

THE INFLUENCE OF SERVICE QUALITY AND IMPLEMENTATION OF PUBLIC RELATIONS CUSTOMER SATISFACTION ON SERVICE RECIPIENT SATISFACTION AT THE YOGYAKARTA COURT OFFICE

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Abstract

The objectives of this research include: (1) To determine the magnitude of the influence of information quality on the satisfaction of people receiving services at the Yogyakarta Religious Court Office. (2) To determine the magnitude of the influence of the implementation of Public Relations consumer satisfaction on the satisfaction of the people receiving services at the Yogyakarta Religious Court Office. (3) To determine the magnitude of the influence of the implementation of consumer satisfaction, public relations, consumer satisfaction and service quality on the satisfaction of the community receiving services at the Yogyakarta Religious Court Office. This type of research is quantitative research. The population in this study were all service recipients at the Yogyakarta Religious Court Office. The sampling technique used simple random sampling technique with a sample size of 100 people. The data collection technique in this research uses a questionnaire. The data analysis technique uses multiple regression analysis. Based on the findings and data analysis carried out in the previous chapter, the following conclusions can be drawn: (1) The implementation of consumer satisfaction public relations has a positive effect on the satisfaction of the people receiving services at the Yogyakarta Religious Court Office. (2) Service quality has a positive effect on the satisfaction of the people receiving services at the Yogyakarta Religious Court Office. (3) The quality of information and the quality of service have a positive effect on the satisfaction of the people receiving services at the Yogyakarta Religious Court Office. The variables quality of information and quality of service influence public satisfaction by 30.9%, while the remaining 69.1% is influenced by other variables outside the research.

Keywords: Service Quality, Implementation of Public Relations Consumer Satisfaction, Community Satisfaction.

1. Introduction

One of the activities in government organizations is providing public services. Service is the key to success in various businesses or service activities. Considering that society's need for services is increasing, it is not surprising that service issues receive attention from both service users and service providers themselves. Government organizations that operate in the service sector and are tasked with providing services to the public are one of the organizations that continue to be in the public spotlight.

The increasingly critical nature of the public in monitoring the implementation of public services must be anticipated by improving public service standards. Therefore, city, district, provincial governments and ministries/institutions are obliged to improve public service standards. Low compliance with service standards for the public results in

low service quality. Sooner or later, it will erode public trust in government officials. Decreased public trust is directly correlated to hampered investment growth. As an illustration, the results of the 2020 Ease of Doing Business (EODB) index survey show that Indonesia is ranked 73rd with a score of 69.2. World Competitiveness Ranking 2020, Indonesia's competitiveness ranking,

Which last year was in 32nd position out of 63 countries, has decreased to 40th position. The Political Economic Risk Consultancy (PERC) survey even placed Indonesia below Vietnam, the Philippines, Thailand, Malaysia, Taiwan, South Korea, Macau, Japan, Hong Kong and Singapore with a score of 9.27 on a scale of 0-10. Indonesia's Corruption Perception Index (CPI) in 2020, Indonesia's corruption perception index score is currently at number 37 on a scale of 0-100. This score dropped 3 points from 2019 (RI Ombudsman, 2021). Based on these conditions, the government should try to improve its services in order to optimize public satisfaction with public services.

One effort that the government can make to improve the quality of its services is to optimize technology-based services. Technology and information systems are currently experiencing very rapid development. Information systems are currently very much needed by organizations, companies and individuals to obtain convenience, speed and accuracy in processing and obtaining data and/or information. By considering the various solutions offered by information systems, the application of information systems is not only limited to the fields of computers and information technology, but has also been applied in various aspects of life, including public services in government organizations (Dony Setiawan Hendyca Putra and Meilana Siswanto, 2016:1). Therefore, the government must strive to optimize the quality of information in its agencies.

According to Nurjaya (2017) the quality of information system services is the service used by consumers from improving information systems. Information system service quality is the service that users receive from information system developers, services can be in the form of information system updates and responses from developers if the system experiences problems. According to Sihotang (2020), information quality is the quality of information output found in data systems that emphasizes the considerations of information users and is useful for the needs of the information. According to Romney & Steinbart (2014) information is said to be useful if it has 7 characteristics, namely: relevant, reliable or free from errors, complete, timely, understandable, verifiable and accessible. Therefore, if information has these 7 characteristics, the company's information system can be said to be good. Research by Shanaz Amarin and Tri Indra Wijaksana (2021) proves that information quality and service quality are related to consumer satisfaction.

