

An Analysis of Wedding Services of the Sub-District Office of Religious Affairs Cipocok Jaya, Serang: Seen from Public Satisfaction and Employee Performance

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Received: November 4, 2014

Accepted: January 2, 2015

Online Published: February 20, 2015

doi:10.5539/jms.v5n1p200

URL: <http://dx.doi.org/10.5539/jms.v5n1p200>

Abstract

This study was conducted to determine and analyze the wedding service, which was seen as a community of customer satisfaction and employee performance religious affairs office. This research was conducted by using quantitative methods. The sample was 120 heads of family communities of religious affairs office. The research was conducted in the office of religious affairs Cipocok Jaya District of the City and District of Petir, Serang. The instrument (questionnaire) of the research was data collectivity tool. The data study was analyzed using descriptive analysis and Pearson correlation analysis to determine the relationship of employee performance against service wedding, employee performance to the satisfaction of society, and the relationship of people's satisfaction wedding services.

Keywords: public satisfaction, wedding services, the performance of employees, office of religious affairs

1. Introduction

Religion has a very central role position in public life in the State of Indonesia. Religion is the foundation of morals and ethics in public life, state and nation. Religious life in to the philosophy of Indonesia is stipulated in the first principle of Pancasila as the deity supreme one, from the first principle gives meaning. The role of religion has a strong position as the basis of life.

Office of Religious Affairs into a government agency is established as managing activities related to the religious. Religious affairs office is in charge of organizing most common tasks of governance and development in the field of religion. Religious affairs office is part of the structure of the Ministry of Religious Affairs of Indonesia as stipulated in the Decree of the Minister of Religion No.517 of 2001 that the office of religious affairs in charge of carrying out some tasks of the Office of Religious Affairs Regency/City in the field of islamic affairs in the District. Service to the community is a top priority of religious affairs office. Provision of quality service is the embodiment of the role and functions of the office of religious affairs. Satisfaction with the community is a top priority, in every task and function of religious affairs office, relating to services provided religious services, especially Islam.

Various problems arise in the religious affairs office in the provision of a quality service to the community. There are several problems that often occur. The cumulation of the workload at the office of religious affairs is not correlation to the quality and quantity of human resources in the office of religious affairs. Thus results inservice in the office religious affairs unfocused and not optimal, especially in carrying out tasks. To finally, efforts were made to improve services in the office of religious affairs, through improving the quality of human resources, including service to the wedding.

According to Koo and Tao (1998), the attitude of employees is one of the most vulnerable elements in the organization. According Warnanen (2002) is the tendency of a person to re-do or not do certain behavior. So the attitude of is not only the internal condition of the individual purely psychological (purely psychic interstate). The attitude is more a process of awareness of the individual nature.

As a public service provider, religious affairs office continued public scrutiny associated with lower quality of service that has yet to implement the principles of good public services (Suhanah, 2005, p. 3, Ruhana, 2008, p.

156). Complaints are about the complicated service procedures, the lack of certainty and the timing. The cost is very expensive, requirements that are not transparent. The attitude of service personnel who are less responsive frequently encountered and almost evenly in all areas of government services today (Sarijadi, 2012, p. 7). Demand change and improvement of services provided religious affairs office require the government's role. The development and improvement was made in the improvement of the quality of the human resources office of religious affairs.

The purpose of this research is to investigate and analyze the service wedding or marriage in religious affairs office in terms of satisfaction of the user community as well as the performance of religious affairs office employee. In detail, the objectives were to determine the relationship of people's satisfaction with marriage ministry of religious affairs office, knowing the relationship of employee performance against marriage ministry of religious affairs office, knowing the relationship of employee performance to the satisfaction of the people in the office of religious affairs.

2. Literature

2.1 Wedding Services

Ministry of religious affairs office wedding in a public service related to religious matters. Public services according to Agung Kurniawan (2005, p. 4) are the provision of services needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been set.

Definition of marriage, according to Law No.1 of 1974 concerning marriage in Article 1 says that the inner and outer bond between a man and a woman as husband and wife with the aim of forming a family (household) are happy and eternal based on one supreme divinity. In particular national law in the Law 1 of 1974 is still visible legal nuances that sourced on the values and legal sense (be grip) or the concept of Islamic law, Customary Law and the Civil Code.

In connection with the wedding service in the religious teachings of Islam, marriage is a translation of the Arabic language is taken *nakahaan dzamija*. Both formed the principal terms of the Qur'an to refer to marriage. *Zawaj* term or word meaning 'partner', and the term *nakaha* means come together.

Marriage is the laws in which there is a great boon for the survival of human life. Marriage is the most helpful and most *afdhal* in order to realize and maintain the honor, because with this marriage one can awaken him from what Allah has forbidden. Appreciation of Islam against the marriage bond is very high to the extent that the bond is set proportional to half of the religion. Anas Bin Malik radiallahu anhu said: "It has been said the Prophet sallallahu 'alaihi wasallam:

'Meaning: Whoever got married, then he has completed half of his religion. And let him maintain apious to God in the other half' (Hadith History Tabarani and Judge).

