

The Role of Public Service Performance Quality in Mediating Territorial Capabilities and Binter Methods on Community Satisfaction

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Abstract

In accordance with the Decree of the Commander of the TNI Number Kep/1024/XII/2020 that Territorial Development (Binter) is the Main Function of the Indonesian Army in organizing the development of the potential of geography, demographics, and social conditions to become the strength of Rmoney, Alat, and Kondisi (RAK) of a formidable fight through the sterility of the TNI and the people. The existence of the TNI AD territorial command plays an important role in the defense function as well as the socio-political function that provides convenience in dealing with external and internal conflicts, ensuring the passage of law, political order and control, disaster assistance, and handling terrorism. Territorial development involving the Indonesian Army Babinsa requires competence in strategic communication, which is not only influenced by personal modalities. This research used an associative approach with quantitative method. The findings suggest that the higher the Regional Resilience, the higher the Quality of Performance and Public Services. The indirect effect of the Binter method on Community Satisfaction is 26.5%. In conclusion, by increasing Territorial Capability and Regional Resilience, Community Satisfaction with Binter will also increase.

Keywords: performance of the Indonesian Army Babinsa, community satisfaction, territorial development.

I. INTRODUCTION

In response to threats against the state, particularly those targeting the Pancasila ideology and the 1945 Constitution, the concept of territorial command has been maintained since the post-independence period. Originating from the "Middle Way" idea and the "Tri Ubaya Cakti" doctrine, the dual function of the Indonesian Armed Forces (ABRI) was legitimized by the notion that the military has three main duties: national land defense, functional doctrine, and developmental doctrine. According to Adiwijoyo (2002), territorial command is an integral part of the Doctrine of the Total People's Defense and Security System (Sishankamrata). This includes all efforts, works, and activities aimed at mobilizing all regional potentials for defense purposes, which constitute the territorial development function of the Indonesian National Armed Forces (TNI).

Babinsa, as the spearhead in the implementation of territorial development, must actively support the local government and territorial development programs. Babinsa

requires special education in their respective areas because they face community issues in their daily tasks. Despite the limited number of Babinsa personnel in each Koramil, the duties within their assigned areas are extensive and complex, often resulting in Koramil personnel also serving as Babinsa. Additionally, many Babinsa are responsible for areas covering more than two villages. In carrying out their duties, some Babinsa still lack a comprehensive understanding of the scope of their territorial guidance responsibilities. While the role of Babinsa is highly valued, there are concerns, as noted by Alfitra Salam (2007), that their behavior and attitude may not always leave a positive impression on the community and local government officials, potentially hindering their task performance.

A study conducted by Atika Purnama Sari in 2016 found that the role of Babinsa in fostering national defense awareness is deemed crucial as they are the frontline implementers of territorial development, directly interacting with village communities. No obstacles were encountered in carrying out Babinsa's duties to oversee defense facilities and infrastructure in rural or urban areas and to report social conditions regularly. Research by Ari Ganjar Herdiansah in 2017 revealed the role and function of the TNI AD's territorial development in supporting local government programs. To enhance Satkowil Lebak's efforts in assisting the Lebak Regency government, several steps can be taken, including drafting a Memorandum of Understanding focused on disaster management. This will provide clear guidelines for disaster response tasks and enhance the local government's understanding of the importance of the Defense Spatial Plan (RUTR).

Several factors affect the capabilities of Babinsa, including a lack of knowledge and skills in five territorial capabilities and a lack of territorial attitude. These deficiencies result in suboptimal performance of Babinsa Kodim 0613/Ciamis. One way to improve Babinsa's capabilities is through regular training, orientation for new Babinsa unit members, and training for those selected for further education.

Komarudin Simanjuntak in 2015 found that Babinsa's understanding, awareness, and capabilities regarding their early detection role were not yet optimal. Based on the analysis of research findings, policies should be implemented to enhance Babinsa's role in early detection activities by strengthening moral guidance according to the core values of Pancasila, improving mastery of the five territorial capabilities in field activities with the community, fostering a sense of unity and awareness of potential terrorist threats, and developing intense coordination among relevant agencies to help prevent and address terrorism in the region. On the other hand, a study by Ade Rohmat Wahyudin in 2016 stated that the presence of Babinsa in villages has significant meaning and benefits for the community; their presence can create a more peaceful and orderly environment. Therefore, the territorial function is essential for maintaining order and security. Consequently, Babinsa, who must interact directly with the community in their area, should be equipped with educational knowledge.