Bitner and Zaithaml (2003:86) suggest that customer satisfaction is a customer's evaluation of the product or service received whether it meets the customer's needs and expectations. Quality improvement is a marketing strategy that emphasizes fulfilling customer desires. To create high service quality, an organization must offer services that customers can accept and feel in accordance with or exceed what customers expect. The higher the perceived quality of service compared to expectations,

Customers will certainly be more satisfied. Therefore, every organization must start thinking about the importance of service quality, because it is now increasingly recognized that service (customer satisfaction) is a vital aspect in order to survive in business and win the competition (Tjiptono, 2004: 145). Regarding service quality, research by Sulistyawati and Seminari (2015) shows that physical evidence, reliability, responsiveness, assurance and empathy influence customer satisfaction.

The Yogyakarta Religious Court Office as a government organization also has an obligation to provide satisfactory services. This is in accordance with the vision of the Yogyakarta Religious Court, namely "The Realization of the Great Yogyakarta Religious Court" as well as one of the institution's missions, namely providing excellent service for the realization of judicial services. The types of services of the Yogyakarta Religious Court Office include marriage and sharia economics, Inheritance, Infaq, Grants, Waqf, Wills, Zakat and Sadaqah. Based on the measurement results of the Community Satisfaction Survey at the Yogyakarta Religious Courts for the Second Semester Period of 2021, it was concluded that community satisfaction with this agency was in the good category. However, there are several things that need to be improved, for example the need to disseminate information about case fees and their reasonableness to the public in the form of profile videos, tutorials or payment simulations so that it is hoped that the public can understand the costs of litigation at the Yogyakarta Religious Court. Apart from that, the agency also needs to carry out training or similar activities that can provide faster service and increase the readiness and ability of service officers. One way to increase the speed of service can be achieved by maximally utilizing information technology. Based on these conditions, it would be interesting to study in more depth the "Influence of Information Quality and Service Quality on the Satisfaction of Service Recipients at the Yogyakarta Religious Court Office".

So far research related to community satisfaction has been carried out internally, so this research is expected to complement the results of this research. It is hoped that the results of this research will be useful theoretically and practically.

1) Theoretical Benefits

It is hoped that the research results will add to the body of knowledge in the field of management, especially the management of government organizations, and as additional study material regarding the contribution of information quality and service quality to the satisfaction of people receiving services in government agencies.

2) Practical Benefits

- a. For the Yogyakarta Religious Courts Office as input to pay more attention to public satisfaction with the services provided by optimizing the quality of information and service quality.
- b. For employees of the Yogyakarta Religious Courts Office as a reference to contribute to optimizing the public services provided both by increasing their personal competence and increasing their commitment to providing quality services and improving the quality of public service information in their agencies.

2. Theoretical Background

2.1 Quality of Service

2.1.1 Understanding Service Quality

According to Wyckof in Nasution (2015: 47), service quality is the expected level of excellence and control over this level of excellence fulfills customer desires. Furthermore, according to Zeithaml et.al. (1990: 19), service quality can be defined as "The extent of discrepancy between customers' expectations or desires and their perceptions". This opinion can be interpreted, that service quality is the magnitude of the difference between users' expectations or desires and their level of perception.

Service is a translation of the term service in English which, according to Kotler, quoted by Tjiptono, means "every action or deed that can be offered by one party to another party, which is basically intangible (not physically tangible) and does not result

in ownership of something" (Tjiptono, 2004:6). Then Sutopo and Sugiyanti (2007:25) stated that service has the meaning of "helping prepare (or take care of) what someone needs".

As a product, service has unique characteristics, which make it different from other products. According to Husaeni (2015:1) service has five basic characteristics as follows:

- 1). Intangible (intangibility)
- 2). Cannot be separated (inseparability)
- 3). Changing / varying (variability)
- 4). Not long lasting (perishability)
- 5). There is no ownership (unownership).

