

# THE INFLUENCE OF MANAGEMENT FUNCTIONS ON COMMUNITY SATISFACTION THROUGH SERVICE QUALITY FOR DISTRIBUTION OF 3 KG ELPIJI GAS SUBSIDIES FOR COMMUNITY MARKETS IN TANJUNG PINANG CITY

**Rahma<sup>1</sup>, Indrayani<sup>2</sup>, Bambang Satriawan<sup>3</sup>, Mohamad Gita Indrawan<sup>4</sup>,  
Muammar Khaddafi<sup>5</sup>**

<sup>1,2,3,4</sup> Faculty of Economic and Business, Universitas Batam, Kepulauan Riau, Indonesia

<sup>5</sup> Faculty of Economic and Business, Universitas Malikussaleh

Corresponding Email: [rahmagani75@gmail.com](mailto:rahmagani75@gmail.com)

## Abstract

This study aims to determine the influence of planning, organizing, actuating and controlling management functions on community satisfaction and service quality. The hypothesis proposed is that Planning affects community satisfaction, Organizing influences Community satisfaction, Actuating affects Community Satisfaction, Controlling affects Community satisfaction, Planning influences Service Quality, Organizing influences Service Quality, Actuating affects Service Quality, Controlling affects Service Quality Service Quality affects Community Satisfaction, Planning influences Community Satisfaction through Service Quality, Organizing Affects Community Satisfaction through Service Quality, Actuating influences Community Satisfaction through Service Quality, Controlling affects community satisfaction through service quality. The sample in this study was all Tanjungpinang city residents who held the Puan Molek card with a total of 199 respondents. The data obtained were analyzed using data analysis techniques with PLS software tools. The results of the study show that planning has a significant positive effect on service quality. Organizing has a significant positive effect on Service Quality. Actuating has a significant positive effect on quality. controlling influenceService quality**significant positive**. Planning has no significant positive effect on community satisfaction. Organizingaffect Community satisfaction significantly positive. Actuating has a significant positive effect on Community Satisfaction. Controlling Affects Community Satisfaction Positively Not Significantly, Planning for Community Satisfaction through Service quality is Positively Significant. Organizing community satisfaction through significant positive service quality. Actuating community satisfaction through significant positive service quality, controlling community satisfaction through significant positive service quality.

**Keywords:** *Management Functions, Planning, Organizing, Actuating, Controlling, Community Satisfaction, Service Quality, PLS*

## 1.INTRODUCTION

In the human resource management system, service is the main indicator in seeing the level of community satisfaction. Public services carried out by government officials are currently felt to have not met the expectations of society conveyed through the mass media and social networks. Of course, if these complaints are not handled, they will have a negative impact on the government. Furthermore, it can lead to distrust from the public. One of the efforts that must be made in improving public services is to conduct a community satisfaction survey of service users by measuring the satisfaction of service user communities. Efforts to improve service quality require several indicators that must be paid close attention, namely by implementing appropriate management functions. The factor that can determine the satisfaction of public service objects is

**THE INFLUENCE OF MANAGEMENT FUNCTIONS ON COMMUNITY SATISFACTION THROUGH SERVICE QUALITY FOR DISTRIBUTION OF 3 KG ELPIJI GAS SUBSIDIES FOR COMMUNITY MARKETS IN TANJUNG PINANG CITY**

**Rahma, Indrayani, Bambang Satriawan, Mohamad Gita Indrawan, Muammar Khaddafi**

the condition of management functions (POAC). Management functions (POAC) namely Planning, Organizing, Actuating, and Controlling. A management can be said to be successful if the four functions above can be carried out properly.

The Municipal Government of Tanjung Pinang has several problems in the performance and quality of LPG gas distribution services. This is caused by several inequalities such as; the selling price of LPG gas which is considered expensive at the base, and the targeted recipients of subsidized LPG gas so far in the City of Tanjung Pinang. In the regulations binding the policy, it is known that the distribution of 3 Kg LPG gas is only intended for the poor in Tanjung Pinang City. Responding to the issue of subsidized retail gas prices in the City of Tanjung Pinang, this was issued Mayor's Decree (SK) number 432 of 2018 dated 29 November 2018 concerning Determination of the Highest Retail Price (HET).