Marriage has a strong legal basis in the Qur'an which can be explained in a letter Ar-Rum, namely: And among the signs of His power is that he created for your wives from your kind it self, so you tend to be and feel at ease to him, and made him among you a sense of love and affection. Verily in this is truly there are signs for a people who think." (Surah Ar-Rum (30): 21).

Mas'udradi ' anhu , that the Prophet sallallaahu ' alaihiwasallam said,

ومن لم يستطع فعلها بالصوم فإنها له وجاء , يامعشر الشباب من استطاع منكم الباءة فليتزوج

"youths, one of you who have been able to bear a living, he should get married, because married will be lower his gaze and guard genitals. While Anyone Who is not able, he should fast, because it could be lust for his shield." (HR. Bukhari 5065 dan Muslim 1400).

God commanded to marry, and if they are indigent surely Allah will help to provide sustenance to him. God promises a relief to those who married, in his words: "Meaning: and marry people who alone among you and decent people (spouse) of servants that men and women. If they are poor God will enable them with his gifts and Allah area (His gift), knowing" (An-Nur, p. 32).

In the Islamic perspective of marriage or marriage is seen not only as a sacrament, but a contract made by both parties (Nasr, 2003, p. 80). It is reaffirmed by Abdul Ghofur Anshori (2006, p. 26) that marriage or marriage also the agreement of both parties. Sudikno Mertokusumo in Rahman, (2007, p. 11) explained that the legal norms is typically interpreted as a rule of life that determines how people should behave, act in the interests of society to another person protected and legal norms essentially function is to protect the interests of human or group of humans, then the goal is public order.

Handling marriage or marriage in the State of Indonesia is under the auspices of the Ministry of their beliefs through the Office of Religious Affairs who is in each district. The task of Religious Affairs Subdistrict is fully served the public. The function of the Office of Religious Affairs is accordance with KMA No. 373 of 2002 Article 88, Religious Affairs Office has the function:

- 1) Implement the service and guidance in the field of marriage and reconciliation and empowerment of Religious Affairs Office
- 2) Implement the service and guidance in the development of harmonious family
- 3) Implement and guidance services and initiatives in the field of Muslim brotherhood, of partnership and community problem solving
- 4) Implement the service and guidance in the field of endowments, charity, donation and shodaqoh
- 5) Implement the service and guidance in the field of Islamic Center
- 6) Implement and guidance services and consumer protection in the field of halal products
- 7) Implement the service and guidance in the field of Hajj

In connection with the service according to Barata (2003) is that all the business of providing services or facilities of certain activities in order to realize the satisfaction of the prospective buyers and customers. In the ministry of religious affairs office of the delivery of services to the community by promoting quality in the achievement of community satisfaction. Services are activities carried out by a person or group of people with foundation material factors through certain procedures and methods in order to attempt to satisfy the interests of others in accordance with their rights (Moenir, 2010, p. 26).

Furthermore, according Moenir (2006, p. 88) good service should be a factor supporting among others: awareness factor, factor rules, organizational factors, factor income, skill factor, factor facilities and infrastructure. In order to improve the quality of service to the community, the government apparatus in this case need to realize the religious affairs office services in accordance with the wishes of the people, as expressed by Moenir (2001, pp. 44-45) namely: 1) the ease in handling service, fast without artificial barriers; 2) obtain services fairly; 3) get the same treatment in the service; 4) honest services.

Sianipar (2000) states that public services can be expressed as everything forms of public sector services are implemented government apparatus in the form of goods and services, in accordance with the needs of society and the laws and regulations in force. The success of the government organizations in providing public services, is determined by the individuals concerned public services (Authority, 1994).

Mahmudi (2005, p. 229) states that in the administration of public services, government officials responsible for providing the best service to the community in order to create public welfare. Principles of public services according to Ratminto and Winarsih (2005, pp. 19-20) that to provide satisfactory public services must fulfill: 1) transparency; 2) accountability; 3) conditional; 4) participatory; 5) equal rights and 6) the balance DAK and obligations.

Moenir (2001, p. 88) also gives an explanation of the internal factors that affect the quality of government bureaucracy quality of public services, namely: 1) the factor of awareness of government officials perform service functions; 2) factors that adequate measures within the organization, that organization and the work can be berjalan regular and systematic; 3) organizational factors as a mechanism system in achieving the quality of service; 4) factor income employees of the government apparatus; 5) factors abilities and skills of employees; 6) factor of the availability of services.

Ministry of religious affairs office quality satisfaction oriented society as religious affairs office service users, Lukman and Sutopo (2003, p. 19) mentions one of the measures of success presents quality service depends heavily on the level of satisfaction of customers served. It is also reinforced with Dwiyanto statement (2002, p. 47) states the performance appraisal of public services is not enough simply done by using indicators attached no bureaucrats, such as efficiency and effectiveness, but must be seen also from the indicators attached to the service user, such as service user satisfaction, accountability and responsiveness.