Service quality refers to customer assessments about the core of the service, namely the service provider himself or the entire service organization. Most people are now starting to show demands for excellent service, they no longer just need quality products but they prefer to enjoy the comfort of service (Roesanto, 2000 in Tasunar, 2006:44). Therefore, in formulating service strategies and programs, organizations must be oriented towards customer interests and pay close attention to the quality dimensions (Suratno and Purnama, 2004: 74).

Service quality is the expected level of excellence and control over this level of excellence to meet customer expectations (Tjiptono, 2008: 59). Thus, there are two main factors that influence service quality, namely expected service and perceived service. If the perceived service is in accordance with the expected service, then the quality of the service in question is perceived as good or positive. On the other hand, if the perceived service is worse than the expected service, then the quality of the service is perceived as negative or not good (Tjiptono, 2008: 121). In this case, the total quality of a service consists of three main components (Arief, 2007: 118), namely as follows:

- 1) Functional quality, namely components related to the quality of the service output received by customers.
- 2) Technical quality, namely components related to the quality of how a service is delivered.
- 3) Corporate quality, namely the profile, reputation, general image and special attractiveness of a company.

From the understanding and explanation above, it can be concluded that service quality is a condition that is related to the extent to which the service provider can provide services in accordance with customer expectations.

2.1.2 Service Quality Indicators

According to Kotler (2007: 89) there are five indicators of service quality, namely:

- 1) Physical Evidence (Tangibles)
Physical evidence is the company's ability to demonstrate its existence to external parties, for example building facilities, personnel, equipment and tools, technology and communication media.
- 2) Reliability
Reliability is the company's ability to provide services as promised promptly and satisfactorily. Performance must be in accordance with customer expectations, which means punctuality, equal service to all customers without error, a sympathetic attitude and accuracy.

- 3) Responsiveness (Responsiveness)
Responsiveness is the ability to help and provide fast (responsive) and appropriate service to customers by conveying clear information. Leaving consumers waiting without a clear reason causes a negative perception of service quality.
- 4) Guarantees and Certainty (Assurance)
Guarantee and certainty, namely knowledge of politeness and the ability of employees to foster a sense of trust in customers towards the company, for example communication, security, competence and courtesy.
- 5) Empathy
Empathy is providing sincere and individual or personal attention given to customers by trying to understand consumer desires, the company has knowledge about customers, understands customer needs and is able to provide comfort for customers. Gasperz stated that there are several dimensions that must be considered in order to improve service quality for maximum achievement, namely:
 - 1) Timeliness of service, things that need to be considered here are related to waiting time and processing time.
 - 2) Service accuracy, which is related to service reliability and freedom from errors
 - 3) Politeness and friendliness in providing services, especially those who interact directly with external customers. The image of services and the service industry is largely determined by the people and companies who are at the forefront of direct service to external customers
 - 4) Responsibilities related to receiving orders and handling complaints from external customers
 - 5) Completeness, regarding the scope of services and availability of supporting facilities and other complementary services
 - 6) Ease of obtaining services, related to the number of officers serving.
 - 7) Variations in service models, related to innovation to provide new service patterns and features in other services.
 - 8) Personal service, related to flexibility, handling special requests, etc.
 - 9) Convenience in obtaining services, related to location, room, place of service, accessibility, vehicle parking, availability of information, instructions and other forms.
 - 10) Other service supporting attributes (Gasperz, 2011: 235-236).

2. 2 Customer Satisfaction

In general, satisfaction is a person's feeling of joy or disappointment that arises after comparing the performance (results) of the product in question against the expected performance (or results). If performance falls below expectations, customers are dissatisfied. The concept of consumer satisfaction according to Tjiptono (2004:311) is influenced by consumer expectations which are consumer desires and benefits. Apart from that, it is also influenced by the value of the product or the benefits it can provide by consumers if they consume the product. The consumer's opinion regarding what he receives is called the expected quality value. Consumers will be satisfied if the actual quality they receive is better than what they expected.

Customer satisfaction is an emotional response to the evaluation of a product or service consumption experience. Customer satisfaction is an evaluation of the chosen alternative as at least exceeding customer expectations. As stated by Engel et.al, (2005) that customer satisfaction is an effective response to a specific consumption experience or an evaluation

of the perceived suitability or non-conformity between previous expectations and the product's actual performance after use.