From the observations made by the author, the scarcity of subsidized LPG gas is still not sufficient for target households due to the attitude of the middle and upper class people who continue to use subsidized LPG gas. As a result, the 6,720 gas cylinders which are distributed daily to bases do not meet RTS's demand for LPG in the city of Tanjung Pinang. Therefore, the authors have the assumption that the government authorities have not been optimal in planning the female attractiveness card program, and the policies that have been made have not been well coordinated. And if observing from the availability of subsidized elixir gas intended for the poor it does not meet the needs of RTS, the authors assume that there is still a lack of government oversight in coordinating the distribution of subsidized liquefied petroleum gas in the city of Tanjung Pinang. Based on the previous description, the writer will conduct research with the title: The Influence of Management Functions on Community Satisfaction Through Service Quality for the Distribution of 3 Kg Elpiji Gas Subsidies for Community Markets in Tanjung Pinang City.

## **2. FOUNDATION OF THEORY**

### **2.1. Community Satisfaction**

Satisfaction is a positive response from customers which is indicated by things such as feelings of pleasure, fulfillment of expectations for a performance and service. According to Sumarwan (2011: 261), satisfaction is the level of feeling after comparing the perceived performance/results with expectations. Community satisfaction is the opinion of the community in obtaining services from public service delivery apparatus by comparing their expectations and needs (Kepmen PAN number 16 of 2014). Tjiptono (2011: 24), argues that customer satisfaction is determined by two things, namely complaints and customer expectations for services received from service providers. This shows that satisfaction is a function of impressions of performance and expectations. If performance is below expectations, customers will feel dissatisfied. On the contrary, If performance meets expectations, the customer will be satisfied. Every service provided is always oriented towards the goal of giving satisfaction to the community. According to Purnama (2012: 208), that one's satisfaction can be seen from the level of acceptance of the services obtained.

### **2.2. Management Function**

In general, management activities within the organization are directed to achieve organizational goals effectively and efficiently. Management is a process of working together between individuals and groups as well as other resources in achieving goals, the organization is as a management activity. In other words, leadership activities are only found within an organization, both business organizations, schools and others (Syafaruddin, 2017: 41). George. R. Terry (2005: 67) states, management includes activities to achieve goals, carried out by individuals who

contribute their best efforts through predetermined actions. According to Stoner and Winkel "Management is the process of planning, organizing, leading,

### 2.3. Quality of Service

Services should be able to fulfill the satisfaction of the object served, because the level of satisfaction of the object served is one of the benchmarks that the service provided meets the normative standards expected by the community. In order to achieve the set goals, good and quality service is needed. According to Afandi (2018: 43) public service is essentially the provision of services to the public which is the obligation of the state apparatus as a public servant. The public services provided are expected to be of higher quality day by day.

## 3. RESEARCH METHOD

### 3.1. Type of Research

The type of research to be used is associative quantitative research, namely research that asks the relationship between two or more variables. This study aims to determine the influence of variables, namely the influence of variables (X) Management functions through intervening (z) quality of service on (Y) on community satisfaction.

### 3.2. Time and Location of Research

This research was conducted in the City of Tanjung Pinang with the research object being the recipient of a beautiful lady card. The research was conducted from May 2022 to October 2022.

### 3.3. Population

The population is a generalization of all subjects and objects from existing research. The population in this study is all the people of Tanjung Pinang City who become Puan Card distribution targets as many as 7,296 souls.

### 3.4. Sample

In this study, the authors narrowed down the population, namely the total number of residents of Tanjung Pinang City who became Puan Card distribution targets as many as 7,296 people by calculating the sample size which was carried out using the Slovin technique. 
$$n = \frac{N}{1 + Ne^2}$$

Based on the slovin theory calculation above, the total population in this study is 199 people from Tanjung Pinang City who are target

### 3.5. Data Collection Techniques

For the purposes of analysis of the problems under study, data collection is carried out using the following techniques:

1. Interviews are questions and answers directly to related parties to obtain the desired data and information.
2. The distribution of the questionnaire contains questions from each research variable, where the number of questions from each of these variables is 5 questions. Furthermore, these questions are weighted based on a Likert scale with a weighting value of 1 to 5.
3. Document Study, namely studying and observing data or reports contained in the Riau Archipelago Provincial Health Office.