2.2 Public Satisfaction

Society as a religious affairs office customer service priority, according Rangkuti Customer satisfaction is the customer response to the discrepancy between the previous interest rate and the actual performance he felt after use (Rangkuti, 2002, p. 30).

According to Decree No. MENPAN 63 In 2004, as the minimum elements that must exist for the public satisfaction index measurement basis is as follows: procedure of service, conditions of service, clarity care workers, care workers discipline, responsibility care workers, care workers ability, speed of service, Justice gets service, courtesy and hospitality personnel, fairness cost of service, cost of service assurance, assurance service schedules, environmental comfort, security services.

According Zeithaml et al, in their study (1990, p. 20) consumer satisfaction in the business services can be measured by the gap between customer expectations and perceptions of service that will be accepted. Customer expectations has two senses. First, what customers believe will occur at the time the service is delivered. Secondly, what the customer wanted to happen (expectations). Perceptions what is seen or experienced up on entering the environment is expected to give something to her. In the traditional sense of satisfaction or dissatisfaction of customers is the difference between expectations and perceived performance (perceived performance).

The level of satisfaction is a function of the difference between the perceived performance with expectations. If performance is below expectations, then the customer will feel disappointed, when performance exceeds expectations, then the customer will feel very satisfied (Anonymous, 2005, p. 105). Public satisfaction index is the data and information about the level of satisfaction obtained from quantitative and qualitative measurements over public opinion in obtaining the services of public service providers apparatus (Anonymous, 2005, p. 104).

Tjiptono (1998, p. 24) says satisfaction or dissatisfaction of customers is the customer response to the evaluation of mismatches (disconfirmation) perceived between prior expectations or other performance expectations and actual performance product that is felt after use.

According to Engel et al. (1995) satisfaction is an evaluation of customer satisfaction after purchase in which alternative is selected at least give the results (outcomes) of the same overshoots consumer expectations. dissatisfaction arises when the results do not meet consumer expectations. While Kotler (1997) mentions customer satisfaction as levelone's feelings after comparing the performance (results) are perceived compared to expectations.

Islamic standards serve as benchmarks in assessing customer satisfaction in view of Islam. In the standard sharia, sharia view of society as customer satisfaction can be seen from the level of the comparison between the desired expectations of society for products or services received by the fact that it receives in accordance with the Islamic sharia.

2.3 Employee Performance

Performance by Bastian (2001, p. 329) overview of the level of achievement of the implementation of an activity or program or wisdom in realizing the goals, objectives, mission and vision of the organization as stated in the formulation of an organization's strategies scheme. According Handoko (1984, p. 97) performance is a comparison between the work that was obtained by the number of labor resources used.

Performance means the achievement or accomplishment some one pleased with the tasks assigned to him. The work that can be accomplished by a person or group of people within an organization in accordance with the authority and responsibilities of each, in order to achieve the goals of the organization in question legally, do not violate the law and in accordance with the moral ethics (Sedarmayanti, 2007, p. 260).

Otley in Mahmudi (2005) said that the performance refers to something that is related to the activities of doing the job, in this case include the results of the work accomplished. Performance owned by some one employees acquired through effort and hard work as well as through along process. Employee performance appraisal is the culmination of a process management (Indra Widjaya, 1983).

While Hasibuan (1990) said that the performance of the work is the result that can be achieved by a person carrying out the tasks assigned to them based on skill. Steer (1985) suggested that individual performance is basically a combination of three important factors: (1) the ability, temperament, working person's interest; (2) clarity and acceptance of clarity of roles a person works; and (3) the level of employee motivation. While Ranupandojo and Husnan (1984) state sa person's ability to be seen from th equality of the work apparatus which includes the precision, discipline, skills, and work hygiene.

According Timpe (1992, p. 31) performance factors consist of internal factors and external factors. Internal factors (dispositional) factors associated with the properties of a person. External factors are factors that affect the performance of some one who comes from the environment.

Employee performance is the level of work of employees in achieving job requirements given requirements. Performance is the work of employees in terms of both quality and quantity based on the standard of work that has been set (Simamora, 1995, p. 500).

According Mangkunegara (2007, p. 7) the performance is commensurate with work performance, which is the result of the quality and quantity is achieved by an employee in carrying out their duties in accordance with the responsibilities assigned to him. Similarly, Irawan (2000, p. 588) states that "Performance is the work of concrete, observable, and measurable". So performance is the result of the work achieved by the employee in the execution of tasks based on the size and time specified. According to Cascio (2003, pp. 336-337) the performance measurement system criteria areas follow:

- 1) Relevant. Relevant has meaning (1) there is a strong correlation between the standard for certain job with organizational objectives; and (2) there is a clear link between the critical elements of a work that have been identified through the analysis of positions with dimensions that will be assessed in the assessment form.
- 2) Sensitivity. Sensitivity means the ability to distinguish the performance appraisal system in an effective employee and the employee is not effective.
- 3) Reliability. Reliability in this context means the consistency of assessment. In other words, even if the instrument is used by two different people in assessing an employee, the results of the assessment will tend to be the same.
- 4) Acceptability. Acceptability means that the design performance measurement can be accepted by those who use them.
- 5) Practical. Practical mean that the instrument is easy understandable assessment agreed by the parties involved in the assessment process.

