EVALUATION OF COMMUNITY SATISFACTION LEVEL ON THE QUALITY OF VILLAGE ROAD INFRASTRUCTURE DEVELOPMENT IN THE VILLAGE FUND PROGRAM

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ABSTRACT

The development of road infrastructure is one of the determinants of the success of the development of an area. Good roads have a very important role to support community activities such as clothing, food, education and health. The purpose of this study is to analyze how much physical quality is in the implementation of road infrastructure development in the Sugih Waras, Muara Telang and Kuripan villages, Teluk Gelam District through the Village Fund Program. This research uses literature study research methods, while data collection is done by exploring information related to the problems to be discussed through scientific papers, books, journals and the internet. The results showed that all variables showed the results of the F test with a significance of 0.000 and the correlation value of the data exceeded the table correlation value, the test variable could be declared valid with the value of the questionnaire community data processing being 0.088 while the correlation value from the table of the results of the questionnaire processing device was 0.297. So it can be said that Location (X1), Labor (X2) and Building Quality (X3) have a significant effect on community satisfaction.

Keywords: Community Satisfaction; Development Quality; infrastructure

ABSTRAK

Pembangunan infrastruktur jalan merupakan salah satu penentu keberhasilan pembangunan suatu daerah. Jalan yang baik memiliki peran yang sangat penting untuk menunjang aktivitas masyarakat seperti sandang, pangan, pendidikan dan kesehatan. Tujuan dari penelitian ini adalah untuk menganalisis seberapa besar kualitas fisik dalam pelaksanaan pembangunan infrastruktur jalan di Desa Sugih Waras, Muara Telang dan Kuripan Kecamatan Teluk Gelam melalui Program Dana Desa. Penelitian ini menggunakan metode penelitian studi kepustakaan, sedangkan pengumpulan data dilakukan dengan menggali informasi terkait permasalahan yang akan dibahas melalui karya tulis ilmiah, buku, jurnal dan internet. Hasil penelitian menunjukkan bahwa semua variabel menunjukkan hasil uji F dengan signifikansi 0,000 dan nilai korelasi data melebihi nilai korelasi tabel, variabel uji dapat dinyatakan valid dengan nilai angket pengolahan data masyarakat menjadi 0,088 sedangkan nilai korelasi dari tabel hasil alat pengolah angket sebesar 0,297. Sehingga dapat dikatakan bahwa Lokasi (X1), Tenaga Kerja (X2) dan Kualitas Bangunan (X3) berpengaruh signifikan terhadap kepuasan masyarakat.

Kata Kunci: Kepuasan Masyarakat; Kualitas Pembangunan; infrastruktur

1. Introduction

Provision of infrastructure is the most important part in the development and development area. Availability adequate infrastructure can improve environmental cleanliness and supporting socio-economic activities. Basic infrastructure such as neighborhood roads (gang) that is not good can cause accessibility issues for people who live in that area too impact on the low aesthetics of the city and reduce public convenience (D. E. Siregar 2015). Facilities are anything that can be used as a tool in achieving goals and objectives. Everything that can be used to support the achievement of goals and objective purpose of performing work tasks. Means are more indicated on objects like computers and machines (Sopian 2019). The function of the infrastructure itself is to serve and encourage the realization settlements and their environment so that they can role according to its function. For improve and develop The environment needs balance between the level of service desired realized by the level of need of community of users and beneficiaries infrastructure in an area/region at a certain time. Balance between the two will optimize use of limited resources (Sujarto 2005).

Therefore, to create good facilities, the government provides assistance in the form of village funds to build infrastructure. The Village Fund is a fund sourced from the State Revenue and Expenditure Budget which is intended for villages to finance government administration, implementation of development, development, community and community empowerment (Republik Indonesia 2016). Funding for each village development activity requires no small amount of money, in some situations the use of Village Funds in infrastructure development is prone to abuse by parties who should be trusted by the community in developing villages, Indonesian Corruption Wath (ICW) reports that from 2015 to 2018 there has been an increase in corruption (Alamsyah, Abid, and Sunaryanto 2018). One of the Village Funds is on news.detik.com news, June 17, 2020, there has been a misappropriation of the Village Fund of 641 million in Ogan Ilir Regency, South Sumatra Province (R. A. Siregar 2020).