II. LITERATURE REVIEW

The government apparatus manages various service sectors. Government Regulation Number 96 of 2012 concerning the Implementation of Law Number 25 of 2009 on Public Services and Law Number 25 of 2009 on Public Services mandates that all government institutions, both at the central and regional levels, conduct community satisfaction surveys as a metric of the success of service delivery. These legal documents state that community satisfaction is a measure of the quality of public services. Public service units must meet community expectations in service delivery, keeping pace with technological advancements and societal demands.

Human Resource Management (HRM) investigates how to effectively and efficiently manage the relationships and roles of resources, or workforce, possessed by individuals, and how these resources can be optimized to achieve the common goals of the company, employees, and society. HRM is based on the idea that every worker is a human being, not a machine or merely a business resource. Planning, organizing, implementing, and evaluating human resources within an organization to achieve organizational goals effectively and efficiently is known as human resource management (HRM). Given the importance of human resources for business and accounting, there must be a way to properly empower employees.

Quality is defined as the degree of excellence or deficiency of something. Quality can be measured quantitatively. Work quality is defined as the quality of an employee in performing their duties, including aspects such as appropriateness, neatness, and completeness. Appropriateness here refers to the precision in performing tasks, meaning that work plans align with established goals or objectives.

The term "public service" originates from the fact that public service is inseparable from issues of public interest. Before delving further into the subject, the author will discuss the definition of public service. Many experts have defined public service. Public service can be defined as "a series of actions taken by public bureaucracy to meet the needs of citizens."

Security is a state in which there is no danger. This term can be used in the context of crime, various types of accidents, and more. Security is a broad topic encompassing many aspects of safety, such as national security against terrorist attacks, computer security against hackers, home security against thieves and intruders, financial security against economic collapse, and more.

In English, "society" comes from the Latin word "socius," meaning "companion," and "society" in Arabic means "to participate and join in." Scientifically, society is described as a group of people who interact with each other. Society can also be defined as a unit of human life that consistently interacts within a certain system of customs and is bound by a sense of common identity.

Babinsa is an operational unit of the Koramil responsible for territorial development in rural or urban areas. According to the Guidelines for the Implementation of Babinsa Duties, Babinsa's role in Koramil includes implementing territorial development functions in rural areas with the main objective of educating the community and providing counseling on national defense.

To support the primary tasks of the Indonesian Army (TNI AD) and realize the integration of the TNI and the people, one of the main functions of the TNI AD is territorial development. The concept of Five Territorial Capabilities has been established by Danpusterad with Number KEP/30/VI/2020 dated June 10, 2020, as the Guide to Five Territorial Capabilities. The study titled "The Influence of Village Apparatus Performance and Village Fund Management on Public Satisfaction in Kertosari Village, Geger District, Madiun Regency" by Gerzon Yeka Rochani, S Sudarmiani, and Ramadhan Prasetya Wibawa, found that effective village performance can enhance public satisfaction, directly impacting public trust and welfare. Therefore, it is expected that the village government and related institutions continue to improve their performance. The Kertosari village community consistently provides feedback to the village government on how they serve the community.

According to the research by Mochammad Wahyu Widodo, Job Satisfaction, Organizational Commitment, Organizational Citizenship Behavior (OCB) and Their Impact on Public Service Quality, employee job satisfaction affects OCB in the public service office of Kediri city, organizational commitment of employees affects OCB in the public service office of Kediri city, and employee job satisfaction affects the quality of public services.

OCB influences the quality of public services in the public service office of Kediri city, and organizational commitment of employees affects the quality of public services. Employee job satisfaction indirectly affects the quality of public services in Kediri city, while organizational commitment of employees does not indirectly affect the quality of public services. OCB influences the quality of public services in the public service office of Kediri city, and organizational commitment of employees affects the quality of public services. Employee job satisfaction indirectly affects the quality of public services in Kediri city, while organizational commitment of employees does not indirectly affect the quality of public services.

Based on the explanation above and the research objectives, the hypotheses formulated in this study are as follows:

- H1. There is an influence of territorial capabilities on the quality of public service performance in Binter.
- H2. There is an influence of Binter methods on the quality of public service performance in Binter.
- H3. There is an influence of territorial capabilities and Binter methods on the quality of performance and public service.
- H4. There is an influence of territorial capabilities on community satisfaction and trust.
- H5. There is an influence of Binter methods on community satisfaction and trust.
- H6. There is an influence of the quality of performance and public service on community satisfaction and trust.
- H7. The quality of public service performance can moderate the influence of territorial capabilities and Binter methods on community satisfaction and trust.

