

# THE EFFECT OF SERVICE QUALITY AND FACILITIES ON PUBLIC SATISFACTION IN DINAS PERPUSTAKAAN KOTA TEBING TINGGI

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## Abstract

*This research aims to determine the influence of service quality and facilities on community satisfaction at the Tebing Tinggi City Library. The research method used is a quantitative method using SPSS version 25.00, which was collected from the results of interviews with visitors to the Tebing Tinggi City Library as many as 98 respondents. The analytical method used in this research is using instrument tests, namely validity and reliability tests. Classic assumption tests are normality test, multicollinearity test, heteroscedasticity test, multiple linear regression analysis, analysis of the coefficient of determination (R<sup>2</sup>), hypothesis testing namely T test and path analysis. The results of SPSS in this research are that the service quality variable influences community satisfaction, facilities influence community satisfaction, service quality and facilities simultaneously influence community satisfaction.*

**Keywords:** *Community Satisfaction, Service Quality, Facilities.*

## 1. INTRODUCTION

Development knowledge and technology information included with various process changes aspect life social demand creation a society that loves reading . Back and forth library This No can released and development society , even interest read made one of indicators that can show proceed whether or not a nation . Public libraries can play a role foster and improve interest read society , because with read expected somebody will to obtain information from material libraries read and obtained understanding deep about a incident or symptom .

The Library Service is a government agency in Tebing Tinggi City that provides library services to the community. In its implementation, the library provides services to the community to increase knowledge through the provision of new books as reference materials. In the services provided by the Tebing Tinggi City Library own objective to give satisfaction public in get knowledge with read book according to with Law number 43 of 2007. According to (Kotler & Armstrong, 2016) , consumer satisfaction is a feeling of pleasure or disappointment that arises after comparing the performance (result) of a product that is thought to the expected performance (or result). If performance is below expectations, the customer is dissatisfied. At the Tebing Tinggi City Library Service, library visitors are divided into 2 types of visitors, namely visitors who have membership cards and visitors who do not have membership cards.

In the membership card management, this can only be done by members of the public who have visited the Tebing Tinggi city library in the last 3 years from 2020 to 2022 . show a very significant decrease Where level decline amount visitors more from 5% of year previously . In 2020 the number of all over visitors reached 48,774 with status information , as many as 36,598 students , 3,117 students and the general public as many as 847 visits . In 2021 the number of visit experience decline totaling 13,243 visits from year previously shown a very significant decline so that amount visits in the year the as many as 35,531 visits . Furthermore, in 2022 the number of

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visitors in the year the Still experience decline with amount as many as 2,145 visits so that amount visitors as many as 33,356 visitors with student status information as many as 32,113 students as many as 811 and general with amount decline the biggest with total 452 visitors . The decline that occurred can caused by various another factor is one of them is satisfaction public or satisfaction consumer , statement This supported with the theory put forward by (Sumarwan, 2014) which states satisfaction consumer will decrease If services and facilities provided by a company service No in accordance with hopes and needs consumers .

The low satisfaction the public at the Tebing Tinggi City library can caused by various factors but in general caused by 2 things that is quality services and facilities . One of factors that can influence satisfaction public in the form of quality services provided to society , things This supported with study previously conducted by Sakti & Mahfudz ( 2018) show that quality service own great influence to satisfaction society . According to Lupiyoadi & Hamdani (2014) define quality service is as all over activity that seeks combine mark from ordering , processing until giving results service through communication For speed up Work The same with consumer with quick .

Satisfaction public or satisfaction consumer can achieved by providing quality good service to the community especially in services provided by the government like library . Quality service as business For realize comfort to user A services to feel have more value than expected . In a study conducted by Sakti and Mahfudz (2018) show existence connection between quality service to satisfaction society , while research conducted by Zakiyah and Wahyono ( 2020 ) which shows that quality service No influential to satisfaction society . So that the need for study return For to know what the heck quality service can affect satisfaction public .