Road infrastructure development is one of the determinants of the success of the development of an area (Nugroho 2021). Good roads have a very important role to support community activities such as clothing, food, education and health. It can be said that road infrastructure is a capital that is needed by the community in supporting activities in various fields. This is indicated by areas that have complete road infrastructure systems that function better, which will have an impact on the level of social welfare and economic growth in their communities.

The existence of village road facilities indirectly has an impact on the economic progress of the community. With the operation of infrastructure in rural areas such as adequate village roads, facilitating relations and communication with other places, facilitating the delivery of production facilities to villages, delivery of products to the market so as to improve social services, both health, education and counseling. Infrastructure development is basically the construction of facilities and infrastructure capable of providing services to support productive economic activities (Kepala Pusat Pendidikan dan Pelatihan Jalan, Perumahan, Permukiman 2017).

In essence, the development goals of a country are carried out to welfare of the people, as well as the State of Indonesia. In the preamble of the 1945 Constitution stated that the development goals National Indonesian nation is proud of the nation and the whole spilled blood of Indonesia, Advancing public welfare, educating life of the nation, and participate in carrying out the world. To make it real This goal is carried out by national development, namely human development Indonesia as a whole and the development of society as a whole. Damage to village roads can cause losses for rural communities, because it can hamper community activities in daily life, especially damage to road access to agricultural and plantation areas, because road access has a very important role for rural communities in carrying out activities to agricultural areas. and plantations. In addition to hindering the activities of rural communities, road damage can also incur additional costs for farmers when transporting crops (Hanafi 2019).

Transportation is the lifeblood of the village economy in Ogan Komering Ilir district, so access to road construction is needed to get to agricultural and plantation areas using the Village Fund budget. So that efficiency in the implementation of village road construction can be chosen by using concrete road construction, this consideration is because the community can carry out concrete work with simple equipment together. It is expected that the results to be achieved are of good quality, in fact the road cannot function properly, damage occurs such as concrete slabs, cracks occur, releases grains on the surface and subsidence occurs on the concrete road.

According to Law No. 6/2014 on villages, it has opened up opportunities for villages to become independent and autonomous. The village autonomy in question is the autonomy of the village government in managing village finances, one of the programs provided by the current government is the provision of Village Funds with the aim of funding government administration, development implementation and community empowerment (Republik Indonesia 2014).

The Office of Community Empowerment of the Ogan Komering Ilir Regency (2019) stated that the examination of the results of the implementation of the construction of facilities and infrastructure in rural areas so far which is considered not optimal and lacking in detail, the inspection is still based on measurements only limited to measuring the dimensions of the building, but has not reached the maximum for measurement of the quality test of the building. The lack of experts in the infrastructure sector is one of the weaknesses of the relevant agencies in supervise the implementation of the development of facilities and infrastructure, in the current Village Fund program in rural areas (Redina 2020).

This study discusses the evaluation of the level of community satisfaction and the physical quality of the concrete road surface in the Teluk Gelam sub-district, the location was chosen because of the high activity of the community in agriculture, plantations and as a driver of the community's economy. This reason becomes a reference for evaluating the level of community satisfaction with the quality of village road infrastructure development in the Village Fund Program.

This study was conducted to evaluate the quality of the

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implementation of the physical construction of concrete road infrastructure in Teluk Gelam District. The objectives of this research are to analyze how much physical quality is in the implementation of village road infrastructure development in the Sugih Waras, Muara Telang and Kuripan villages in Teluk Gelam District through the Village Fund Program.

2. TINJAUAN PUSTAKA

Infrastructure development is one of the important aspects to accelerate the national development process. Infrastructure also plays an important role as one of the driving forces of economic growth. According to Prof.Dr.Sunyoto Usman argues that infrastructure is very important in providing services to support economic development and improve the quality of life.