III. RESEARCH METHOD

The type of research used in this study is descriptive associative research. Quantitative research methods are one type of research method that requires a systematic, planned, and clear structure from the beginning to the end of the research design. According to Sugiyono (2018), quantitative research is defined as a research method based on the philosophy of positivism, used to study specific populations or samples, collect data using research instruments, analyze data quantitatively/statistically, with the aim of testing predetermined hypotheses.

The population is the number of items to be studied. According to Sugiyono (2008), the population is a generalization area consisting of objects/subjects with certain qualities and characteristics. The population in this study includes all components of society residing on the island of Java within the productive age range of 17 to 58 years. This study uses 400 respondents as a sample from four Military Regional Commands (Kodam) in Java, consisting of Kodam III/Siliwangi, Kodam IV/Diponegoro, Kodam VI/Brawijaya, and Kodam Jaya. The sampling technique used in this study is purposive sampling, a technique for determining samples with specific considerations, such as characteristics, traits, or characteristics of the informants

Data collection is a systematic and standardized procedure to obtain the necessary data and solutions to problems. The researcher obtained data through: (a) primary data; (b) secondary data; and (c) literature review. After data collection, the data processing stage follows with the following steps: (a) editing; (b) coding; (c) tabulation; (d) data entry; and (e) cleaning.

The analysis method uses Structural Equation Modeling (SEM), which combines two separate statistical methods: factor analysis, developed in psychology and psychometrics, and simultaneous equation modeling, developed in econometrics (Ghozali, 2004). If researchers only want to know the direct relationship between exogenous and endogenous variables, simple regression analysis is sufficient. However, if there are more complex relationships, such as the presence of moderating or intervening variables, SEM is more suitable. According to Latan (2012), SEM has several advantages in analyzing variable relationships: (a) It can build models with many variables; (b) It can analyze variables or constructs that are not directly observed (latent variables); (c) It can analyze measurement errors in observed variables; and (d) It can confirm theories according to empirical data.

In SEM, the term latent variable refers to variables that cannot be measured directly but must be formed through various dimensions. Latent variables in SEM are divided into endogenous and exogenous variables. Endogenous variables (η) are also known as influenced variables, while exogenous variables (ξ) are known as influencing variables. The following diagram shows the general structure of SEM.

In SEM, there are assumptions similar to those in multiple linear regression. Therefore, it is necessary to test these assumptions in SEM, including tests for residual normality, non-multicollinearity, non-autocorrelation, and homoscedasticity.

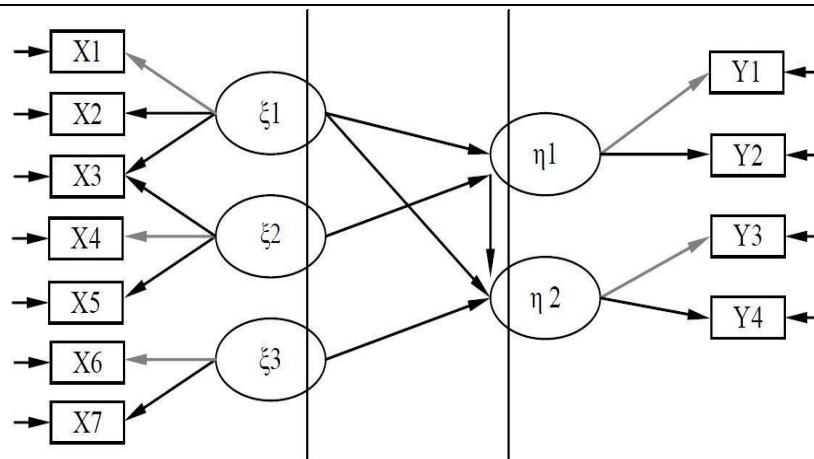


Figure 1. General Structure in SEM

Source: Authors' creation, 2023

IV. RESULT AND DISCUSSION

In this study, 400 respondents were used as a sample from four Military Regional Commands (Kodam) in Java, consisting of Kodam III/Siliwangi, Kodam IV/Diponegoro, Kodam VI/Brawijaya, and Kodam Jaya.