2.2.1 The following are indicators measuring user satisfaction:

1) Efficiency

User satisfaction can be achieved if the information system can help the user's work efficiently. This can be seen from how the organization's information system can provide solutions to users' work and tasks efficiently. An information system can be said to be efficient if a user's goals can be achieved by doing the right things.

2) Effectiveness

The effectiveness of an information system in meeting user needs can increase user satisfaction with the system.

The effectiveness of an information system can be seen from the needs or goals that users have and can be achieved according to predetermined expectations or targets.

3) User Satisfaction

User satisfaction can be measured through the sense of satisfaction felt by users in using existing information systems. The sense of satisfaction felt by users indicates that the existing information system has succeeded in meeting user needs (Petter Stacie, W. DeLone and E. R. McLean, 2008).

Based on the opinion of Shemwell, Yavas & Bilgin (1998: 165), the justification for the dimensions of consumer satisfaction can be derived from the dimensions of service quality. The five dimensions of satisfaction assessment include:

- a. Reliability satisfaction, namely the conformity between expectations and acceptance - of the ability to carry out promised services accurately and reliably
- b. Responsive satisfaction (responsiveness) is the conformity between expectations and acceptance of the ability to help customers and provide services quickly.
- c. Confidence satisfaction (assurance) is the conformity between expectations and acceptance of knowledge and abilities to generate trust and confidence.
- d. Empathy satisfaction is the conformity between expectations and acceptance of the conditions for caring, providing personal attention to customers.
- e. Tangible satisfaction is the conformity between expectations and acceptance of physical appearance, equipment, personnel and communication media.

Customer satisfaction is defined as a post-consumption evaluation that a chosen alternative at least meets or exceeds expectations (Engel et al., 2005: 231). The confirmed expectations model developed by Richard (1993: 68) states that overall satisfaction is determined by the mismatch of expectations, which is a comparison between perceived performance and expectations.

According to Umar (2008), satisfaction is divided into two types, namely:

- 1) Functional satisfaction is satisfaction obtained from the function of something that is used
- 2) Psychological satisfaction is satisfaction obtained from intangible attributes of something such as the atmosphere of the shop environment which should feel comfortable and enjoyable for visitors so that it stimulates consumers to spend time and shop in the shop.

There are several methods that can be used to measure and monitor customer satisfaction (Irine, 2009, 61-65), including:

- 1) Complaint and Suggestion System
By providing a suggestion box, hotline service, etc. to provide the widest opportunity for patients or customers to convey their complaints, suggestions, comments and opinions.
- 2) Ghost shopping (mystery shopper)
In this method, the service organization employs several people or (ghost shoppers) to act or act as patients/potential buyers of products/services from other health service organizations who then report their findings so that they can be taken into consideration in the organization's decision making.
- 3) Lost Customer Analysis
Health care organizations contact customers who have stopped purchasing or have switched to another health care organization in order to understand why this happened and to be able to adopt further improvement/improvement policies.
- 4) Customer Satisfaction Survey
To find out customer satisfaction, marketers can also carry out various research or surveys regarding customer satisfaction, for example through questionnaires, post, telephone or direct interviews.

Customer satisfaction is a person's feeling of being satisfied or vice versa after comparing the reality and expectations received from a product or service (Kotler, 2007:36). A very satisfied customer will (Kotler, 2007: 57):

- 1) Stay loyal longer
- 2) Buy more when the company introduces new products and updates existing products
- 3) Talking good things about the company and its products
- 4) Pay less attention to lighter brands and advertisements and are less sensitive to price
- 5) Offering service or product ideas to companies
- 6) The costs for the service are smaller than the costs for servicing new customers because transactions are more routine.

According to Lupiyoadi (2013: 158) in determining the level of consumer satisfaction, there are five main factors that companies must pay attention to, namely:

- 1) Product quality
Consumers will feel satisfied if the results of their evaluation show that the products they use are of high quality.
- 2) Service quality
Especially for the service industry. Consumers will feel satisfied if they receive good service or that meets expectations.
- 3) Emotional
Consumers will feel proud and gain confidence that other people will admire them if they use products from certain brands which tend to have a higher level of satisfaction. The satisfaction obtained is not due to the quality of the product but the social value that makes consumers satisfied with a particular brand.
- 4) Price
Products that have the same quality but set relatively cheap prices will provide higher value to consumers
- 5) Cost
Consumers who do not need to pay additional costs or do not need to waste time to get a product or service tend to be satisfied with that product or service.