In Law Number 38 of 2004 concerning roads, it is explained that the role of road infrastructure is as part of transportation infrastructure which has an important role in the fields of economy, cultural sausages, environment, politics, defense and security, and is used for the greatest prosperity of the people. In addition, roads as infrastructure for the distribution of goods and services are the lifeblood of society, nation, and state. The quality of infrastructure, whether physically hard (roads, ports, irrigation), nonphysical hard (telephone, internet, electricity, water) plays a vital role because it is a driver of the economy. Infrastructure relates to the first three things (Hartanto, 2004), basic support for the development of factories/industries, for example, electricity, roads and telecommunications networks. Secondly, the cost of production and distribution, both raw materials and finished products. Third, the linkage with the market and the marketing process.

In more detail, the provision of infrastructure for economic development is as follows: (1) accelerating and providing the goods needed, (2) the availability of infrastructure will allow the availability of goods needed by the community at a lower cost, (3) good infrastructure can facilitate transportation which in turn stimulates stability and reduces price disparities between regions, (4) infrastructure that facilitates transportation services causing regional production products to be transported and sold to the market (Basri, 2002).

3. METODE PELAKSANAAN

The methods used in this research include research preparation, data collection, data analysis methods and research data presentation. The research preparation was carried out by means of a literature study. Literature study was conducted to obtain information related to the problems to be discussed through scientific writings, books, journals and the internet (Danandjaja 2014). The difference between this study and previous research is that research related to quality analysis of a construction project has been carried out by previous researchers, but researchers have not found any previous research that analyzes the quality of an infrastructure development using cash labor-intensive methods or referred to as inexperienced workers in their fields. Analysis of the quality of infrastructure development by testing the compressive strength of concrete along with the distribution of respondents' opinions has not been found in similar studies. Previous research only conducted visual

analysis or only distributed questionnaires.

The research activity was conducted in Ogan Komering Ilir Regency which is the district with the largest area in South Sumatra Province with an area of 18,359.04 km 2 . Based on data obtained from the Village Community Empowerment Service (DPMD) of Ogan Komering Ilir Regency, the amount of the Village Fund ceiling that has been distributed to Ogan Komering Ilir Regency which consists of 314 villages in 2015 to 2020 amounted to Rp. 1,399,922,831,000. Teluk Gelam Sub-district which is one of the sub-districts that has become an icon. Ogan Komering Ilir Regency. The review of the implementation of the Village Fund program was selected based on data on physical infrastructure development. Village roads were 71.2%, MCK 10.7%, Dug wells 1.8%, Duiker plates 1.9%, Siring bricks 6.3%, Titian 2 poles .1%, Early Childhood Education Building 5.7% and Village Bridge 0.2% of the total budget for the physical development of the Village Fund infrastructure in the 2018-2020 fiscal year. The research location is in Sugih Waras, Muara Telang and Kuripan villages this is because this village has the largest percentage of village road construction among 14 villages in Teluk Gelam District.

4. HASIL DAN PEMBAHASAN
Multiple Correlation Analysis

Correlation analysis is an analysis that examines how the relationship between several *independent variables* (Variable XI, X2 and X3) with the *dependent variable* (Variable Y) together (Paiman 2019). Multiple correlation is the correlation between two or more independent variables on the dependent variable. The value of R ranges from 0 to 1. If it is close to 1, the relationship is close to t but if it is close to 0, the relationship is getting weaker (Priyat no , et al 2018:114). Correlation decision making based on:

1. If the value of *Sig. F Change < 0.05,* then correlated
2. If the value of *Sig. F Change > 0.05,* then there is no correlation

The guidelines for providing the interpretation of the correlation coefficient can be seen in Table 4.1 7 while the correlation value of the community and village apparatus questionnaires can be seen in Table 4.18 and Table 4.19.