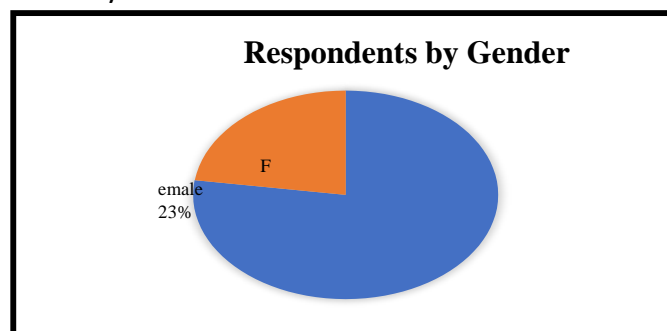


Figure 2. Percentage of Respondents by Gender

Source: Authors' creation, 2023

Based on gender, 77% of respondents are male, while the remaining 23% are female. This shows that the ratio of males to females in this study is approximately 3:1. Furthermore, when examining their satisfaction levels with Binter according to Figure 3, both males and females are predominantly satisfied with Binter, followed by those who are very satisfied. There are still many respondents who are less satisfied with Binter, indicating the need for Binter to improve the quality of its services to the community. Additionally, there are respondents who are dissatisfied with Binter.

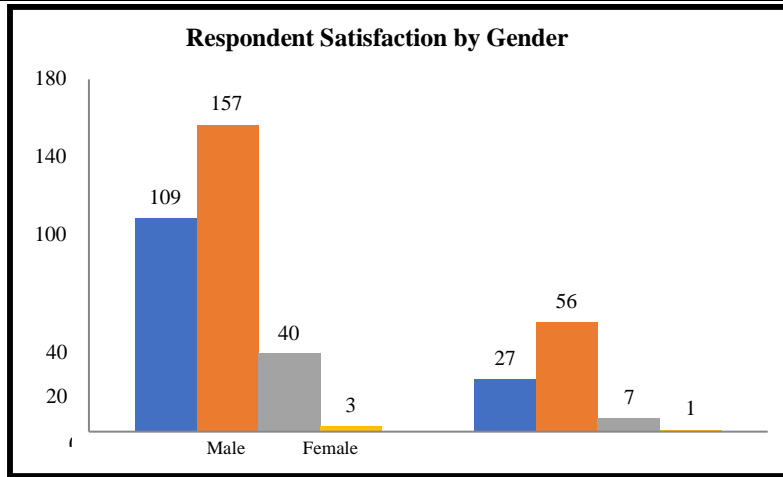


Figure 3. Distribution of Respondent Satisfaction by Gender
Source: Authors' creation, 2023

When analyzed by age characteristics, the majority of respondents, both male and female, are satisfied or very satisfied with Binter. This indicates that Binter's performance is good, as the majority of the community is satisfied with Binter's work. However, there are still 47 respondents who are less satisfied and 4 respondents who are dissatisfied with Binter, predominantly male. This suggests a need for further improvement in Binter's performance and public service quality in their respective Kodams.

Next, based on Figure 4 when examined by age, the majority of respondents are between 25 and 45 years old, with this age group representing 44% of the total respondents. Respondents aged 16-18 years form the minority category, with a percentage of 14% of the total respondents. Respondents aged 46-60 years and 19-25 years, 16% and 26%, respectively.

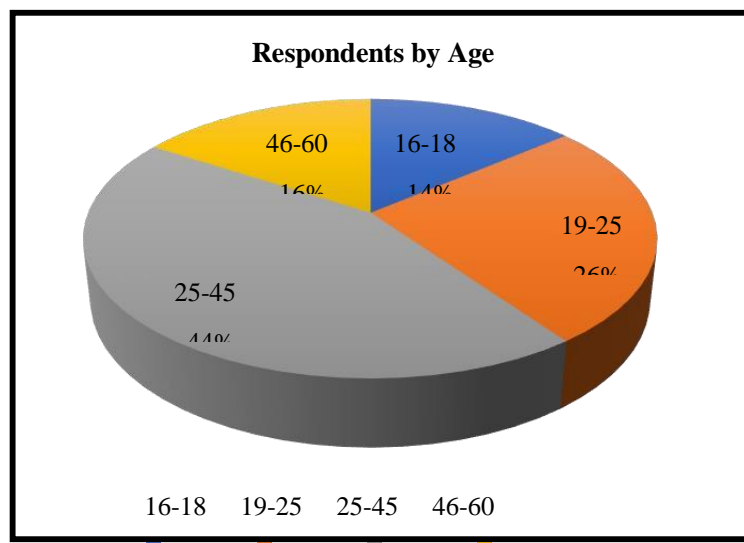


Figure 4. Distribution of Respondents by Age
Source: Authors' creation, 2023

Based on satisfaction levels as shown in Figure 5, it is evident that the majority of respondents are satisfied with Binter's performance across almost all age groups, including 16-18, 19-25, and 25-45 years. However, there are still respondents within these age ranges who are dissatisfied with Binter's performance. In the 46-60 age group, the majority of respondents are very satisfied with Binter's performance, with no respondents expressing dissatisfaction. This indicates that respondents aged 46-60 tend to be more satisfied with Binter's performance compared to respondents in younger age groups.