In Islam has taught his followers that the performance should be assessed. Verse that leads into the performance appraisal is the letter at-Tawbah verse 105.

. وَقَلَّ عَمَلُو أَفْسِيرَى اللّهِ عَمَلِكُمْ سَوَّلَهُو الْمُؤْمِنُونَ سَتَرُوا نَالَى عَالَمَالِ الْغَيْبِ الشَّهَادَةِ فَيُنَبِّئُكُمْ بِمَا كُنْتُمْ تَعْمَلُونَ .

"Work ye, then, Allah and His messenger, and the believers will see your work and you will be returned to God would knowing the unseen and the visible, and preached unto him what you do".

Prophet, has been reminded of the importance of seeing the results of one's work or charity. This is evidenced by a tradition from Imam Ahmad from Anas Ibn Malik. The Prophet said: "you do not need to be amazed (proud) on a person until you see something that generates". Islam considers the results of a work is preferred, this is due to a person who works with is sincere intentions and have high morale will give good results, as Muslims lying is not recommended because it will hurt your self.

3. Research Methods

Research is a type of correlational research with quantitative approach. Quantitative research is a research guided by a particular hypothesis, which is one of the goals of this research is to test the hypothesis that a predetermined (Ahmad, 2008). According Sugiyono (2012, p. 7) quantitative research methods can be interpreted as a research method that is based on the philosophy of positivism, used to examine the population or a particular sample.

The population in this study is related directly with the public ministry of religious affairs office wedding in Cipocok Jaya District of the City and District of Serang District Petir, that serves citizens of the local community in the religious affairs office. Total population of 312 heads of families, of the total of 120 samples were taken sample by using random sampling techniques. This is in accordance with the opinion Arikunto (2008, p. 116) "Determination of sample collection as follows: If less than 100 is better take gallup to research a population study. If a large number of subjects can be taken between 10-15% or 20-25% or more depending from some is: 1). The ability of researchers views of time, energy and funds; 2). Narrow vast area of observations from each subject, because it involves a lot of lack of funds; 3). The size of the risk borne by researchers for researchers that the stakes are huge, of course, if a sample of the results will be better.

In this research essentially intended to get an idea of how much the relationship of community satisfaction, and performance of teachers to the wedding service at the office of religious affairs Cipocok Jaya District of the City and District of Petir, Serang District. In the data collection instruments to be used was a questionnaire in the form of Likert scale. According Sugiyono (2008, p. 199) "Questionnaire is a technique of data collection is done by giving a set of questions or a written statement to the respondent to answer". The data collected in this study was analyzed using inferential statistical techniques are descriptive analysis and Pearson correlation analysis. According to Nazir (1988, p. 105) that: "descriptive research is a study to find the facts with proper

interpretation, including studies to accurately describe the nature of some phenomenon, group or individual". Interpretation of descriptive analysis as expressed by Nunnally (1978), namely: 1:01 to 2:00 Mean scores (low); 2.01-3.00 (simple low); 3:01 to 4:00 (simple high); 4:01 to 5:00 (high). Correlation study "aims to detect the extent of variations on a factor with regard to variation same one or more other factors based on the correlation coefficient" (SumadiSuryabrata, 1992, p. 24).

Instruments of wedding services in public service standards according to the Decree of the Minister of State for Administrative Reform (MENPAN) No.63/KEP/M.PAN/ 2003, on Guidelines for the Implementation of the General Public Services (AgkaIB) include: 1) a standard service procedures; 2) stipulated completion time from the time of submission of application; 3) Cost, including the details set out in the process of service delivery; 4) Results of the services to be received in accordance with the provisions; 5) the provision of adequate services and infrastructure; 6) Competence giver officer services totaling 30 item.

Community satisfaction instrument, in this study, according by on Public Satisfaction Index Unit Government Agencies for the development of the instrument is an element of community satisfaction. The elements in question: 1) Procedure service; 2) discipline care workers; 3) Ability care workers; 4) Justice get service; 5) Friendliness and courtesy clerk; 6) Convenience environment, which amounts to 32 items.

In measuring the performance of employees in the office of religious affairs in the opinion according by Cascio (2003, pp. 336-337) the performance measurement system criteria areas follows: 1) Relevant; 2) sensitivity; 3) Reliability; 4) Acceptability; 5) Practical, totaling 30 items.

