The Influence of Service, Testing and Facilities on the Satisfaction of Motor Vehicle Users

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ABSTRACT

This research aims to determine the effect of service, testing and facilities on the satisfaction of motor vehicle users at the East Barito Transportation Service, Central Kalimantan. The method used is quantitative with a survey approach using a questionnaire of 100 respondents who are users of motor vehicle testing services. Data analysis was carried out using multiple linear regression. The research results show that the three independent variables, namely service, testing and facilities, simultaneously have a significant effect on community satisfaction. Partially, the service variable provides the most dominant influence. This research recommends increasing HR competency and modernizing testing facilities to increase user satisfaction.

Keywords: service, testing, facilities, community satisfaction, motorized vehicles.

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I. INTRODUCTION

Quality public services are a public demand for government agencies, including the Transportation Service, which has responsibility for maintaining traffic safety through motor vehicle testing. In East Barito Regency, Central Kalimantan, motor vehicle testing is one of the services frequently used by the public, both private vehicle owners and public transport.

Even though this service continues every year, there are still complaints from the public regarding service procedures, the reliability of testing facilities, and the

comfort of the service environment. This indicates a potential mismatch between expectations and the reality of the services provided.

Several previous studies indicate that inconsistent services, lack of supporting facilities, and slow technical processes influence public service user satisfaction (Susanto, 2020; Dewi, 2022). Similar research was also conducted by Wulandari (2022), who showed the importance of physical comfort and efficiency in the technical service process to increase public satisfaction.

Based on this background, this research aims to examine the influence of service, testing and facilities on the satisfaction of motor vehicle users at the East Barito Transportation Service.

II. LITERATURE REVIEW

Public service is a form of service provided by government agencies to the community which is part of their obligations as state administrators (Lupiyoadi, 2016). According to Zeithaml et al. (1990), service dimensions include reliability, responsiveness, assurance, empathy, and physical evidence. Good service quality can provide satisfaction and increase public trust in the government.

Susanto (2020) in his research concluded that the quality of public services has a significant effect on public satisfaction, especially in the aspects of timeliness, friendliness of officers and clarity of procedures.

Motor vehicle testing is a technical activity to assess vehicle roadworthiness related to traffic safety. According to the Minister of Transportation Regulation no. 133 of 2015, vehicle testing must be carried out periodically as part of public services.

Prasetyo (2020) found that transparency and accuracy in the KIR testing process influenced the level of user satisfaction. Society tends to

satisfied if the testing process runs quickly, is transparent, and uses a digital-based system.

Facilities are physical elements that support continuity of service, such as waiting rooms, toilets, queuing systems and vehicle testing equipment. According to Lovelock & Wright (2002), physical elements (tangible evidence) play an important role in forming perceptions of service quality.

Wulandari (2022) stated that adequate facility conditions contribute greatly to the comfort and perception of professionalism of government services. In the context of vehicle testing, modern facilities such as electronic testing equipment and a large parking area also support user satisfaction.

Community satisfaction is the level of feelings of pleasure or disappointment that arise after comparing expectations with the service performance received (Kotler & Keller, 2016). Satisfaction is one of the main indicators of the success of public services.

Dewi (2022) shows that fast service, clear procedures and adequate facilities have a significant influence on the level of satisfaction of vehicle test service users.

Based on the description above, a framework of thought can be developed that services, testing and facilities jointly or partially influence community satisfaction. These three variables are important elements in evaluating the quality of public services, especially in motor vehicle testing services.

III. METHODS

This type of research is quantitative. The population in this study were all motor vehicle testing service users at the East Barito Transportation Service during 2024. A sample of 100 respondents was taken using a purposive sampling technique. The research instrument is a questionnaire with a Likert scale. Validity and reliability tests were carried out before data analysis. Analysis was carried out using multiple linear regression with the help of SPSS.

IV. RESULTS

The results of the regression test show that service (X1), testing (X2), and facilities (X3) simultaneously have a significant effect on community satisfaction (Y), with a calculated F value of 32.451 and a significance of 0.000. Partially, the service variable has the largest t value, namely 5.912, indicating a dominant influence. These findings strengthen the results of research from Susanto (2020) and Dewi (2022) which stated that the quality of public services is directly proportional to user satisfaction.

community satisfaction (Y)

Question Items	Significance	Criteria	Information
P 1	0,000	< 0,05	Valid
P 2	0,000	< 0,05	Valid
P 3	0,000	< 0,05	Valid
P 4	0,000	< 0,05	Valid
P 5	0,000	< 0,05	Valid

It can be seen that the validity test results on the community satisfaction variable (Y) have a significance value of 0.000 less than (<) 0.05 so that all questions on the community satisfaction variable (Y) are declared valid.

Service (X_1)

Question Items	Significance	Criteria	Information
P 1	0,000	< 0,05	Valid
P 2	0,000	< 0,05	Valid
P 3	0,000	< 0,05	Valid
P 4	0,000	< 0,05	Valid
P 5	0,000	< 0,05	Valid

It can be seen that the validity test results on the service variable (X1) have a significance value of 0.000 less than (<) 0.05 so that all questions on the service variable (X1) are declared valid.