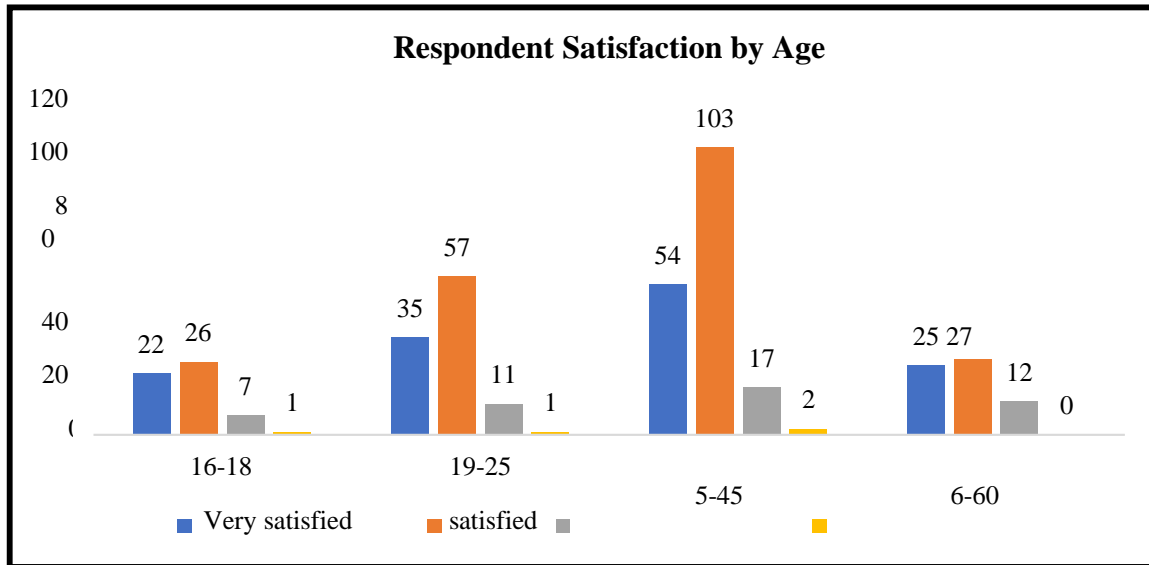


Figure 5. Distribution of Respondent Satisfaction by Age
Source: Authors' creation, 2023

Regarding educational levels, as shown in Figure 6, the majority of respondents are high school graduates, constituting 62%. Meanwhile, only 20% of respondents have attained education up to the diploma (D3, D4) or bachelor's degree (S1) level. Additionally, 14% of respondents have completed a master's degree (S2), and 4% have achieved a doctoral degree (S3). There are no respondents with an education level below high school.

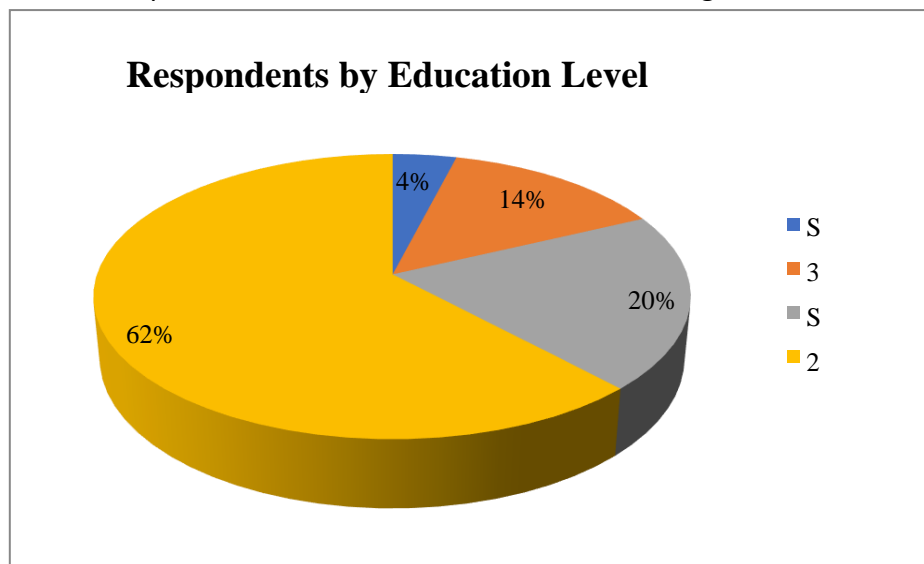


Figure 6. Distribution of Respondents by Education Level

Source: Authors' creation, 2023

When examining satisfaction levels by educational attainment, it can be seen that respondents with high school, diploma, and bachelor's degrees are predominantly satisfied with Binter's performance. Respondents with master's and doctoral degrees, however, are predominantly very satisfied. This indicates that respondents with higher educational levels tend to be more satisfied with Binter's performance compared to those with lower educational levels. This trend aligns with satisfaction levels based on respondents' ages. Thus, the graph shows that respondents with higher education and older age tend to be more satisfied with Binter's performance. This may be due to older and more highly educated respondents having greater knowledge and experience with Binter, leading to more interactions compared to younger respondents or those with only high school education.