**THE INFLUENCE OF MANAGEMENT FUNCTIONS ON COMMUNITY SATISFACTION THROUGH SERVICE QUALITY FOR DISTRIBUTION OF 3 KG ELPIJI GAS SUBSIDIES FOR COMMUNITY MARKETS IN TANJUNG PINANG CITY**

*Rahma, Indrayani, Bambang Satriawan, Mohamad Gita Indrawan, Muammar Khaddafi*

**4. RESULTS AND DISCUSSION**

**4.1. Research Results**

This research was conducted with the aim of testing, analyzing and knowing the influence of Planning Management Function, Organizing Management Function, Actuating Management Function, and Controlling Management Function with Service Quality as an Intervening Variable on Community Satisfaction with the subsidized 3 KG LPG GAS distribution program. This research consists of six latent variables where four are in the form of independent, one dependent variable and one intervening variable. This research was conducted by distributing questionnaires to 199 people who received the Puan Molek card in the city of Tanjungpinang.

**1) Direct Influence results data**

Matrix	Original sample	sample mean	Standard Deviations	T Statistics	P Values
PLN -> KP	0.404	0.403	0.073	5555	0.000
PLN -> KM	0.143	0.146	0.078	1,838	0.067
ORG -> KP	0.258	0.264	0.071	3,623	0.000
ORG -> KM	0.209	0.209	0.080	2,599	0.010
ACT -> KP	0.259	0.262	0.070	3,708	0.000
ACT -> KM	0.441	0.443	0.069	6,347	0.000
CTR -> KP	0.185	0.190	0.086	2.145	0.032
CTR -> KMs	0.021	0.032	0.102	0.210	0.834
KP -> KM	0.669	0.668	0.089	7,487	0.000

**2) Indirect Influence result data**

Matrix	Original Sample	Sample Means	Standard Deviations	Q Statistics	P Values
PLN -> KP -> KM	0.270	0.270	0.063	4,297	0.000
ORG -> KP -> KM	0.173	0.177	0.055	3.139	0.002
ACT -> KP -> KM	0.173	0.175	0.054	3,233	0.001
CTR -> KP -> KM	0.124	0.126	0.058	2.153	0.032

#### 4.2. Discussion

Based on the results of data analysis, the following discussion can be carried out:

##### 1) The direct influence of the Planning Management Function on Service Quality

The results of the analysis show that the hypothesis is accepted. Where the results of the study stated that the planning management function had a positive and significant effect on service quality. The results of this analysis provide information that the stronger and more mature the planning (Planing) is made, the higher the quality of service provided by the Tanjungpinang city government regarding the subsidized 3 Kg LPG Gas Distribution Program.

The results of this study are in accordance with the theory put forward by George. R. Terry (2005:67) states, management includes activities to achieve goals, carried out by individuals who contribute their best efforts through predetermined actions. This includes knowing what they should do, determining how to do it, understanding how they should do it and measuring the effectiveness of their business efforts.

In other words, the Planning Management Function in providing service quality in the subsidized 3 Kg LPG gas distribution program in Tanjungpinang City has been very good, this is probably because the Tanjungpinang City Government has previously carried out a good planning function in a mature and optimal manner so as to minimize the occurrence of incidents which is not expected both in administrative and operational activities. One of the things that is done is to provide proper direction to employees who work in the service section to be able to carry out their duties and functions properly and in accordance with the standards that have been set by continuing to provide good quality services so that the goals are achieved. In the subsidized 3 Kg LPG gas distribution program, it can run well and is right on target.

Results of this study are the same as those obtained by Vidi Adhitama (2022) where the research results show planning, organizing, implementing and supervising have a positive influence on service effectiveness either simultaneously or partially.

##### 2) The direct influence of the Planning Management Function on Community Satisfaction

The results of the analysis show that the hypothesis is rejected. Where the results of the study state that the management function of Planning has a positive but not significant effect on Community Satisfaction. The results of this analysis provide information that the management function of Planning has a positive but not significant direct effect on community satisfaction. In other words, the higher the planning that is made does not directly give satisfaction to the community with the subsidized 3 Kg LPG Gas Distribution Program.

The results of this study are in accordance with the theory put forward by Terry in Monirung (2015) suggests that planning (planning) is determining the work that must be carried out by the group to achieve the goals that must be outlined, planning includes decision-making activities, the ability to visualize and look ahead is needed to formulate a pattern from a set of actions to future.

##### 3) The Direct Influence of Organizing Management Functions on Service Quality.

The results of the analysis show that the hypothesis is accepted. Where the results of the study stated that the Organizing management function had a positive and significant effect on service quality. The results of this analysis provide information that the Organizing management function has a positive and very significant direct effect on service quality. In other words, the higher the good organizational function, the higher the quality of service provided by the Tanjungpinang city government related to the subsidized 3 Kg LPG Gas Distribution Program.