Other factors can influence satisfaction public is facilities . Statement the supported with research conducted by Pramularso and Marginingsih (2020) , the results study the prove that facilities provided and owned by a House Sick can provide satisfaction to visiting patients , who can interpreted that facilities provided can provide satisfaction . Good facilities can make a significant contribution to satisfaction consumer / society . Satisfaction consumer / society can come true when consumer feel comfortable , easy and well served with Good in use service or buy products . Adequate , clean and well - maintained facilities can provide a sense of comfort and security for consumer so that they feel valued as customer .

According to Tjiptono (2014) , facilities is source Power physical must There is before a service offered to consumers. Perceptions obtained from interaction customer with facility service influential to quality service the in the eyes consumers . Facility is something important in business services , therefore That existing facilities that is condition facilities , interior and exterior design as well as cleanliness must under consideration especially those related to close with what is felt consumer in a way direct .

**2. IMPLEMENTATION METHOD**

Types of research which used in research This is *Explanatory Research* with method quantitative . According to (Sugiyono, 2015) , research explanation ( *explanatory research* ) is research that explains connection between one variable with other variables through formulated hypothesis testing and position between variables studied . Research This aiming For get proof influence between variable independent variable which consists of from quality services (X1) and facilities (X2) towards variable *dependent* variable , namely satisfaction society (Y). While Study This is replication from research conducted by Harfika and Abdullah ( 2017) with title Influence Quality Services and Facilities To Satisfaction Patients at the Southwest Aceh District General Hospital , next difference study previous with study This is location research conducted at the Tebing Tinggi City Library Service . In the research This the population used is the owners card members of the Tebing Tinggi city library in 2023 were 4,562 people . In determining the number of samples, the Slovin formula was used, so that the number of samples used in this study was 98 people. Furthermore, the data used in this study, the data is in the form of primary data obtained

directly from respondents. According to Sugiyono (2015) , defines primary data as a data source that directly provides data to data collectors. Where the data source is obtained in study This originate from results distribution questionnaire to visitors library that has card member Tebing Tinggi City Library . Data analysis techniques used in study This as following :

a. Instrument Test

In this study, the instrument test used is validity test and reliability test. This validity test is conducted to measure the accuracy of the instrument in carrying out its tasks to achieve its targets, while the reliability test is a measurement of the level of reliability of a research instrument.

b. Classical Assumption Test

Multiple linear regression testing can be done after the model of this study meets the requirements, namely passing the classical assumption. The requirements that must be met are that the data must be normally distributed, do not contain multicollinearity, and heteroscedasticity. Therefore, before conducting multiple linear regression testing, it is necessary to first conduct classical assumption testing. The classical assumption test consists of normality test, multicollinearity test, and heteroscedasticity test.

c. Multiple Linear Regression Analysis

Multiple Linear Regression Analysis is used to measure the influence between more than one independent variable on the dependent variable. To determine the influence of the independent variables with the following equation:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

d. Hypothesis Testing

After obtaining the regression equation, it is necessary to carry out a hypothesis test to determine whether the regression coefficient obtained is significant. Next, the hypothesis is tested using the t-test (partial) and Path Analysis.

**t-test**

The t-test is intended to determine the level of significance of the influence of each independent variable on the dependent variable with the assumption that the other independent variables do not change. According to Sugiyono, (2015) , the criteria used are as follows:

- 1) If t count > t table, then it can be concluded that the independent variables have a significant effect on the dependent variable.
- 2) If t count < t table, then it can be concluded that the independent variable does not have a significant effect on the dependent variable.

**F Test**

The test conducted is by testing the parameter b (correlation test) using the statistical F test. To test the influence of independent variables simultaneously on the dependent variable, the F test is used. This F distribution is determined by the degrees of freedom of the numerator and denominator, namely k and (nk-1). For the F test, the criteria used are:

- 1) Ha is accepted if Fcount > Ftable, meaning that the independent variables together have a significant effect on the dependent variable.
- 2) Ha is rejected if Fcount < Ftable, meaning that the independent variables are simultaneously does not have a significant effect on the dependent variable.