2.3 Implementation of consumer satisfaction public relations

1) Definition of Marketing (Marketing)

Marketing or another term in English, namely marketing, is a series of activities carried out by a company to meet the needs and satisfaction of its consumers, where marketing according to Kotler & Armsdtrong (2008:06) is a process where the company tries to build or create value to build create value to build relationships with customers with the aim of capturing value from customers in return.

2) Customer Relationship Management

Customer Relationship Management (CRM) or what can be interpreted in Indonesian as Customer Relationship Management is a process of managing information carefully to optimize loyalty in detail. CRM is an important thing because it is a factor that increases a company's profits through the number of or all its customers (Kotler and Keller 2016: 168). CRM marketing is a trigger in its concept, technological developments in 2020 are a year where the focus and basic needs of a company are, namely a business strategy which includes managing relationships with customers and potential customers, mobilizing data from customers and finally is to record or visualize the relationship between a company and its customers.

a. Customer Relationship Management Strategy

According to (Kotler & Armstrong, 2012: 72), the Customer Relationship Management strategy is a marketing logic where companies hope to create value for customers and achieve profitable relationships with customers. The relationship between a company and its customers can be developed with three kinds of approaches, the first is financial benefits, then the second is social benefits and the last is structural ties (Kotler and Armstrong 2004: 16-23)

b. Implementation of Customer Relationship Management

In implementing customer relationship management, there are three main elements including people, process and technology which are the keys to success in its implementation.

3) Definition of Customer Satisfaction

Customer satisfaction is a measure of a customer's perception of the expected performance of a product or service. If the product or service does not meet customer expectations, dissatisfaction will result. Customer Satisfaction or what we know as customer satisfaction is a feeling or expectation that is generated through the performance of a product.

2.4 Framework of Thought

The rationale for this research can be described as follows:

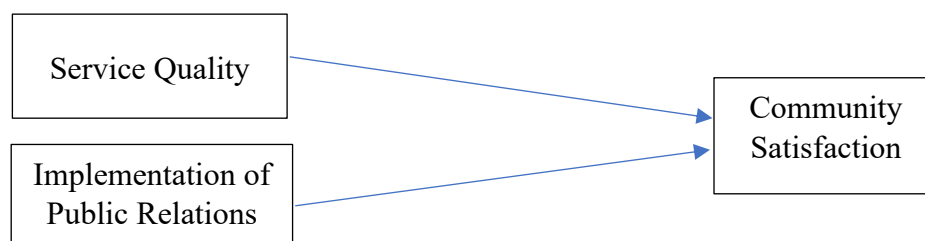


Figure 1. Framework

2.5 Hypothesis

The hypotheses proposed in this research include:

- 1) Service quality has a positive effect on the satisfaction of people receiving services at the Yogyakarta Religious Court Office.
- 2) Implementation of Consumer Satisfaction Public Relations has a positive effect on the satisfaction of people receiving services at the Yogyakarta Religious Court Office.
- 3) Quality of Service and Quality of Implementation Consumer Satisfaction Public Relations is positive for the satisfaction of the people receiving services at the Yogyakarta Religious Court Office.

3. Methods

3.1 Research Subjects and Objects

The subject of this research is the community receiving services at the Yogyakarta Religious Court Office, while the object of this research is the quality of information, service quality and satisfaction of the community receiving services at the Yogyakarta Religious Court Office.

3.2 Population and Sample

Population is the entire research subject, if someone wants to research all the elements in the research area, then the research is population research, if the researcher only wants to research part of the population, then the research is called sample research (Suharsimi Arikunto, 2006: 94). The population in this study were all service recipients at the Yogyakarta Religious Court Office.