The results of this study are in accordance with the theory put forward by Siagian (2015) asserting that organizing is a process of managing all the resources in an organization. This arrangement includes the division of tasks, tools, human resources, authority and so on to avoid confusion in the implementation of activities. To succeed in the implementation of the subsidized 3 Kg LPG Gas distribution program, the Tanjungpinang City government as an organizational function always tries to place human resources or employees who have good

**THE INFLUENCE OF MANAGEMENT FUNCTIONS ON COMMUNITY SATISFACTION THROUGH SERVICE QUALITY FOR DISTRIBUTION OF 3 KG ELPIJI GAS SUBSIDIES FOR COMMUNITY MARKETS IN TANJUNG PINANG CITY**

**Rahma, Indrayani, Bambang Satriawan, Mohamad Gita Indrawan, Muammar Khaddafi**

competence and performance as the spearhead of service. This is done in the hope of providing the best quality service to the public lady card user thus causing a sense of satisfaction to the community because it has been given excellent service quality.

**4) The Direct Influence of Organizing Management Functions on Community Satisfaction.**

The results of the analysis show that the hypothesis is accepted. Where the results of the study stated that the Organizing management function had a positive and significant effect on Community Satisfaction. The results of this analysis provide information that the Organizing management function has a positive and very significant direct effect on community satisfaction. In other words, the higher the good organizational function, the higher the level of public satisfaction with the subsidized 3 Kg LPG Gas Distribution Program provided by the Tanjungpinang city government.

**5) The Effect of the Actuating Management Function on Service Quality**

The results of the analysis show that the hypothesis is accepted. Where the results of the study state that the Actuating management function has a positive and significant effect on service quality. The results of this analysis provide information that the Actuating management function has a positive and very significant direct effect on service quality. In other words, the higher the Actuating, the higher the quality of service provided by the Tanjungpinang city government regarding the subsidized 3 Kg LPG Gas Distribution Program.

**5. CONCLUSIONS AND SUGGESTIONS**

**5.1. CONCLUSION**

The results of the findings of data analysis in the discussion and testing of hypotheses, it can be concluded as follows:

- 1) The direct influence of the Planning Management Function variable on the Service Quality variable has a path coefficient value of 5,555 (positive), a P-Values of 0,000 <0.05, so it can be stated that there is a significant direct influence of the Planning Management Function on Service Quality.
- 2) The direct effect of the variable of the Planning Management Function on the Community Satisfaction variable has a path coefficient of 1,838 (positive), the P-Values of 0.067 <0.05, so that it can be stated that there is a positive direct effect but not significant between the Planning Management Function on the Community Satisfaction variable.
- 3) The direct effect of the variable of the Organizing Management Function on the Service Quality variable has a path coefficient of 3,623 (positive), the P-Values of 0.003 <0.05, so it can be stated that there is a significant positive direct effect of the Organizing Management Function on the Service Quality variable.
- 4) The direct effect of the variable of the Organizing Management Function on Community Satisfaction has a path coefficient of 2,599 (positive), a P-Values of 2,599 <0.05, so it can be stated that there is a significant direct effect between the Organizing Management Function on Community Satisfaction.
- 5) The direct effect of the Actuating Management Function variable on Service Quality has a path coefficient of 3,708 (positive P-Values of 0.010 <0.05, so it can be stated that there is a significant positive direct effect between the Actuating Management Function on Service Quality.

**5.2.SUGGESTIONS**

Based on the conclusions from the results of the research above, in accordance with the objectives of this study, it can be suggested to the Tanjungpinang City government and for the advancement of management economics science, it is suggested as follows:



- 1) To increase public satisfaction with the subsidized 3 Kg LPG Gas Distribution program, careful planning is needed. This needs to be done to avoid the same mistakes as the previous year. Preferably in the preparation of program planning, it is necessary to involve stakeholders related to future planning to be better so that it can increase community satisfaction.
- 2) To increase public satisfaction with the subsidized 3 Kg LPG Gas Distribution program, there are several functions that need to be considered, including the organizing function, this is important because good organization will improve satisfaction. Things that need to be done include the placement of employees must be in accordance with competence, and the division of tasks and authority must be in accordance with the position held.
- 3) To increase public satisfaction with the subsidized 3 Kg LPG Gas Distribution program, there are several functions that need to be considered, including actuating (movement). It is better for the Tanjungpinang city government to place more senior employees as leaders in the service department so that they can provide motivation and guidance to young employees to be able to contribute more with quality services.
- 4) To increase public satisfaction with the subsidized 3 Kg LPG Gas Distribution program, there are several functions that need to be considered, including Controlling (supervision). tight supervision will make the distribution of LPG gas more targeted so that there are no residents who do not get gas cylinders. For example, it is necessary to carry out sudden surveillance of the GAS depot or base so that it can be seen whether there is fraud or not on the part of the depot or base.
- 5) To increase public satisfaction with the subsidized 3 Kg LPG Gas Distribution program, there are several functions that need to be considered, including Service Quality. Good service quality will automatically increase community satisfaction. There are several things that need to be done to improve the quality of service, including the placement of human resources in accordance with their competence, there is a set time limit for handling public complaints.

## REFERENCES

- Afandi, P. 2018. Human Resource Management (Theory, Concept and. Indicators). Riau: Zanafra Publishing.
- Ahmad Averus and Andi Pitono. 2018. the effect of supervision on employee performance in improving health services in the city of Palu province7Central Sulawesi. Sosiohumaniora - Journal of Social Sciences and Humanities Vol. 20, no. 1, March 2018: 15 - 21 ISSN 1411 - 0903 : eISSN: 2443-2660
- Ahry there. 2019. The effect of service quality on community satisfaction in Bontobangun sub-district, Selayar Islands district
- Amin Widjaja Tunggal. 2017. The Fraud Audit: Preventing and Detecting Accounting Fraud. Jakarta: Harvarindo
- Amirullah. 2017, Introduction to Management, Yogyakarta: Graha Ilmu.
- AtepAdya. 2003. Fundamentals of Excellent Service. Jakarta: PT. Gramedia. References.
- Arva Kusuma . 2017. The effect of supervision on the quality of inpatient services at the regional general hospital (rsud) dr. slamet garut district. Kusumah & Nurdiaman Journal of Development and Public Policy Vol. 04; No. 01;
- Atik Rochaeni. 2020. the influence of planning and coordination on the effectiveness of preparing regional development work plans. Permanent Lecturer at Nurtanio University, Bandung.Vol. 10 No. 1 (2016): JIMIA
- Azheri, Busyra. 2014. Corporate Social Responsibility: from voluntry to mandatory. Depok: Raja Grafindo Persada,
- Bustani, B., Khaddafi, M. ., & Nur Ilham, R. (2022). REGIONAL FINANCIAL MANAGEMENT SYSTEM OF REGENCY/CITY REGIONAL ORIGINAL INCOME IN ACEH

**THE INFLUENCE OF MANAGEMENT FUNCTIONS ON COMMUNITY SATISFACTION THROUGH SERVICE QUALITY FOR DISTRIBUTION OF 3 KG ELPIJI GAS SUBSIDIES FOR COMMUNITY MARKETS IN TANJUNG PINANG CITY**