The study was carried out by using a measurement instrument testing instrument. Measurement instruments are used validity and reliability, validity test performed with SPSS item by looking at the correlation between each item with the total score on the price corrected item total correlation greater than or equal to 0.41 (Singgih Santoso, 2000). Reliability testing of all items or questions used in this study are considered reliable if the alpha value cronbach >0.6. This instrument measurement results shown in table 1 below:

Table 1. Correlation between value score each item with total scores public satisfaction cronbach alpha reliability index for the study variables

No	Variables	Item Number	Dimension	Item Correlation With the Total Score	Alfa
1	Wedding Services	30	1) Public satisfactionard service procedures.	0.467-0.717	0.723
			2) Turn around time is set from the time of submission of application.	0.510-0.841	0.750
			3) Costs, including the details set out in the service delivery process.	0.489-0.770	0.724
			4) The results of the services to be received in accordance with the provisions.	0.486-0.730	0.703
			5) Provision of adequate services Public Satisfaction infrastructure.	0.570-0.629	0.731
			6) Competence attendant care providers.	0.547-0.668	0.743
2	Public Satisfaction	32	1) Service procedures.	0.431-0.711	0.746
			2) Care workers.	0.429-0.699	0.744
			3) The ability of service personnel.	0.490-0.666	0.720
			4) Justice get service.	0.592-0.754	0.757
			5) Friendliness public satisfaction courtesy officer.	0.296-0.610	0.654
			6) Environmental comfort.	0.397-0.736	0.701
3	Employee Performance	30	1) <i>Relevance.</i>	0.432-0.675	0.711
			2) <i>Sensitivity.</i>	0.442-0.729	0.723
			3) <i>Reliability.</i>	0.409-0.732	0.713
			4) <i>Acceptability.</i>	0.526-0.703	0.752
			5) <i>Practicality.</i>	0.599-0.726	0.758

From Table 1 shows the value and validity of the research instrument reliability wedding services, community satisfaction and employee performance. Variable wedding services can be seen from the dimensions of a standard service procedure consists of five items with a value of correlation between the item score corrected number is 0.467-0.717. Cronbach alfa index reliability for standard service procedures dimension 0.723. Completion time is set from the time of submission of application consists of five items with a value of

correlation between the number of items corrected score is 0.510-0.841. Cronbach alfa index reliability for dimensions specified turn around time from the time of submission of application is 0.750. Cost sort tariffs, including the details set out in the process of service delivery, consisting of five items with a value of correlation between the item score corrected number is 0.389-0.770. Cronbach alfa index reliability for dimensions fees or tariffs, including the details set out in the process of service delivery is 0.724. The results of the services to be received in accordance with the provisions, consisting of five items with a value of correlation between the number of item score corrected is 0.486-0.730. Cronbach alfa index reliability for dimensions outcomes that will be accepted in accordance with the provisions is 0.703. The provision of adequate infrastructure services, consisting of five items with a value of correlation between the item score corrected number is 0.570-0.629. Cronbach alfa index reliability for dimensions provision of adequate services and infrastructure is 0.731. Competence officer service providers consists of 5 items with a value of correlation between the item score corrected number is 0.547-0.668. Cronbach alpha reliability index for the service provider personnel competence dimension is 0.743. This analysis shows each item in the wedding service variable has more validity and high reliability.

Community satisfaction variable dimension value service procedure, consisting of 6 items with a value of correlation between the item score corrected number is 0.431-0.711. Cronbach alfa index reliability for service procedures dimension is 0.746. Discipline dimensions of service personnel, consisting of 6 items with a value of correlation between the item score corrected number is 0.429-0.699. Cronbach alfa index reliability for dimensions discipline workers is 0.744. The ability of service personnel, consisting of 6 items with a value of correlation between the item score corrected number is 0.490-0.666. Cronbach alfa index reliability for care worker stability dimension is 0.720. Obtain justice ministry, consists of 5 item swith correlation between the item score corrected number is 0.592-0.754. Cronbach alfa index reliability for juice get service is 0.757. Friendliness and courtesy officers, consisting of five items with a value of correlation between the item score corrected number is 0.296-0.610. Cronbach alfa index reliability for the dimension of hospitality and courtesy clerk is 0.654. Environmental comfort, consists of 4 items with a value of correlation between the item score corrected number is 0.397-0.736. Cronbach alfa index reliability for environmental comfort dimension is 0.701. This analysis shows each item incommunity satisfaction variables have high validity and reliability.