### 3. RESULTS AND DISCUSSION

#### Research result

##### Instrument Test

Measuring instrument in study normal named instrument research . According to The Greatest Showman (2015) Instrument study is a tool used measure phenomenon natural and also

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observed social . Testing instrument done using 2 tests , namely the validity test and the reliability test .

**a. Validity Test**

This test was conducted on 30 respondents, so  $df = 30 - k = 27$  , with  $\alpha = 5\%$ , the r table value was obtained as 0.367 ( Ghozali, 2016), then the calculated r value will be compared with the r table value as in table 5 below:

**Table 2.**  
**Validity Test Results**

| <b>Community Satisfaction Variable ( Y )</b> |                          |                          |                 |
|--|--------------------------|--------------------------|-----------------|
| <b>Statement</b>                             | <b>r<sub>count</sub></b> | <b>r<sub>table</sub></b> | <b>Validity</b> |
| 1  | 0,464                    | 0.361                    | Valid           |
| 2  | 0,888                    | 0.361                    | Valid           |
| 3  | 0,748                    | 0.361                    | Valid           |
| 4  | 0.830                    | 0.361                    | Valid           |
| 5  | 0.734                    | 0.361                    | Valid           |
| 6  | 0.758                    | 0.361                    | Valid           |
| 7  | 0.744                    | 0.361                    | Valid           |
| <b>Service Quality Variable ( X1 )</b>       |                          |                          |                 |
| <b>Statement</b>                             | <b>r<sub>count</sub></b> | <b>r<sub>table</sub></b> | <b>Validity</b> |
| 1  | 0.866                    | 0.361                    | Valid           |
| 2  | 0.627                    | 0.361                    | Valid           |
| 3  | 0.722                    | 0.361                    | Valid           |
| 4  | 0.874                    | 0.361                    | Valid           |
| 5  | 0.614                    | 0.361                    | Valid           |
| <b>Facility Variable ( X2 )</b>              |                          |                          |                 |
| <b>Statement</b>                             | <b>r<sub>count</sub></b> | <b>r<sub>table</sub></b> | <b>Validity</b> |
| 1  | 0.878                    | 0.361                    | Valid           |
| 2  | 0.901                    | 0.361                    | Valid           |
| 3  | 0.868                    | 0.361                    | Valid           |
| 4  | 0.840                    | 0.361                    | Valid           |
| 5  | 0.647                    | 0.361                    | Valid           |
| 6  | 0.740                    | 0.361                    | Valid           |

Table 2. Good statement points of the variables community satisfaction ( Y ) , service quality variable ( X1 ) and variable The facility ( X2 ) has a calculated r value that is greater than the table r value, so it can be concluded that all statements for each variable are valid.

**b. Reliability Test**

Reliability is the index that show to what extent a tool gauge can trusted or can reliable . According to Sugiyono (2015) A factor stated reliable If *Cronbach Alpha* more big from 0.6. Based on the results of data processing using SPSS 25.00 , the following results were obtained :

**Table 3.**  
**Reliability Test Results**

| Variables                           | <i>Cronbach's Alpha</i> | Constants | Reliability |
|-------------------------------------|-------------------------|-----------|-------------|
| Community satisfaction variable (Y) | 0,783                   | 0.6       | Reliable    |
| Variables service quality (X1)      | 0.825                   | 0.6       | Reliable    |
| Variables Facilities ( X2 )         | 0.801                   | 0.6       | Reliable    |

Based on the reliability test using *Cronbach Alpha* , all research variables are reliable because *Cronbach Alpha* is greater than 0.6, so the results of this study indicate that the measurement tool in this study has met the reliability test ( *reliable* and can be used as a measuring tool).