**Rahma, Indrayani, Bambang Satriawan, Mohamad Gita Indrawan, Muammar Khaddafi**

- PROVINCE PERIOD YEAR 2016-2020. International Journal of Educational Review, Law And Social Sciences (IJERLAS), 2(3), 459–468. <https://doi.org/10.54443/ijerlas.v2i3.277>
- Davis and Heineke. 2003. Everything You Should Know About Public Relations. Guide. Complete about Public Relations. Jakarta: Gramedia
- Dhion Gama Putra. The Effect of Service Quality on Community Satisfaction (Study at the Blitar City Population and Civil Registration Service). Online journal: <http://administrasipublic.studentjournal.ub.ac.id/index.php/jap/article/view/1105>
- Endah Christianingsih. 2017. the influence of coordination on excellent service for issuing birth certificates in the population service and civil registration of Bandung district. Vol. 11 No. 1 (2017): JIMIA
- Falahuddin, F., Fuadi, . F., Munandar, M., Juanda, R. ., & Nur Ilham, R. . (2022). INCREASING BUSINESS SUPPORTING CAPACITY IN MSMES BUSINESS GROUP TEMPE BUNGONG NANGGROE KERUPUK IN SYAMTALIRA ARON DISTRICT, UTARA ACEH REGENCY. IRPITAGE JOURNAL, 2(2), 65–68. <https://doi.org/10.54443/irpitage.v2i2.313>
- Geovani, I. ., Nurkhotijah, S. ., Kurniawan, H. ., Milanie, F., & Nur Ilham, R. . (2021). JURIDICAL ANALYSIS OF VICTIMS OF THE ECONOMIC EXPLOITATION OF CHILDREN UNDER THE AGE TO REALIZE LEGAL PROTECTION FROM HUMAN RIGHTS ASPECTS: RESEARCH STUDY AT THE OFFICE OF SOCIAL AND COMMUNITY EMPOWERMENT IN BATAM CITY. International Journal of Educational Review, Law And Social Sciences (IJERLAS), 1(1), 45–52. <https://doi.org/10.54443/ijerlas.v1i1.10>
- Ghozali, Priest. 2011. Application of Multivariate Analysis with the SPSS Program. 4th Edition BP-UNDIP. Semarang.
- Ghozali, I. & Latan, H. 2015. Partial Least Squares: Concepts, Techniques and Applications Using the SmartPLS 3.0 Program. Semarang: Diponegoro University Publishing Agency.
- Fandy Tjiptono and Gregory Chandra. 2011. Service, Quality and Satisfaction, ed. 3. Yogyakarta, Andi.
- Hasibuan, Malayu SP. 2017. Human Resource Management. Revised Edition. Jakarta: Earth Script.
- Haksever, Cengiz., Render, Barry., Russell, Roberta S., Murdick, Robert G. 2000. Service Management and Operations. New Jersey : Prentice-Hall, Inc.
- Ibnu Syamsi, 2017, Principles of Organization and Management, Jakarta, Bina Script
- Ilham, Rico Nur. et all (2019). Investigation of the Bitcoin Effects on the Country Revenues via Virtual Tax Transactions for Purchasing Management. International Journal of Supply Management. Volume 8 No. 6 December 2019.
- Ilham, Rico Nur. et all (2019).. Comparative of the Supply Chain and Block Chains to Increase the Country Revenues via Virtual Tax Transactions and Replacing Futures of Money. International Journal of Supply Management. Volume 8 No. 5 August 2019.
- Jusmayanti. 2020. the effect of supervision on service quality8ulawe at the office of the population and civil registration office of North Kolaka district.
- Jouke Lasut. 2017. the influence of planning on the effectiveness of the work of sub-district officials in the Malalayang sub-district office, Manado City. Online Journal of Business Administration Study Program Students, Faculty of Social and Political Sciences, Volume 4 Number 27
- Karpati. 2018. the influence of coordination on community satisfaction in the regional technical implementing unit of the regional revenue management center in the West Bandung regency. Pasundan University thesis.
- Laksana, 2017. Building Public Service Performance Towards Clean Government And Good Governance. CV Pustaka Setia, Bandung.