The sample is part of the number and characteristics of the population (Sugiyono, 2008: 56). If the population is large, and it is impossible for research to study everything in the population, for example limited funds, energy and time, then research can use samples taken from that population (Sugiyono, 2008). This formula is used when sampling techniques if the population is unknown (Wibisono, 2003).

$$n = \left(\frac{Z_{\alpha/2} \sigma}{e} \right)^2$$

$$n = \left(\frac{(1,96) \cdot (0,25)}{0,05} \right)^2 = 96,04$$

Information:

n : Number of samples

Z_{α/2} : Z table value (value obtained from the upper level normal table confidence, where the confidence level is 95%)

σ : population standard deviation (0.25 = already stipulated)

e : sampling error rate (in this study taken 5%)

Based on the formula above, the minimum sample size required in this research is 96 respondents. However, to make research easier, the research sample was rounded up to 100 people. This is based on the opinion of Sugiyono (2008: 91) that the appropriate sample size for research is between 30 and 500. Based on this reference, the determination of the number of 100 samples/respondents is included in the criteria so that it is suitable for research. The sampling technique uses simple random sampling technique. Researchers used a simple random sampling technique with the consideration that the population was considered relatively homogeneous.

3.3 Variables and Operational Definitions

A research instrument is a tool used to measure observed research variables. In this research, there is 1 dependent variable/dependent variable, namely community satisfaction (Y) and 2 independent variables/free variables, namely service quality (X1) and implementation of public relations consumer satisfaction (X2).

- 1) Community satisfaction is the community's response to the experience of receiving specific services at the Yogyakarta Religious Court Office. The community satisfaction variable in this research is measured based on indicators: efficiency, effectiveness and user satisfaction (Petter Stacie, W. DeLone and E. R. McLean, 2008).
- 2) Implementation of public relations consumer satisfaction has three main elements including people, process and technology which are the keys to success in its implementation. All customer business data into a system can make it easier for companies to process, identify and maintain relationships with consumers.
- 3) Service quality is a condition related to the extent to which the service provider can provide services that meet customer expectations. Service quality indicators are: Physical evidence (tangibles), Reliability, Responsiveness, Guarantee and certainty (assurance), and Empathy (Kotler, 2007: 89).
- 4) Types and Methods of Data Collection

Data collection methods are a methodological issue that specifically discusses the technicalities of data collection. Data collection can use primary data and secondary data. Data collection used in this research used a questionnaire. Questionnaire research aims to obtain primary data by distributing a list of questions (questionnaires) or in the form of written statements to respondents to obtain information directly from respondents, the answers have been provided, respondents just have to choose.

4. Results and Discussion

4.1 General Description of The Yogyakarta Religious Courts

Yogyakarta Religious Court is a Court of First Instance located at Jalan Ipda Tut Harsono Number 53, Yogyakarta, Zip Code 55165, Phone Number (0274) 552997, Fax. (0274) 552998, Email: admin@pa-yogyakarta.net



Figure 2. Yogyakarta Religious Court Office

4.2 Vision and Mission of the Yogyakarta Religious Court

4.2.1 Vision of the Yogyakarta Religious Court

The realization of the Great Yogyakarta Religious Court.

4.2.2 Yogyakarta Religious Court Mission

- 1) Improve the quality of religious justice apparatus resources so that they are more professional and proportional
- 2) Providing excellent service to realize simple, fast and low-cost justice services
- 3) Implementing orderly administration and management of justice that is effective and efficient
- 4) Provide and present information in a transparent, honest and accountable manner
- 5) Improve the image of religious justice institutions in accordance with the Vision of the Supreme Court of the Republic of Indonesia

4.3 Jurisdiction Area of the Yogyakarta Religious Court

According to Chapter III Article 9 paragraph 1 of Law Number 7 of 1989, the Religious Court is tasked with and has the authority to examine, decide and resolve first-level cases between people who are Muslim. The jurisdiction of the Yogyakarta Religious Court covers 14 sub-districts in Yogyakarta City, which can be seen in the jurisdictional map of the Yogyakarta Religious Court below:

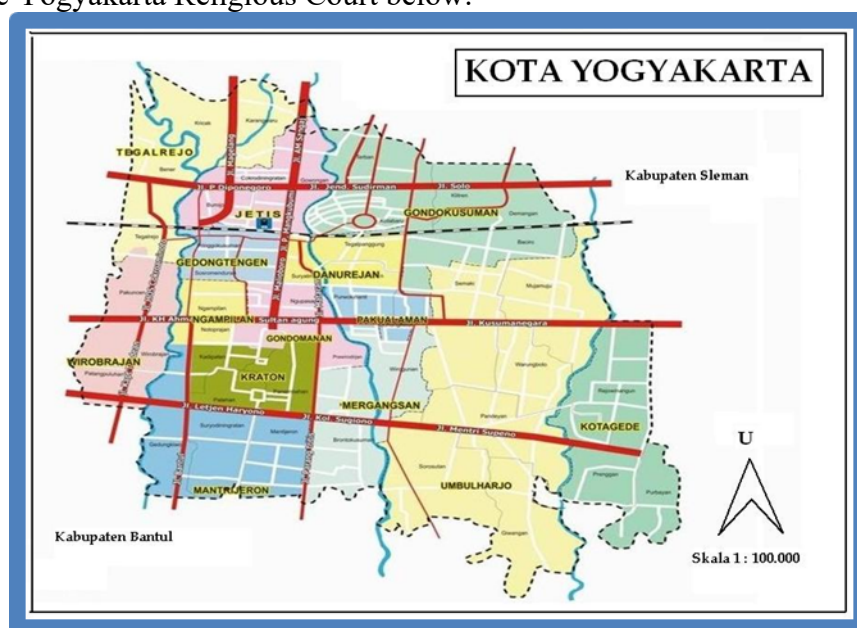


Figure 3. Yogyakarta Religious Court Jurisdiction Map

The Yogyakarta Religious Court has a jurisdiction consisting of 14 sub-districts covering 45 sub-districts, with the following explanation:

Table 1. Yogyakarta Religious Court Legal Area

No	District name	Village name
1.	Umbulharjo	Muja-Muju, Semaki, Tahunan, Warungboto, Pandean, Giwangan, Sorosutan
2.	Kota Gede	Prenggan, Purbayan, Rejowinangun
3.	Gondokusuman	Kotabaru, Terban, Klitren, Baciro, Demangan
4.	Danurejan	Suryatmajan, Tegal Panggung, Bausasran
5.	Pakualaman	Purwokinanti, Gunung Ketur

No	District name	:	Village name
6	Mergangsan	:	Wirogunan, Brontokusuman, Keparakan
7	Kraton	:	Kadipaten, Patehan, Panembahan
8	Mantrijeron	:	Gedongkiwo, Suryodiningratan, Mantrijeron
9	Wirobrajan	:	Patang Puluhan, Wirobrajan, Pakuncen
10	Ngampilan	:	Ngampilan, Notoprajan
11	Gondomanan	:	Prawirodirjan, Ngupasan
12	Tegalrejo	:	Tegalrejo, Bener, Kricak, Karangwaru
13	Jetis	:	Gowongan, Cokrodiningratan, Bumijo
14	Gedongtengen	:	Sosromenduran, Pringgokusuman

Source: Yogyakarta Religious Court Website

4.4 Number of Cases in Yogyakarta Religious Courts

Table 2. Number of Cases in Yogyakarta Religious Courts for the Period January to September 28, 2021

Type of thing	Remainder 2020	Enter 2021	Number of cases per year 2021	Separated 2021	Remainder 2021	Percentage (%) Remainder
Lawsuit	59	530	589	537	52	8.83%
Application	3	138	141	127	14	9,93 %
Simple lawsuit	0	1	1	1	0	-
Amount	62	669	731	665	66	9%

Source: 2021 Yogyakarta Religious Court Supervision Report

Based on Table II above, it can be seen that the remaining cases in 2020 are 59 lawsuit cases and 3 petition cases, the total remaining cases in 2020 are 62 cases. Meanwhile, in 2021 there were 530 lawsuit cases, 138 petition cases and 1 simple lawsuit case, the total number of cases entered in 2021 was 669 cases. So the number of cases in 2021 is 589 lawsuit cases, 141 petition cases and 1 simple lawsuit case, with a total of 731 cases in 2021. The number of cases decided in 2021 is 537 lawsuit cases, 127 petition cases, and 1 simple lawsuit case. The total number of cases decided in 2021 is 665 cases. The remaining cases that have not been decided in 2021 are 52 lawsuit cases, 14 petition cases and the total remaining cases in 2021 are 66 cases. In percentage terms, the remaining number of cases in 2021 is 8.83% for lawsuit cases, 9.93% for Petition cases and the total percentage of remaining Yogyakarta Religious Court cases is 9%.