**Assumption Test Classic**

**a. Normality Test**

**Table 4. One Sample Kolmogorov Smirnov Test**  
**One-Sample Kolmogorov-Smirnov Test**

|                                     |                | Unstandardized Residual |
|-------------------------------------|----------------|-------------------------|
| N                                   |                | 98                      |
| Normal Parameters <sup> a,b</sup>   | Mean           | .0000000                |
|                                     | Std. Deviation | 2.91022986              |
| Most Extreme Differences            | Absolute       | .120                    |
|                                     | Positive       | .072                    |
|                                     | Negative       | -.120                   |
| Test Statistics                     |                | .120                    |
| Asymp . Sig. (2-tailed)             |                | .001 <sup> c</sup>      |
| Monte Carlo Sig. (2-tailed) Sig.    |                | .102 <sup> d</sup>      |
| 99% Confidence Interval Lower Bound |                | .023                    |
| Upper Bound                         |                | .181                    |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Based on 98 sampled tables with starting seed 2000000.

Source : Processed data (2024)

From *the output* in table 4 can known that mark significance ( *Monte Carlo Sig.* ) throughout variable as big as more from 0.05 then the residual value has been normal, so can concluded If all over variable normally distributed .

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**b. Multicollinearity Test**

Multicollinearity test in study This seen from mark *tolerance* or *variance inflation factor* (VIF). The calculation mark *tolerance* or VIF with SPSS 25.00 program for windows can seen in Table 5 below :

**Table 5. Multicollinearity Test Results Coefficients<sup>a</sup>**

| Model           | Collinearity Statistics |       |
|-----------------|-------------------------|-------|
|                 | Tolerance               | VIF   |
| (Constant)      |                         |       |
| Quality Service | .791                    | 1.265 |
| Facility        | .791                    | 1.265 |

a. Dependent Variable: Community Satisfaction  
Source : Processed data (2024)

Based on table 5 can known that mark *tolerance* from every variable show everything more big from 0.10 while VIF value of every variable show everything more small of 10. Based on results the above calculation can seen that mark *tolerance* for all variable free more big from 0.10 and all VIF values variable free also more small from 10 to No happen symptom correlation in variables free . So that can concluded that No existence symptom multicollinearity between variable free in the regression model .

**c. Heteroscedasticity Test**

Heteroscedasticity test aiming For test whether from the regression model happen inequality *variance* from residual one observation to other observations . A good regression model is homoscedasticity or No the occurrence heteroscedasticity . One of the method For detect There is or whether or not heteroscedasticity is with *Glejser test* , in glejser test , if variable independent significant in a way statistics in influencing variables dependent so There is indication happen heteroscedasticity . The results of data processing using SPSS 25.00 show results in table following :

**Table 6. Glejser Test Results Coefficients<sup>a</sup>**

| Model           | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig  |
|-----------------|-----------------------------|------------|---------------------------|--------|------|
|                 | B                           | Std. Error | Beta                      |        |      |
| 1 (Constant)    | 6,820                       | 1,895      |                           | 3,599  | .001 |
| Quality Service | -.106                       | .106       | -.112                     | -1.003 | .319 |
| Facility        | -.121                       | .073       | -.184                     | -1.652 | .102 |

a. Dependent Variable: ABS\_RES  
Source : Processed data (2024)

Based on table 6 obtained mark significance every variable more big from 0.05 to can concluded No there is symptom heteroscedasticity in the research model This .

**Multiple Linear Regression Analysis**

Testing multiple linear regression explain the magnitude role variable free to variable bound . Data analysis in study This use analysis multiple linear regression with use SPSS 25.00 for windows . Analysis of each variable explained in description following :



### Multiple Linear Regression Results Coefficients<sup>a</sup>

| Model           | Unstandardized Coefficients |            | Collinearity Statistics |       |
|-----------------|-----------------------------|------------|-------------------------|-------|
|                 | B                           | Std. Error | Tolerance               | VIF   |
| (Constant)      | 7.136                       | 2,713      |                         |       |
| Quality Service | .467                        | .151       | .791                    | 1.265 |
| Facility        | .407                        | .105       | .791                    | 1.265 |

a. Dependent Variable: Community Satisfaction  
Source: Processed data (2024)