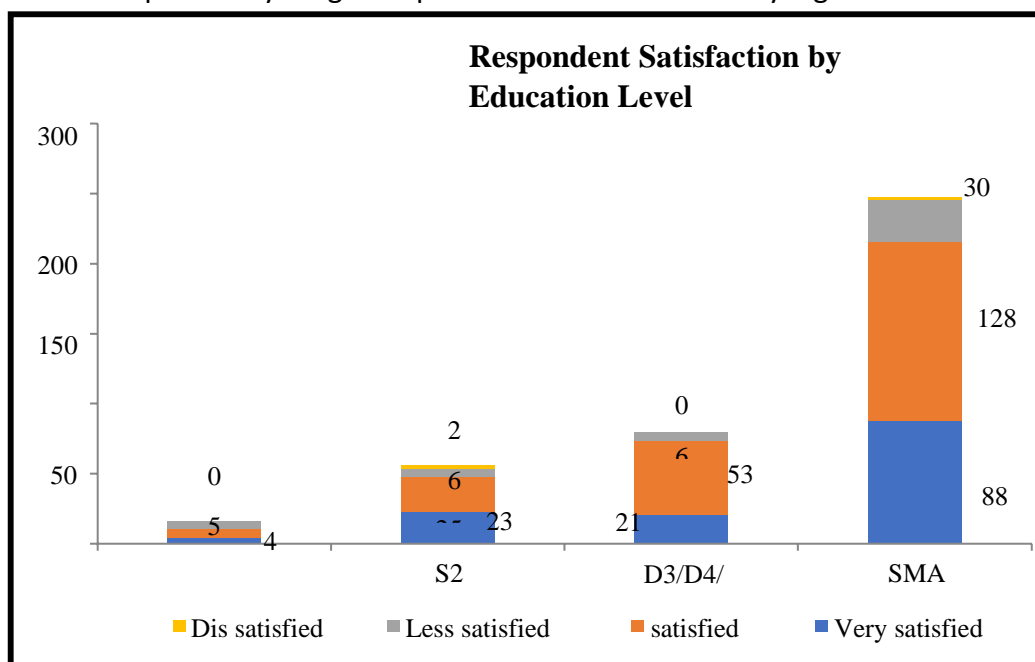


Figure 7. Distribution of Respondent Satisfaction by Education Level

Source: Authors' creation, 2023

Based on the military commands (Kodam), the highest level of public satisfaction is found in Kodam III/Siliwangi, where the satisfaction level has reached 87.49%. This indicates that, on average, respondents are very satisfied with Binter's performance in Kodam III/Siliwangi. In Kodam V/Brawijaya, public satisfaction levels reach 86.23%, indicating that respondents are relatively satisfied with Binter's performance in this region. Meanwhile, in Kodam Jaya and Kodam IV/Diponegoro, the average public satisfaction levels with Binter's performance are 83.51% and 83.40%, respectively. Despite these differences, the satisfaction levels in these regions are categorized as satisfied.