Testing (X_2)

Question Items	Significance	Criteria	Information
P 1	0,000	< 0,05	Valid
P 2	0,000	< 0,05	Valid
P 3	0,000	< 0,05	Valid
P 4	0,000	< 0,05	Valid
P 5	0,000	< 0,05	Valid
P 6	0,000	< 0,05	Valid

It can be seen that the validity test results on the testing variable (X2) have a significance value of 0.000 less than (<) 0.05 so that all questions on the testing variable (X2) are declared valid.

Facility (X_3)

Question Items	Significance	Criteria	Information
P 1	0,000	< 0,05	Valid
P 2	0,000	< 0,05	Valid
P 3	0,000	< 0,05	Valid
P 4	0,000	< 0,05	Valid
P 5	0,000	< 0,05	Valid

It can be seen that the validity test results on the facility variable (X3) have a significance value of 0.000 less than (<) 0.05 so that all questions on the facility variable (X3) are declared valid.

community satisfaction (Y), Service (X_1), Testing (X_2), and facilities (X_3)

Variable	Reliability Coefficient (α)	Alpha limit values (α)	Decision
X_1	0,778	> 0,6	Reliabel
X_2	0,822	> 0,6	Reliabel
X_3	0,774	> 0,6	Reliabel
Y	0,817	> 0,6	Reliabel

It can be seen that the calculation results show that Cronbach's alpha value for variable X1 is 0.778, X2 is 0.822, X3 is 0.774 and Y is 0.814. Thus, it can be concluded that the statements in this questionnaire are reliable because they have a Cronbach's alpha

greater than 0.6. This shows that each statement item used will be able to obtain consistent data.

Normality Test

After the resulting data is valid, the next step is to test normality. This test was carried out to determine whether the residual values (existing differences) under study had a normal or abnormal distribution (Wibowo, 2016). In this case, the data is normally distributed if the significance value is > 0.05. The results of the normality test can be seen in the table below:

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		300
Normal Parameters[a]	Mean	.0000000
	Std. Deviation	1.45500395
Most Extreme Differences	Absolute	.051
	Positive	.051
	Negative	-.038
Kolmogorov-Smirnov Z		.886
Asymp. Sig. (2-tailed)		.412

a. Test distribution is Normal.

it can be seen that the value of asymp. Sig. (2-tailed) of 0.412 is greater than (>) 0.05, so it can be concluded that the data is normally distributed.

Multicollinearity Test

The multicollinearity test aims to test whether in the regression model a correlation is found between the independent variables (Ghozali, 2011). To determine whether there are symptoms of multicollinearity, you can see the magnitude of the tolerance and VIF values. It is said that there is no multicollinearity if the Tolerance value is > and the VIF value is < . The results of the multicollinearity test can be seen in the table below:

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-2.474	.850		-2.910	.004		
	Pelayanan (X1)	.634	.043	.559	14.631	.000	.712	1.405
	Pengujian (X2)	.338	.046	.302	7.364	.000	.616	1.622
	Fasilitas (X3)	.134	.044	.127	3.054	.002	.602	1.661

a. Dependent Variable: Kepuasan Masyarakat (Y)

It can be seen that the service variable has a tolerance value of 0.712 and a VIF of 1.405, the testing variable has a tolerance value of 0.616 and a VIF of 1.622, and the facility variable has a tolerance value of 0.602 and a VIF of 1.661, so it can be concluded that the tolerance value of each variable is greater than the significance of 0.05 and the VIF value of each variable is smaller than 10, so it can be concluded that multicollinearity does not occur.

Heteroscedasticity Test

One way to detect the absence of heteroscedasticity is to use the Glejser test. The Glejser test proposes to regress the absolute value of the residual against the independent variable. The probability results are said to be significant if the significance value is > 0.05, then heteroscedasticity does not occur. The results of the heteroscedasticity test can be seen in the table below:

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.111	.515		-.216	.829
	Pelayanan (X1)	-.012	.026	-.031	-.451	.653
	Pengujian (X2)	.054	.028	.141	1.933	.054
	Fasilitas (X3)	.020	.027	.055	.751	.453

a. Dependent Variable: ABS_RES

It can be seen that the service influence variable (X1) has a significance value of 0.653 > 0.05, the testing variable (X2) has a significance value of 0.054 > 0.05, and the facility variable (X3) has a significance value of 0.453 > 0.05, which means that there are no symptoms of heteroscedasticity in the data in this study.

V. CONCLUSION AND SUGGESTION

Services, testing and facilities simultaneously and partially have a significant effect on the satisfaction of motor vehicle users at the East Barito Transportation Service. Service is the most dominant variable. It is recommended that the Transportation Department improve the quality of human resources through excellent service training and updating testing facilities to make them more modern and efficient.

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