Based on these results, the multiple linear regression equation has the following formulation:  $Y = a + b_1 X_1 + b_2 X_2 + \epsilon$ , so we get the equation:  
 $Y = 7.136 + 0.467 X_1 + 0.407 X_2$

### Hypothesis Testing

#### t-test ( Partial )

t- statistic test is also called the individual significance test . This test show how much Far influence variable independent in a way partial to variable dependent . In research this , hypothesis test partial done on every variable independent as in Table 8 below This :

**Table 8. Partial Test (t)  
Coefficients<sup>a</sup>**

| Model           | Unstandardized Coefficients |            | Standardized Coefficients Beta | t     | Sig. |
|-----------------|-----------------------------|------------|--------------------------------|-------|------|
|                 | B                           | Std. Error |                                |       |      |
| (Constant)      | 7.136                       | 2,713      |                                | 2,630 | .010 |
| Quality Service | .467                        | .151       | .294                           | 3.095 | .003 |
| Facility        | .407                        | .105       | .370                           | 3.893 | .000 |

a. Dependent Variable: Community Satisfaction  
Source : Processed data (2023)

a. Hypothesis Testing of the Influence of Service Quality Towards Public Satisfaction

calculated t value is 3.095. With  $\alpha = 5\%$ ,  $t_{table} (5\%; nk = 96)$ , the  $t_{table}$  value is 1.986 . From this description, it can be seen that the  $t_{calculated} (3.095) > t_{table} (1.986)$ , likewise with the significance value of  $0.003 < 0.05$ , it can be concluded that the first hypothesis is accepted, meaning that the quality of service influential on community satisfaction . The results of this study are in accordance with the results of research conducted by ( Solehah 2021) .

b. Hypothesis Test of the Influence of Facilities on Community Satisfaction

From table 8, the  $t_{count}$  value is 3.893. With  $\alpha = 5\%$ ,  $t_{table} (5\%; nk = 96)$ , the  $t_{table}$  value is 1.98 6. From this description, it can be seen that  $t_{count} (3.893) > t_{table} (1.98 6)$ , and the significance value is  $0.000 < 0.05$ , so it can be concluded that the second hypothesis is accepted, meaning that the facility variable has an effect on the community satisfaction variable. The results of this study are in accordance with the results of research conducted by ( Putri et al. 2021) .

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**F Test (Simultaneous)**

This test basically shows whether all independent variables included in this model have a joint influence on the dependent variable. The results of the F test can be seen in the following table 8:

**Table 9**  
**Simultaneous Test Results (F)**  
**ANOVA<sup>a</sup>**

| Model      | Sum of Squares | df | Mean Square | F      | Sig.              |
|------------|----------------|----|-------------|--------|-------------------|
| Regression | 391,087        | 2  | 195,543     | 22,612 | .000 <sup>b</sup> |
| Residual   | 821,535        | 95 | 8,648       |        |                   |
| Total      | 1212.622       | 97 |             |        |                   |

a. Dependent Variable: Community Satisfaction

b. Predictors: (Constant), Facilities, Quality Service

Source: Data processed from appendix 4 (2023)

From table 9, the calculated F value is 22.612. With  $\alpha = 5\%$ , dk numerator: 2, dk denominator: nk-1 (5%; 3; 95) obtained an F table value of 3.09. From this description it can be seen that the calculated F (22.612) > F table (2.09), and the significance value is 0.000 < 0.05, so it can be concluded that the third hypothesis is accepted, meaning that the quality of service and facilities have a simultaneous influence on community satisfaction variables.