- Lasta Irawan, A. ., Briggs, D. ., Muhammad Azami, T. ., & Nurfaliza, N. (2021). THE EFFECT OF POSITION PROMOTION ON EMPLOYEE SATISFACTION WITH COMPENSATION AS INTERVENING VARIABLES: (Case Study on Harvesting Employees of PT. Karya Hevea Indonesia). *International Journal of Social Science, Educational, Economics, Agriculture Research, and Technology (IJSET)*, 1(1), 11–20.<https://doi.org/10.54443/ijset.v1i1.2>
- likdanawati, likdanawati, Yanita, Y., Hamdiah, H., Nur Ilham, R., & Sinta, I. (2022). EFFECT OF ORGANIZATIONAL COMMITMENT, WORK MOTIVATION AND LEADERSHIP STYLE ON EMPLOYEE PERFORMANCE OF PT. ACEH DISTRIBUS INDO RAYA. *International Journal of Social Science, Educational, Economics, Agriculture Research, and Technology (IJSET)*, 1(8), 377–382. <https://doi.org/10.54443/ijset.v1i8.41>
- Lisa J. Lovihan. 2018. analysis of coordination and supervision and their relationship with the performance of employees of PT. thanks to nikita waya lansot in north minahasa. *EMBA Journal Vol.6 No.4 September 2018*, Hal. 2378 – 2387
- Lovelock, Christopher, & Lauren Wright . 2002. *Principles Of Service Marketing. And Management And Management 2nd.*, New Jersey: Pearson Education.
- Majied Sumatrani Saragih, M. ., Hikmah Saragih, U. ., & Nur Ilham, R. . (2021). RELATIONSHIP BETWEEN MOTIVATION AND EXTRINSIC MOTIVATION TO ICREASING ENTREPRENEURSHIP IMPLEMENTATION FROM SPP AL-FALAH GROUP AT BLOK 10 VILLAGE DOLOK MASIHL. *MORFAI JOURNAL*, 1(1), 1–12.<https://doi.org/10.54443/morai.v1i1.11>
- Marsinta Uli Nainggolan. 2021. The Effect of Coordination on Performance With Satisfaction as Intervening Variable. *Journal of Applied Management and Finance*, 10(02), 341–353.<https://doi.org/10.22437/jmk.v10i02.13172>
- Mardikanto, Totok and Poerwoko, Soebiato .2014. *Community empowerment*. Bandung: Alphabet
- Muhammad Nurul Hadi, 2017. The effect of internal control on the service quality of the Bandung city transportation service. Pasundan University thesis.
- Nur Ilham, R. ., Arliansyah, A., Juanda, R., Multazam, M. ., & Saifanur, A. . (2021). RELATHIONSIP BETWEEN MONEY VELOCITY AND INFLATION TO INCREASING STOCK INVESTMENT RETURN: EFFECTIVE STRATEGIC BY JAKARTA AUTOMATED TRADING SYSTEM NEXT GENERATION (JATS-NG) PLATFORM. *International Journal of Economic, Business, Accounting, Agriculture Management and Sharia Administration (IJEBAAS)*, 1(1), 87–92.<https://doi.org/10.54443/ijeabas.v1i1.27>
- Nur Ilham, R., Likdanawati, L., Hamdiah, H., Adnan, A., & Sinta, I. . (2022). COMMUNITY SERVICE ACTIVITIES “SOCIALIZATION AVOID STUDY INVESTMENT” TO THE STUDENT BOND OF SERDANG BEDAGAL. *IRPITAGE JOURNAL*, 2(2), 61–64.<https://doi.org/10.54443/irpitage.v2i2.312>
- Nur, Marzully and Denies Priantinah. 2014. Analysis of Factors Influencing CSR Disclosure in Indonesia (Empirical Studies on high-profile companies listed on the Indonesian Stock Exchange). *Journal Nominal Volume 1 Number 1/year 2014*
- Nurtika Sari. 2018. the effect of supervision on employee performance at the state property service office and the Pematangsiantar auction. *MAKER Journal Vol. 1, No. 1*,
- full moon 2012. *Design and Implementation of a Javanese Script Learning System for Multimedia-Based Elementary Schools at SDN Bumirejo 02*. Surakarta University
- Praise Lestari. 2017. Supervision Relations with Service Quality9ulawe in the field of civil registration in making birth certificates at the Bandung City Population and Civil Registry Office
- Rahmaniar, R., Subhan, S., Saharuddin, S., Nur Ilham, R. ., & Anwar, K. . (2022). THE INFLUENCE OF ENTREPRENEURSHIP ASPECTS ON THE SUCCESS OF THE CHIPS INDUSTRY IN MATANG GLUMPANG DUA AND PANTON PUMP. *International Journal of Social Science, Educational, Economics, Agriculture Research, and Technology (IJSET)*, 1(7), 337–348.<https://doi.org/10.54443/ijset.v1i7.36>

**THE INFLUENCE OF MANAGEMENT FUNCTIONS ON COMMUNITY SATISFACTION THROUGH SERVICE QUALITY FOR DISTRIBUTION OF 3 KG ELPIJI GAS SUBSIDIES FOR COMMUNITY MARKETS IN TANJUNG PINANG CITY**