Employee performance variables visible from the relevant dimension consisting of 6 items with a value of correlation between the item score corrected number is 0.432-0.675. Cronbach alfa reliability index for relevant dimensions is 0.711. Sensitivity dimension consisting of 6 items with a value of correlation between the item score corrected number is 0.442-0.729. Cronbach alfa index reliability for sensitivity dimension is 0.723. Dimensions reliability, consisting of 6 items with a value of correlation between the item score corrected number is 0.409-0.732. Cronbach alfa index reliability for reliability dimension is 0.713. Dimensions acceptability, consisting of 6 items with a value of correlation between the item score corrected number is 0.526-0.703. Cronbach alfa index reliability for acceptability dimension is 0.752. Practical dimension consists of 6 items with a value of correlation between the item score corrected number is 0.599-0.726. Cronbach alpha reliability index for practical dimension is 0.758. This analysis shows each item in employee performance variables have high validity and reliability.

4. Research Results Public Satisfaction Discussion

4.1 Research Results

4.1.1 Descriptive Analysis

Descriptive data in this study included the mean and standard deviation of the three variables of the study; the raw data were processed using descriptive statistical methods. More descriptive statistical methods associated with collecting and summarizing the data, as well as the presentation of the summary data. Descriptive research results can be seen in table 2 below:

Table 2. Descriptive statistics of wedding services, public satisfaction, employee performance

No	Research Variables	Dimension	Mean	Public Satisfactor Deviation	Interpretation
1	Wedding Services	1) Public satisfaction and service procedures	18.05	2.707	High
		2) Turn around time is set from the time of submission of application	16.99	2.915	High
		3) Costs, including the details set out in the service delivery process	16.73	3.188	High
		4) The results of the services to be received in accordance with the provisions	17.03	3.170	High
		5) Provision of adequate services public satisfaction infrastructure	16.17	3.681	High
		6) Competence attendant care providers	17.84	2.890	High
2	Public Satisfaction	1) Service procedures	20.06	3.475	High
		2) Care workers	20.42	3.345	High
		3) The ability of service personnel	19.46	3.889	High
		4) Justice get service	16.48	3.125	High
		5) Friendliness public satisfaction courtesy officer	16.81	3.131	High
		6) Environmental comfort	14.84	2.490	High
3	Performance Employee	1) Relevance	20.78	3.066	High
		2) Sensitivity	18.74	3.895	High
		3) Reliability	19.86	4.137	High
		4) Acceptability	17.55	4.421	High
		5) Practicality	20.21	3.859	High

Overall the wedding service shown by the respondents is higher for the wedding service of variable dimensions of a standard service procedures (mean = 18.05, SD= 2.707), completion time is set from the time of submission of application (mean = 16.99, SD= 2.915), the cost or service rates (mean =16.73, SD=3.188), the service will be accepted in accordance with the provisions (mean = 17.03, SD=3.170), the provision of adequate services and infrastructure (mean = 16.17, SD=3.681), the competence of personnel service providers (mean = 17.84, SD=2.890).

Community satisfaction dimensions variable service procedures (mean = 20.06, SD=3.475), discipline care workers (mean = 20.42, SD=3.345), the ability of service personnel (mean = 19.46, SD=3.889), justice get service (mean = 16.48, SD=3.125), hospitality and courtesy officer (mean = 16.81, SD=3.131), environmental comfort (mean = 14.84, SD=2.490).

Employee performance variable has a value of the relevant dimension (mean = 20.78, SD=3.066), sensitivity (mean = 18.74, SD=3.895), reliability (mean = 19.86, SD=4.137), acceptability (mean = 17.55, SD=4.421), practical (mean = 20.21, SD=3.859). The formulation of the above results proves that the dimensions of each variable have a high interpretation.

4.2 Correlation Analysis

To see the relationship between variables, the author used the instrument (questionnaire) which was answered by 120 members of society, through the Pearson correlation analysis. The correlation analysis provided Pearson correlation coefficient the same shape that is a positive (+) or negative (-) to indicate a form of interaction between variables. Coefficient values between 0.00 and 1.00 also show the strength of the relationship. Value 'rule of thumb' by Johnson and Nelson (1986) is used to describe the strength of the correlation: no correlation (0.00); very low; low; simple; very high and perfect relationship (1.00).

4.2.1 Relationship Employee Performance and Public Satisfaction

Relationship to the satisfaction of the public employee's performance can be seen in Table 3, which shows that the variable employee performance to the satisfaction of the community has a value of correlation ($r=0.349$) and the overall relationship of employee performance against significant public satisfaction, the relevant dimension does not have a relationship to the whole dimension satisfaction of the people, it can be seen from the absence of

a significant relationship between the dimensions of the stretcher, as well as the dimensions of sensitivity that does not have a strong relationship with the dimensions of public satisfaction. Reliability dimensions have been associated with service procedures for ($r = 0.182$) with the ability of officers ($r = 0.195$) and to the satisfaction of the people of ($r = 0.205$). On the other dimensions that has a low correlation dimension officer discipline, justice services, hospitality and courtesy and convenience services. Dimensions acceptability has a relationship to the dimensions of the officer's ability ($r = 0.307$). The ministry of justice ($r = 0.180$) as well as on job satisfaction of ($r = 0.285$) the practical dimension has a relationship to the dimensions of the officer's ability ($r = 0.261$) and to the satisfaction of the people of ($r = 0.178$) as well as employee performance variables have a relationship to the dimensions of the service procedure ($r = 0.235$) with the dimensions of the officer's ability ($r = 0.338$) ministry of justice ($r = 0.208$). Adaptive research the relationship between employee performance to the satisfaction of society can be seen in table 3, namely:

Table 3. Relationship between employee performance on public satisfactions

Performance Employee	Relevant	Sensitivity	Reliability	Acceptability	Practical	Employee Performance
Public Satisfaction						
Prosedur	0.023	0.127	(0.182*)	0.069	0.145	(0.235**)
Dicipline	-0.041	0.074	0.152	0.065	-0.143	0.056
Ability	0.113	-0.099	(0.195*)	(0.307**)	(0.261**)	(0.338**)
Friendliness	0.041	0.112	0.030	(0.180*)	0.118	(0.208*)
Etic	-0.104	0.011	-0.070	0.136	0.167	0.073
Comfortable	0.048	0.072	0.055	-0.004	-0.096	0.029
Satisfaction	0.034	0.090	(0.205*)	(0.285**)	(0.178*)	(0.349**)

*Significant at the direction of $p < 0.05$.

4.2.2 Relations Employee Performance and Wedding Services

The relationship of employee performance against service wedding visible in table 5, the variable performance of employees have a relationship to the wedding service at ($r = 0.345$) which indicates that the marriage service can be affected by the performance of employees. There is a significant relationship between the dimensions relevant to the standard of care procedure ($r = -0.188$) to the designated settlement time from the time of submission of application for ($r = 0.188$) as well as to the provision of adequate services and infrastructure for ($r = -0.221$) sensitivity dimensions have been associated with the wedding service at ($r = 0.183$). On the other dimension has a low correlation; reliability dimensions have been associated without comes that will be accepted in accordance with the provisions of ($r = 0.280$) as well as to the wedding service at ($r = 0.270$). Acceptability dimensions have a relationship with the dimensions of the provision of adequate services and infrastructure for ($r = 0.380$) as well as to the wedding service at ($r = 0.229$). Practical dimension has a relationship with the dimensions of the provision of adequate services and infrastructure for (0.265) the competence of personnel by service providers ($r = 0.278$) as well as to the wedding service at ($r = 0.190$). Employee performance variables have been associated with the provision of facilities and adequate infrastructure for services ($r = 0.265$) as well as to the competence of personnel service providers ($r = 0.188$). Results of research on the relationship between employee performance wedding services can be seen in table 4 below:

Table 4. Relationship between employee performance and wedding services

Performance Employee	Relevant	Sensitivity	Reliability	Acceptability	Practical	Employee Performance
Public Satisfaction						
Procedure	-0.188*	0.028	0.025	0.052	0.059	0.011
Time limit	0.188*	0.168	0.105	-0.068	-0.163	0.079
Cost	0.057	0.178	0.109	0.012	-0.129	0.094
Outcome	-0.050	0.074	0.280**	-0.030	0.124	0.175
Facilities	-0.221*	0.008	0.103	0.380**	0.265**	0.265**
Officer Competency	-0.038	0.060	0.024	0.159	0.278**	0.188*
Wedding Services	-0.113	0.183*	0.270**	0.229*	0.190*	0.345**

*Significant at the direction of $p < 0.05$.

4.2.3 Satisfaction Relations Society of Wedding Services

The relationship of people's satisfaction wedding services seen in Table 5, the variable of people's satisfaction with the services linked by marriage ($r = 0.198$) it gives the sense of community satisfaction with the services linked marriage, dimensions service procedures have been associated with the provision of infrastructure services adequate amount ($r = 0.202$) ministry of justice dimensions have a significant relationship to the standard of care procedure ($r = 0.190$) as well as the satisfaction of the people have a significant relationship to the provision of adequate services and infrastructure or ($r = 0.192$). While another dimension has a low and weak ties.

Table 5. Relationship between satisfaction communities and wedding services

Public Satisfaction	Procedure	Dicipline	Abbility	Outcome	Friendliness	Comfortable	Public Satisfaction
Wedding Services							
Procedure	0.063	0.139	0.036	0.190*	0.066	0.095	0.178
Time Limit	-0.049	-0.067	-0.037	0.115	0.045	-0.056	-0.017
Cost	0.123	0.096	0.082	0.092	-0.046	-0.041	0.106
Outcome	0.068	-0.138	0.068	0.024	-0.043	-0.029	-0.009
Facilities	0.202*	-0.014	0.157	0.128	-0.085	0.031	0.192*
Competency	-0.099	0.102	0.024	-0.125	0.107	0.079	0.022
Wedding Services	0.144	0.039	0.146	0.174	0.085	0.028	0.198*

* Significant at the direction of $p < 0.05$.