4.5 Organizational Structure of the Yogyakarta Religious Courts

The Yogyakarta Religious Court is led by a Chairman of the Religious Court. The current chairman of the Yogyakarta Religious Court is Drs. H. Dedhy Supriady, MA. who has served since 2018 until now. The organizational structure of the Yogyakarta Religious Court can be seen in the picture below:

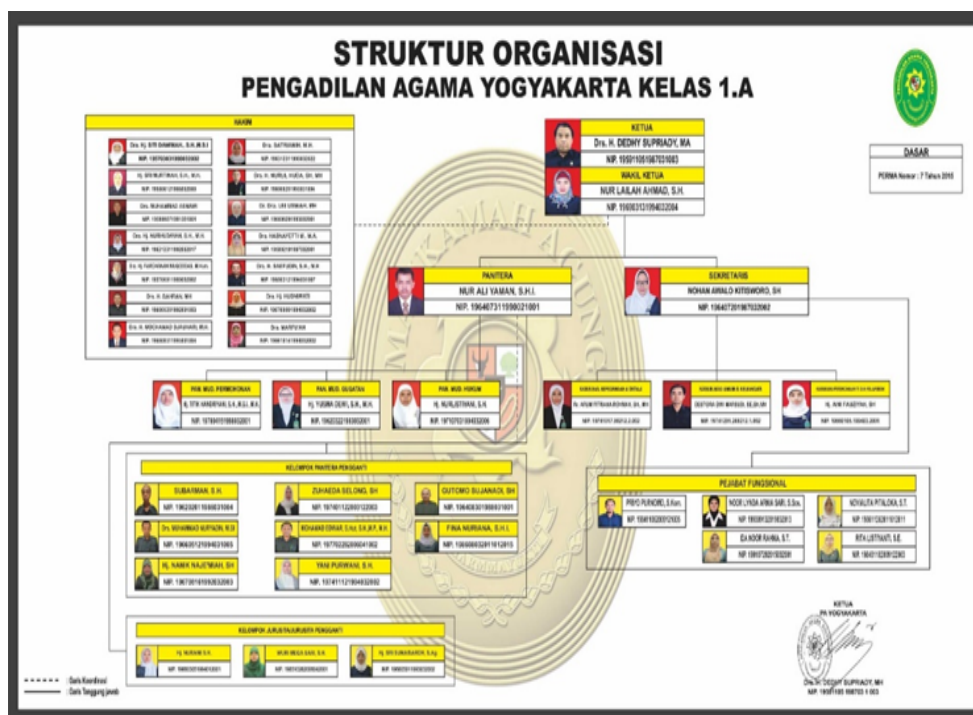


Figure 3. Organizational Structure of the Yogyakarta Religious Courts

Based on Figure 3 above, it can be seen that in the organizational structure of the Yogyakarta Religious Court it is led by the Chairman and accompanied by the Deputy Chairman of the Religious Court.

In its implementation, the Registrar assists in the clerkship sector and the Secretary in the secretarial sector. According to the regulations of the Supreme Court of the Republic of Indonesia number 7 of 2015 article 105 paragraph 2, the clerkship section is led by the Registrar, assisted by 3 Junior Registrars, namely:

- 1) Junior Registrar of Applications
- 2) Junior Lawsuit Clerk
- 3) Junior Law Clerk

5. Conclusion

The results of this research will be useful theoretically and practically.

5.1 Theoretical Benefits

The research results will add to the body of knowledge in the field of management, especially the management of government organizations, and as additional study material regarding the contribution of information quality and service quality to the satisfaction of people receiving services in government agencies.

5.2 Practical Benefits

For the Yogyakarta Religious Courts Office as input to pay more attention to public satisfaction with the services provided by optimizing the quality of information and service quality.

For employees of the Yogyakarta Religious Courts Office as a reference to contribute to optimizing the public services provided both by increasing their personal competence and increasing their commitment to providing quality services and improving the quality of public service information in their agencies.

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