaction

The service quality variable and the service standard variable have a joint influence on the community satisfaction variable. This is evidenced by the F test where the significance value is $0.01 < 0.05$ and the value $(42.802) > (2.70)$. The variable of service quality and service standard has an influence of 44.7%, which is categorized as moderate or moderate. Of the two variables of service quality and service standards, which has a dominant influence on the variable of community satisfaction is service quality.

In the guidelines Men.PAN (2004) Public satisfaction index is data and information about the level of public satisfaction obtained from the results of quantitative and qualitative measurements of public opinion in obtaining services from public service providers by comparing their expectations and needs. The purpose of creating this community satisfaction index is to find out the level of satisfaction through surveys and then conduct feedback on the performance/services that have been given by the government to the community by improving the quality of service so that the community can feel satisfied with the services that have been provided.

The success of the results of the service is determined by the level of satisfaction of the community. According to Ombudsman (2020), Service recipient satisfaction is achieved if the service recipient gets the service as needed and expected. For this reason, the organizers need to conduct a public satisfaction index survey periodically.

CONCLUSION

Service quality has a significant negative effect on community satisfaction. This is because there is still a lack of ability of service providers to provide better services. So that people can feel more satisfied, it is necessary to improve the quality of services by making improvements to services for the people who receive services; Service standards have a significant negative effect on community satisfaction. The lack of attitude of service providers in implementing service standards according to established rules can increase public dissatisfaction with the services received. What makes people feel dissatisfied with this service is that there is still a lack of understanding of service providers regarding the SOP set by the chairman of the Makassar District Court Class 1 A Special. If the service provider applies the SOP properly and correctly, it can increase the satisfaction of the people who receive the service; Service quality and service standards influence satisfaction. Providing good service can improve the quality of service. Such as serving the community in accordance with applicable rules, service providers can provide satisfaction to service recipients. However, if the service provider does not provide services in accordance with the existing rules in an agency, it can be said that the service is running not of quality so it can give dissatisfaction to the people who receive the service. Service quality and service standards influence satisfaction. Providing good service, it can improve the quality of service. Such as serving the community in accordance with applicable rules, service providers can provide satisfaction to service recipients. However, if the service provider does not provide

services in accordance with the existing rules in an agency, it can be said that the service is running not of quality so it can give dissatisfaction to the people who receive the service. Service quality and service standards have an influence on satisfaction. Providing good service, it can improve the quality of service. Such as serving the community in accordance with applicable rules, service providers can provide satisfaction to service recipients. However, if the service provider does not provide services in accordance with the existing rules in an agency, it can be said that the service is running not of quality so it can give dissatisfaction to the people who receive the service. Such as serving the community in accordance with applicable rules, service providers can provide satisfaction to service recipients. However, if the service provider does not provide services in accordance with the existing rules in an agency, it can be said that the service is running not of quality so it can give dissatisfaction to the people who receive the service. Such as serving the community in accordance with applicable rules, service providers can provide satisfaction to service recipients. However, if the service provider does not provide services in accordance with the existing rules in an agency, it can be said that the service is running not of quality so it can give dissatisfaction to the people who receive the service.

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