Table 1Guidelines for Providing Interpretation of Correlation Coefficients

Relationship Level Coefficient Interval	
0.00-0.199	Very Low
0.20-0.399	Low
0.40-0.599	Medium
0.60-0.799	Strong
0.80-1,000	Very Strong

Source: Sugiyono (2017:147)

Table 2Community Questionnaire Correlation Values

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics R Square Change	F Change	df1	df2	Sig. F Change
1	0.744 [a]	0.553	0.550	0.97521	0.553	205.509	3	498	0.000

Source: Processed from primary data, (2021)

Table 3Correlation Value of Village Apparatus Questionnaire

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	0.453 [a]	0.205	0.146	1.06155	0.205	3,447	3	40	0.025

Source: Processed from primary data, (2021)

Based on the results of statistical calculations using a statistical computer program (SPSS), the correlation values obtained in the management of SPSS data on community questionnaires, Location (X_1), Labor (X_2), Quality (X_3) which are independent variables with community satisfaction (Y) which is the dependent variable. To find out whether there is a strong influence or not, it can be seen in the table below where the correlation number ranges from -1 to 1. The closer to 1 the correlation is getting closer to perfect. Interpretation of correlation figures (Sugiyono 2014).

Based on the results of the correlation analysis (at a significance level of 0.05 or 95% confidence level), the test results show that the m1al Sig. F Change is obtained at 0.000 which means <0.05 then it is stated to be correlated, this proves that there is a relationship (correlation) between the independent variables (Variables X1, X2 and X3) and the dependent variable (Variable Y). Then the correlation between the independent variable and the dependent variable is 0.744. This proves that the level of manifold correlation is strong.

Based on the results of statistical calculations using a statistical computer program (SPSS), the correlation values obtained in the management of SPSS data on village apparatus questionnaires, Materials (XI), Labor (X2), Costs (X3) which are independent variables with Care Satisfaction (Y) which is the dependent variable, as follows:

Based on the results of the correlation analysis (at a significance level of 0.05 or a 95% confidence level), the test results show that the *Sig. F Change* is obtained at 0.025 which means <0.05 then it is stated to be correlated, this proves that there is a relationship (correlation) between the *independent variables* (Variables XI, X2 and X3) with the *dependent variable* (Variable Y). The correlation value between the *independent variable and the dependent* variable is 0.453. This proves that the level of correlation is moderate.

Multiple Liner Regression Analysis
   1. Multiple Linear Regression Function

With the correlation between the Community Satisfaction Variable (Y) with Location (X1), Labor (X2) and Quality (X3), it can be made a *Linear Multiple Regression function,* where the Community Satisfaction Variable (Y) as the dependent variable and Variable X1 to X3 as the independent variable.

With the correlation between the Village Apparatus Satisfaction Variable (Y) with Material (XI), Labor (X2) and Cost (X3), a *Linear Multiple Regression function can be made,* where the Village Apparatus Satisfaction Variable (Y) as the dependent variable and X1 Variable up to X3 as the independent variable. The results of multiple linear regression analysis can be seen in Table 4.20 and Table 4.21.

Table 4Results of Multiple Linear Regression Analysis of Community Questionnaires

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	-1.845	0.451		-4,090	0.000
	Location	0.342	0.050	0.244	6,867	0.000
	Labor	0.089	0.034	0.102	2,637	0.009
	Quality	0.328	0.023	0.534	14,454	0.000

Source: Processed from primary data, (2021)

Table 5Results of Multiple Linear Regression Analysis of Village Apparatus Questionnaire

Model		Unstandardized Coefficients		Unstandardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	2,524	1,839		1.373	0.178
	Material	0.518	0.174	0.424	2,985	0.005
	Labor	0.022	0.077	0.040	0.282	0.779
	Cost	-0.147	0.122	-0.171	-1,206	0.235

Source: Processed from primary data, (2021)

The Linear Multiple Regression function obtained from the processing results using the SPSS program is presented in Table 4.20 and Table 4.21. Based on the table, it can be arranged the *Linear Multiple Regression equation* based on the B value in the *Unstandardized Coefficients* Model 1, namely:

$Y = -1.845 + 0.342X1 + 0.089X2 + 0.328X3$

…………………………………………….(7)