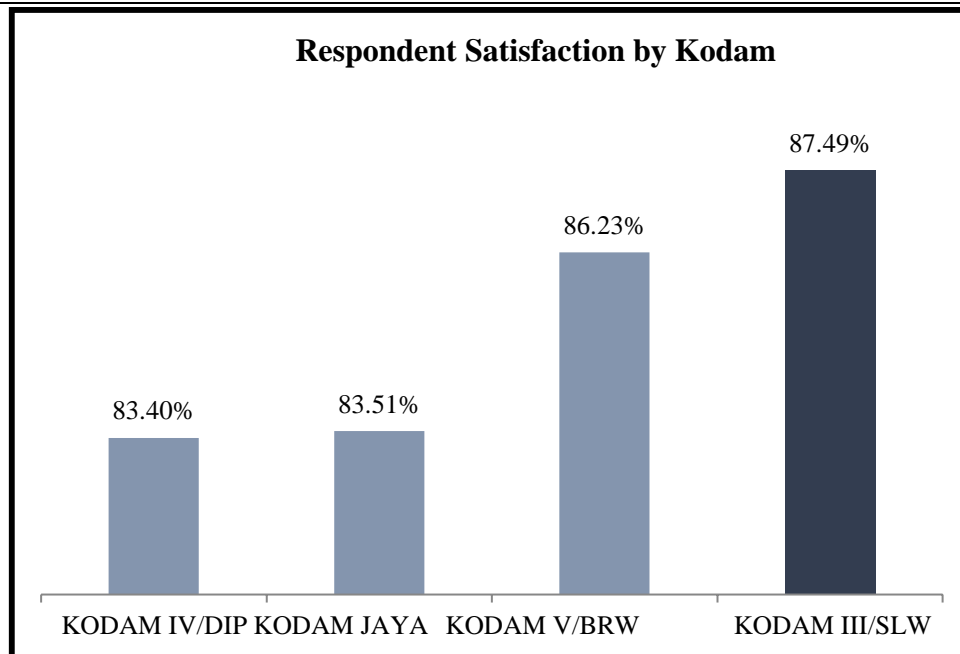


Figure 8. Distribution of Respondent Satisfaction by Kodam

Source: Authors' creation, 2023

Hypothesis testing was conducted on the effects in the structural equation model using SEM PLS. Data processing was performed using SMART PLS 3.0 software. Based on Table 1, the coefficient values are used to determine the direction and magnitude of the influence, and the p-value is used to assess the significance of the influence of one variable on another. If the coefficient value is negative (-), the influence is negative; conversely, if the coefficient value is positive, the influence is positive. If the p-value is less than 0.05, the latent variable in question has a significant and substantial influence. Conversely, if the p-value is greater than 0.05, the latent variable in question has a non-significant relationship because the value exceeds the alpha (α) level of 5%.

There is an influence of territorial capability on the quality of performance and public services in Binter (H1). Based on Table 1, we can see that the Territorial Capability variable yields a t-value of 7.365, equivalent to a p-value of 0.000. This value is smaller than the alpha value of 0.05, indicating that Territorial Capability has a significant influence on the Quality of Performance and Public Services variable in Binter.

There is an influence of the Binter method on the quality of performance and public services in Binter (H2). Based on Table 1, we can see that the Binter Method variable yields a t-value of 5.391, equivalent to a p-value of 0.000. This value is smaller than the alpha value of 0.05, indicating that the Binter Method has a significant influence on the Quality of Performance and Public Services variable in Binter.

There is an influence of regional resilience on the Binter method (H3). The Regional Resilience variable yields a t-value of 2912.258, equivalent to a p-value of 0.000. This value is much smaller than the alpha value of 0.05, indicating that Regional Resilience has a significant influence on the Binter Method variable.

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There is an influence of social communication on the Binter method (H4). The Social Communication variable yields a t-value of 0.026, equivalent to a p-value of 0.979. This value is much larger than the alpha value of 0.05, indicating that Social Communication does not have a significant influence on the Binter Method variable.

There is an influence of TNI services on the Binter method (H5). Based on Table 1, the TNI Services variable yields a t-value of 0.346, equivalent to a p-value of 0.729. This value is much larger than the alpha value of 0.05, indicating that TNI Services do not have a significant influence on the Binter Method variable.

Table 1
Hypothesis Testing Results

Hypothesis (1)	Variable (2)	Coefficient (3)	t-value (4)	p-value (5)	Conclusion (6)
<i>H1</i>	Territorial Capability affects the Quality of Performance and Public Service	0,400	7,365	0,000	Significant
<i>H2</i>	The Binter Method affects the Quality of Performance and Public Service	0,265	5,391	0,000	Significant
<i>H3</i>	Regional Resilience affects the Binter Method	1,000	2912,258	0,000	Significant
<i>H4</i>	Social Communication affects the Binter Method	0,000	0,026	0,979	Not significant
<i>H5</i>	TNI Service affects the Binter Method	0,000	0,346	0,729	Not significant
<i>H6</i>	Territorial Capability affects Public Satisfaction and Trust through the Quality of Performance and Public Service	0,400	7,365	0,000	Significant
<i>H7</i>	The Binter Method affects Public Satisfaction and Trust through the Quality of Performance and Public Service	0,265	5,391	0,000	Significant

Source: Data processed, 2023

There is an influence of territorial capability on public satisfaction and trust through quality of performance and public services (H6). The influence of the Territorial Capability

variable on Public Satisfaction and Trust through Quality of Performance and Public Services yields a t-value of 7.365, equivalent to a p-value of 0.000. This value is smaller than the alpha value of 0.05, indicating that Territorial Capability has a significant influence on the Public Satisfaction and Trust variable through Quality of Performance and Public Services.