**Discussion**

**1. Influence Quality of Service To Community Satisfaction**

Based on the results of the study, it shows that hypothesis 1 is accepted, meaning that service quality has an effect on public satisfaction. The results of this study are in accordance with the research conducted by Pramularso and Marginingsih (2020) entitled Increasing Public Satisfaction through Service Quality and Facilities for Users of RPTRA Kebon Pala Berseri where service quality has an effect on public satisfaction. In research conducted by (Ganjar et al., 2024) good service quality is in the form of building good communication with the CRM (Customer Relationship Management) method. In theory, according to Lupiyoadi & Hamdani (2014), service quality is defined as all activities that seek to combine the value of ordering, processing to providing service results through communication to accelerate cooperation with consumers immediately. Good service quality by an employee in a government agency has a good impact in the form of satisfaction with the service received, this is supported by the respondent's answer in item 2 of the service quality variable showing that respondents tend to strongly agree and agree with a percentage of 98% stating that Tebing Tinggi library service employees always provide services according to what visitors want (about employees), so that with good service or service quality and in accordance with expectations, it can affect public satisfaction.

**2. Influence Facility To Community Satisfaction**

Based on results study show that Hypothesis 2 is accepted It means facility influential to Community satisfaction. Research results This in line with research conducted by (Zakiyah and Wahyono (2020) with title The Role of Service Quality in Mediating the Influence of Interpersonal Communication, Work Discipline, and Facilities on Community Satisfaction, in this study it was shown that facilities influential to community satisfaction, so it can be interpreted that the facilities provided are very helpful to the community so that community satisfaction is created. In theory, according to Tjiptono (2014), facilities is source Power physical must There is before a service offered to consumers. Perceptions obtained from



interaction customer with facility service influential to quality service the in the eyes consumers . Facility is something important in business services , therefore That existing facilities that is condition facilities , interior and exterior design as well as cleanliness must under consideration especially those related to close with what is felt consumer in a way directly . The theory can explain that facilities that are in accordance with needs and expectations can increase consumer or community satisfaction as recipients of services. However, based on the respondents' answers, there were still respondents who answered that they disagreed, disagreed and strongly disagreed that the community free use facilities provided Service Library . This is due to in a way rules set by the service Library facilities provided have age limit certain like this using audio visuals previously often damaged Because users who do not responsible answer done by visitors aged under 16 then No get freedom use all over various types of facilities electronics . So that based on age majority Respondent aged under 16 years old who do not own freedom in use facilities provided by the library so it really affects satisfaction public as user specifically with age not enough from 16 years .

### 3. Influence Quality of Service And Facilities In general Simultan To Community Satisfaction

Based on the results of the study, it shows that hypothesis 3, service quality and facilities have a simultaneous effect on public satisfaction. The results of this study are in line with research conducted by Pramularso and Marginingsih (2020) which shows that service quality and facilities have a simultaneous effect on public satisfaction. Furthermore, this study is in line with the theory According to Lupiyoadi & Hamdani (2014) defining service quality as all activities that seek to combine the value of ordering, processing to providing service results through communication to accelerate cooperation with consumers immediately. And the theory according to Tjiptono (2014), facilities are physical resources that must exist before a service is offered to consumers. This is because the quality of service and facilities provided by the Tebing Tinggi Library has been in accordance with the expectations and desires of the community, as seen from all the respondents' answers to each variable showing the majority of respondents answered agree and strongly agree so that it can be interpreted that the quality of service and facilities have a large contribution to public satisfaction supported by a determination coefficient value of 30.8%. The higher the quality of service and facilities provided, the higher the level of public satisfaction with the service. This can be seen from several studies that link the quality of services and facilities with public satisfaction.

### 4. CONCLUSION

The test results to determine the analysis of the Influence of Service Quality and Facilities on Public Satisfaction at the Tebing Tinggi City Library using multiple linear regression analysis with two independent variables and one dependent variable show that:

- a. Service quality influences public satisfaction at the Tebing Tinggi city library .
- b. Facilities influence public satisfaction at the Tebing Tinggi city library.
- c. The quality of service and facilities simultaneously influences public satisfaction at the Tebing Tinggi city library .

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