5. Discussion

The study of the wedding service satisfaction and employee performance in community religious affairs office in the district Cipocok Jaya City and District of Petir, Serang district has a high value. Quality community and employee satisfaction have been associated with an increase in the marriage ministry of religious affairs office, low marriage ministry of religious affairs office can be caused by a fall or poor people's satisfaction and employee performance in the district office of religious affairs Cipocok Jaya City and District of Petir, Serang District.

Community satisfaction a priority in the provision of wedding services, maintenance of a marriage that is conducted is one of the duties and functions of religious affairs office, marriage is the sunna of the Prophet, the Messenger of Allah said.

النكاح سنتي فمن غيبتني فليس مني

“Marriage is the *Sunnah*, those who do not like my-*sunnah* means not of my line age “Besides Allah Almighty says:

ومناياتها خلقكم من أنفسكم أزواجاً لتسكنوا إليهم وجعل بينكم مودةً ورحمةً

“and among His signs is that He created him for you wives from among your selves, that you may find repose in them, and He put between you love and compassion. “(QS. ArRum, p. 21)

Marriage is the way of nature that can resolve biological turmoil in man, to raise the lofty ideal softcrosse Sharpie then the couple can produce offspring. The purpose of marriage pursuant to Law No. 1 of 1974 has been formulated is ideal because it doesn't just look in terms of birth, but both at the same time there is an inner linkage between husband and wife are intended to raise a family or house hold that is eternal and happy for both of them and the corresponding with the will of God Almighty (Djoko and Ketut, 1987, p. 4).

Gardiner & Myersin Papalia, Olds & Feldman (2004) adds that marriage provides the intimacy, commitment, friendship, love and affection, sexual fulfillment, friendship and the opportunity for emotional development as a new source for identity and self-esteem.

The importance of the position of marriage in Islam, the religious affairs offices trivial ways to provide services of the best wedding or marriage, people's satisfaction with marriage services have a positive effect on the image of the religious affairs office, which always puts the interests of the people, especially the interests of the Moslem community.

According to Lovelock (1994) a product when added to the service will generate a force, which benefit the company in gaining profit that to face the competition, although the organization with another one having a different product but basically supplement the services each company has similarity. Lovelock's opinion can be

seen that good service will provide more value to an organization or institution, including religious affairs office. Good or bad service wedding in religious affairs office looks from people's satisfaction with the service.

To that end, produce a good service requires qualified human resources, human resources who have a good performance. The performance of employees to contribute and considerable influence on the formation of a quality wedding services, to provide a high public satisfaction. Employee performance was seen from the completion and implementation of employee tasks in the office of religious affairs, in line with the opinion of Harley (Siagian, 1996) and Nawawi (1997) states that the performance can be seen from the efforts of employees in completing the job do neat a particular time or period certain. Thamrin research results (2006) stated that the performance of government officials transportation sector 70.2% effect on the quality of service, in Mahmudi Rogers (2005) said that the performance is defined as the work it self, because work provides a strong link to the strategic objectives organization, customer satisfaction, and economic contribution.

6. Conclusion

The results showed public satisfaction and employee performance have a relationship with a wedding service in the office of religious affairs Cipocok Jaya District of the City and District of Petir, Serang District. The relationship did not occur among all dimensions on community satisfaction, employee performance with dimensions of wedding services. The overall community satisfaction and employee performance has been associated with the wedding service. This suggests that the marriage service can be improved quality of service and satisfaction can be assessed from the community as well as the performance of employees in the office of religious affairs Cipocok Jaya District of the City and District of Petir, Serang District.

Society as a customer of religious affairs office, becoming a reference in the improvement of service quality high service quality will be visible from the public satisfaction. Employee performance in serving the public very direct impact on the satisfaction of the people, for the employees to work with a full sense of responsibility in an effort to produce the satisfaction of the people, to improve the best service.

To produce the best service, improvement of human resources is a top priority in the religious affairs office Cipocok Jaya District of the City and District of Petir, Serang district, in the absence of human resources, the improvement of public service there will be no significant increase, causing people's satisfaction with the service given will be low and even decreased.

7. Suggestions

In improving the quality of wedding services in religious affairs office Cipocok Jaya District of the City and District of Petir, Serang district, requiring employee performance evaluation centered on leadership, leadership should dare assess objectively (excellent, good or bad enough). So that the leadership has a picture and information a bout the performance of employees is the basis in determining service improvement policy.

The existence of bonuses and compensation to the employee, as a tribute to the high performance of employees, produces good service, require a high quality performance, so their bonuses and compensation of employees into motivation and moral product quality service in the office of religious affairs District of Cipocok Jaya City and District of Petir, Serang District.

Also in Islam employee in the office of religious affairs Cipocok Jaya District of the City and District of Petir, Serang as a Muslim should intend to provide a service that is expected by society and the human as a whole.

The existence of education and training of technical employees with regard to marriage, as well as administrative capacity, skills are general knowledge get that can assist in quality wedding services. Education and training is carried out regularly and gradually.

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