**Rahma, Indrayani, Bambang Satriawan, Mohamad Gita Indrawan, Muammar Khaddafi**

- Raja Adri Satriawan Surya, 2015, the influence of management functions on customer satisfaction, Pekanbaru, University of Riau
- Forecast. 2017. Introduction to Function-Process-Control Management. Jakarta: Media Discourse Partners.,.
- Raymundus I Wayan Ray. 2018. strategic management planning and job satisfaction on employee performance (a case study on the Bogor-jakarta commuter line KRL). Business Management Journal Vol.14 (No. 2 ) : 75 - 153. Th. 2018 ISSN: 1907-0896 E-ISSN: 2598-6775
- Reynaldo Christian Aotama. 2017. The Influence of Planning and Leadership on Employee Performance at SariPutra Indonesia University, Tomohon. Journal of Business and Management Research Vol 4 ,No.3, Special Edition of SDM
- Robbins, P. Stephen & Judge, Timothy A. 2017, Organizational Behavior, Edition. 13, Volume 1, Salemba Empat, Jakarta.
- Rusydi. 2017. Marketing Management. Sayed Mahdi, Bandung: ALPHABETA.
- Sandi, H. ., Afni Yunita, N. ., Heikal, M. ., Nur Ilham, R. ., & Sinta, I. . (2021). RELATIONSHIP BETWEEN BUDGET PARTICIPATION, JOB CHARACTERISTICS, EMOTIONAL INTELLIGENCE AND WORK MOTIVATION AS MEDIATOR VARIABLES TO STRENGTHENING USER POWER PERFORMANCE: AN EMPIRICAL EVIDENCE FROM INDONESIA GOVERNMENT. MORFAI JOURNAL, 1(1), 36–48.<https://doi.org/10.54443/morai.v1i1.14>
- Sinta, I. ., Nur Ilham, R., Kumala Sari, D. ., M, M., Khaidir, K., & Ekamaida, E. (2021). Training The Processing Of Tomato Sauce For A Home-Based Business The Scale Of SMES. IRPITAGE JOURNAL, 1(1), 26–28.<https://doi.org/10.54443/irpitage.v1i1.24>
- Sinurat, M. ., Heikal, M. ., Simanjuntak, A. ., Siahaan, R. ., & Nur Ilham, R. . (2021). PRODUCT QUALITY ON CONSUMER PURCHASE INTEREST WITH CUSTOMER SATISFACTION AS A VARIABLE INTERVENING IN BLACK ONLINE STORE HIGH CLICK MARKET: Case Study on Customers of the Tebing Tinggi Black Market Online Store. MORFAI JOURNAL, 1(1), 13–21.<https://doi.org/10.54443/morai.v1i1.12>
- Sinambela, PL 2017. Human Resource Management. Jakarta.: PT. Script Earth,
- Singarimbun, M and S. Effendi (Editors). 1989. Survey Research Methods. LP3S,. Jakarta.
- Siswanto. 2017. Introduction to Management. Jakarta: Earth Script.
- Sondang P. Siagian. 2014. Human Resource Management. Jakarta: Earth Script
- Sugiyono. 2011. Educational Research Methods. Alfabeta, Bandung.
- Sugiyono. 2016. Quantitative, Qualitative and R&D Research Methods. Bandung: PT Alfabeta
- Sugiyono. 2018. Quantitative, Qualitative Research Methods and R&D, Bandung.: Alfabeta publisher,
- Suliyanto. 2017. Quantitative Research Methods. In: Research Methodology Training, University of Civilization.
- Sumarwan, Ujang. 2011. Consumer Behavior: Theory and Its Application in. Marketing. Bogor: Ghalia
- Syafaruddin, 2017, Human Resource Management, Strategy of Excellence. Kompetitif, Yogyakarta: Faculty of Economics Publishing Agency.
- Terry, George R. 2005. Principles of Management. Jakarta: PT. Script Earth,
- Tjiptono. 2011. Service Management Creating Excellent Service. Edition. 2. Yogyakarta: Andi.
- Terry, George R. 2012. Management Principles. Jakarta: PT. Script Earth,
- Utami,. 2006. Retail Management (Strategy and Retail Implementation. Modern); Jakarta: Salemba Empat.
- Vidi Adhitama. 2022. the influence of planning, organizing, implementing and supervising the effectiveness of the solid waste retribution service in Majalengka district. DIALOGIKA Journal of Management and Administration Homepage:

<https://ejurnal.unma.ac.id/index.php/dialogika> Vol. 3 No. 1, February 2022, pages: 21~31  
E-ISSN: 2720-9865, P-ISSN: 2716-3563

Yusuf Iis, E., Wahyuddin, W., Thoyib, A., Nur Ilham, R., & Sinta, I. (2022). THE EFFECT OF CAREER DEVELOPMENT AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE WITH WORK MOTIVATION AS INTERVENING VARIABLE AT THE OFFICE OF AGRICULTURE AND LIVESTOCK IN ACEH. International Journal of Economic, Business, Accounting, Agriculture Management and Sharia Administration (IJEBA), 2(2), 227–236.<https://doi.org/10.54443/ijevas.v2i2.191>