Where:
Y = Community Satisfaction Variable
X1 = Location
X2 = Labor
X3 = Quality

The *Multiple Linear Regression* Model 1 equation, it turns out that the obtained equation is significant, because all variables have sig values. which is below the value of 0.05. The *Multiple Linear Regression* Equation Model 1 has a constant *(Intercept)* of -1.845 with a significance level of 0.000. This means that without the influence of Location Variables (XI), Labor (X2) and Quality (X3), the value of community satisfaction by the independent variable (X) to the

is -1.845, which is a negative value which indicates that without these variables, the community is not satisfied if all variables This condition is not fulfilled and if the Independent Variable (X) is increased, the Community Satisfaction (Y) will also increase.

$Y = 2.524 + 0.518X1 + 0.022X2 - 0.147X3$

Where:
Y = Village Apparatus Satisfaction Variable
X1 = Material
X2 = Labor
X3 = Cost

The *Multiple Linear Regression* Model 1 equation, it turns out that the obtained equation is not significant, because the variable has a sig value that is above the value of 0.05.

2. Coefficient of Determination Analysis (R^2)

Coefficient of Determination Analysis is used to determine the amount of effective contribution that can be given dependent variable (Y) in percentage

(Meiryani 2021). From the test results, the value of the coefficient of determination (R^2) on the community questionnaire is 0.553.

This means that the contribution of Location Variables (X1), Labor (X2) and Quality (X3) to Community Satisfaction is 55.3%. The calculation results prove the influence of the independent variable (X) on the dependent variable (Y). The percentage of influence and effective contribution given is 55.3% while the remaining 45.7% is probably influenced by other factors or variables not examined in this study. The results of the test of the coefficient of determination (R^2) of the community questionnaire can be seen in Table 4.22 and the R Square value of the community questionnaire variable can be seen in Table 4.23 .

Table 6Coefficient of Determination Test Results (R2) Community Questionnaire

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.744 a	0.553	0.550	0.97521

Source: Processed from primary data, (2021)

Table 7Value of R Square for Community Questionnaire Variables

No	Variable	R *Square* (%)
1	Location (X1)	12.82
2	Labor (X2)	5.40
3	Quality of Work (X3)	37.08
Total		55,30

Source: Processed from primary data, (2021)

From the test results, the value of the coefficient of determination (R^2) on the village apparatus questionnaire is 0.205.

This means that the contribution of Material Variables (X1), Labor (X2) and Costs (X3) to Village Apparatus Satisfaction is 20.5%. The calculation

results prove the influence of the independent variable (X) on the dependent variable (Y). The percentage of the effect of the effective contribution given is 20.5% while the remaining 79.5% may be influenced by other factors or variables not examined in this study. The results of the coefficient of determination test (R^2) for the village apparatus questionnaire can be seen in Table 4.24 and the results of the R Square value test for the village apparatus questionnaire variable can be seen in Table 4.25 .

The greater the coefficient of determination (close to one) then it indicates the better (stronger) the ability of the independent variable to explain the dependent variable (Ghozali 2018) while according to (Kuncoro 2013) states if the value of the coefficient of determination is close to zero (0) means the ability the model in explaining the dependent variable is very limited, on the other hand if the coefficient of determination of the variable is close to number one (1), it means that the ability of the independent variable to cause the existence of the dependent variable is getting stronger

5. SIMPULAN
Overall, in the community questionnaire, it turns out that Location (X1), Labor (X2) and Building Quality (X3) variables have an effect on community satisfaction. This shows the F test with a significance value of 0.000, so that simultaneously all variables have a significant effect on people's satisfaction. Overall, in the village apparatus questionnaire, it turned out that Material (X1), Labor (X2) and Cost (X3) had an effect on the satisfaction of village officials. This shows the F test with a significance value of 0.025, so that simultaneously all variables have a significant effect on people's satisfaction. Among the

independent variables (X) in the community questionnaire that has an effect on community satisfaction, it turns out that the location variable (X1) has the highest coefficient value among other variables, namely 0.342, so that the location variable has a dominant influence on community satisfaction at the 95% confidence level.

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