There is an influence of the Binter method on public satisfaction and trust through quality of performance and public services (H7). The influence of the Binter Method variable on Public Satisfaction and Trust through Quality of Performance and Public Services yields a t-value of 5.391, equivalent to a p-value of 0.000. This value is smaller than the alpha value of 0.05, indicating that the Binter Method has a significant influence on the Public Satisfaction and Trust variable through Quality of Performance and Public Services.

In structural equations, both direct and indirect effects of an exogenous latent variable on an endogenous latent variable are recognized. Direct effects can be examined through their path coefficients. However, the same does not apply to indirect effects. Therefore, further calculations are necessary to understand how exogenous latent variables indirectly affect endogenous latent variables.

Table 2
Indirect effect of exogenous variables on endogenous variables

Indirect Influence Pathways (1)	p-value (2)	Decision (3)
BTNI → BINTER → KKPP	0,000	Significant
KS → BINTER → KKPP	0,000	Significant
KW → BINTER → KKPP	0,265	Not Significant
BTNI → BINTER → KKPP → KM	0,000	Significant
KS → BINTER → KKPP → KM	0,000	Significant
BINTER → KKPP → KM	0,265	Not Significant
KW → BINTER → KKPP → KM	0,265	Not Significant
KT → KKPP → KM	0,400	Not Significant

Source: Data processed, 2023

Based on Table 2, the Social Communication variable and the TNI Services variable have no indirect influence on either the Quality of Performance and Public Services or Public Satisfaction. This is because these two variables do not have an influence on the Binter Method. However, the indirect effect of the Regional Resilience variable on the Quality of Performance and Public Services is 0.265, indicating that the indirect influence of Regional Resilience on the Quality of Performance and Public Services is 26.5 percent. The positive sign of this coefficient indicates that higher Regional Resilience will indirectly increase the Quality of Performance and Public Services. The indirect effect of the Binter Method on Public Satisfaction is also 0.265, meaning that the indirect influence of the Binter Method on Public Satisfaction is 26.5 percent. Furthermore, if we examine the indirect effect of Regional Resilience on Public Satisfaction, it will be the same as the effect of Regional Resilience on the Quality of Performance and Public Services. This is because the Quality of Performance and Public Services explains 100 percent of the variation in Public Satisfaction, meaning that

improving the Quality of Performance and Public Services will definitely increase Public Satisfaction. Moreover, the indirect effect of Territorial Capability on Public Satisfaction is 0.4, indicating that the indirect influence of Territorial Capability on Public Satisfaction is 40 percent. The positive sign of this influence means that an increase in Territorial Capability will correspondingly increase Public Satisfaction.

V CONCLUSIONS AND SUGGESTION

Conclusions

Based on the analysis and discussions conducted, several conclusions can be drawn from this study. These conclusions are first, among Regional Resilience, Social Communication, and TNI Services, only Regional Resilience has an influence on the Binter Method. The higher the Regional Resilience, the higher the effectiveness of the Binter Method. Then, both the Binter Method and Territorial Capability have an influence on the Quality of Performance and Public Services. An increase in Territorial Capability will enhance the Quality of Performance and Public Services. The same applies to the Binter Method; the better the Binter Method, the better the Quality of Performance and Public Services. On the other hand, the Quality of Performance and Public Services has a significant impact on Public Satisfaction. An improvement in the Quality of Performance and Public Services will directly increase Public Satisfaction. Last, there is a positive and significant indirect effect of Territorial Capability and Regional Resilience on Public Satisfaction. High regional resilience will enhance the Binter Method. Improvements in the Binter Method and Territorial Capability will increase the Quality of Performance and Public Services, which in turn will enhance Public Satisfaction. This indicates that by improving Territorial Capability and Regional Resilience, Public Satisfaction with Binter will also increase.

Suggestion

Based on the analysis, discussions, and conclusions derived from this study, several recommendations can be provided. Pusterad should focus on enhancing the Territorial Capability and Regional Resilience of Binter, as these two dimensions will increase public satisfaction. The program to improve Territorial Capability can be implemented by providing training to territorial officers so they understand their duties and functions. The program to improve Regional Resilience can be implemented by raising awareness among community components to help them understand their roles. Then, the quality of performance and public services has a very significant influence on public satisfaction with Binter. Therefore, there should be a more extensive effort to improve the Quality of Performance and Public Services to maintain and increase the satisfaction of the public, which is already quite satisfied with Binter.

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