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by Erni Murniarti

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Analysis Of Confirmatory Factors To Measure Public Trust In The Population Document Service Of Population Department Of Jambi City

Effiyaldi
STIKOM Dinamika Bangsa-Jambi

Erni Murniarti
Universitas Kristen Indonesia

ABSTRACT

This study aims to identify indicator variables that can measure organizational transparency variables, work discipline and service quality to public trust in administering residence documents of the Department of Population of Jambi City. The research used Confirmation Factor Analysis method. This study found that Chi-square, RMSEA, GFI, NFI, CFI, IFI, RMR models have moderate fit. This means that organizational transparency, work discipline and service quality affect public confidence in the demographic document service of Jambi residence. The results of this study can be used as a consideration and evaluation of demographic document services for the community for improvement and increased public confidence in the future.

Keywords: CFA, Chi-square, Factor, Public Trust.

INTRODUCTION

Jambi City as the center of Jambi provincial government is a gathering place for citizens with various backgrounds in life. The city of Jambi, the majority of whom are migrants, mostly work in government, private sector and trade. This causes the mobility of Jambi residents. High mobility will result in interrelation between one part of the work with other work, between one institution and another institution in order to expedite the objectives to be achieved from the work. Most of the work involved is related to administrative activities, especially population administration. This conditions makes the documents of population a necessity for the citizens of the city of Jambi. So the availability of population documents will facilitate their activities. This has an impact on the increasing number of Jambi residents who are taking care of obtaining population documents. However, ironically, people feel reluctant to take care of the population documents.

There is an imbalance in population document services in the city of Jambi, including; people who want to take care of population documents after feeling urged about their interests in connection with the obligation to attach population documents as administrative requirements. People tend to use the services of the officer to take care of population documents. There is an impression that the cost of obtaining a population document is unclear and not transparent, there is no certainty when the settlement of the population documents is administered, the work process is convoluted

(Survey: 2011). Ironically, on the one hand, the community demands fast, transparent, and easy services. Even the government has tried to improve services, but public service affairs are still felt as unpleasant. Service users are often faced with so much uncertainty when dealing with bureaucracy. It is uncertain when the output of a service can be obtained/completed.

Based on data from BAPPEDA [Development Planning Agency at Sub-National Level] Kota Jambi, the data is processed from BPS, BKBKS, Religion Office (BPS Jambi City: 2010), that the total population of the city of Jambi is 529,118 people spread over eight sub-districts, namely sub-districts; Kota Baru, Jambi South, Jelutung, Jambi Market, Telanaipura, Lake Teluk, Pelayangan, and Jambi East. However, when more and more residents of the city of Jambi took care of obtaining population documents, problems arose; starting from the attitude of officers who are indifferent, less friendly, look down on the community, how to work is too mechanical, too long waiting times, too strict on procedures and attitude of throwing responsibilities (Effiyaldi; 2015: 7).

This study aims to identify indicator variables that can measure the variables of organizational transparency, work discipline, and service quality towards public trust in managing population documents of the City of Jambi Population Office.

THEORITICAL REVIEW

Confirmatory factor analysis is a factor analysis technique which is a priori based on theories and concepts that are known to be understood or predetermined (Hidayat: 2014), Confirmatory Factor Analysis (CFA) is one of the multivariate analysis methods that can be used to confirm whether the measurement model is built in accordance with what was hypothesized (Maiyanti; et all: 2008). Factor analysis is used to reduce data, by finding relationships between variables that are mutually independent (Stapleton, 1997 in Anonymous; 2008: 5), which are then collected in fewer variables to determine the structure of latent dimensions (Garson; 2007 in Anonymous; 2008: 5), called the factors. This factor is a new variable, also called a latent variable, a constructed variable, and has an unobservable nature.

In the analysis of conformational factors, a researcher has a concept in advance of a hypothesis based on the concept of structural factors. Then made a number of factors that will be formed, as well as what variables are included in each factor that is formed and it is definitely the goal. The formation of a confirmatory factor (CFA) intentionally based on theory and concepts, in an effort to obtain new variables or factors that represent several items or sub-variables, which is observable variables (Hidayat: 2014).

Factor Analysis of a latent variable is measured based on several indicators that can be measured directly. The difference between CFA First Order and Second-Order CFA is that the Second Order CFA latent variable is not measured directly through the assessment indicators but through other latent variables (Fernanda, J.H: 2009 in Sari and Trijoyo: 2011; 1). Generally, there are 3 categories of identification in a simultaneous equation that is Unidentified where the estimated number of parameters (t) is greater than the amount of known data (s / 2), the data is the variance and covariance of the observed variables. Identification Just identified by the criteria t = s / 2. And Over Identified identification is with the criteria t ≤ s / 2 (Fernanda, J.H: 2009 in Sari and Trijoyo: 2011; 2). So the purpose of confirmatory factor analysis is to statistically confirm the model that the researcher has built (Education Statistics: 2009). Confirmatory factor analysis uses invariant to

scale and correlation or covariance matrix in estimating the structural factors. However, in theory, the factor estimation uses the maximum likelihood procedure (Widhiarso: 2004). Therefore, planning analysis is driven by the theory of the relationship between observed variables and unobserved variables (Schreiber, et al: 2006). Furthermore, Schreiber, et al (2006) said, that when Confirmatory Factor Analysis (CFA) was carried out, researchers used a hypothetical model to estimate population covariance matrices compared with observed covariance matrices. Technically, the researcher wants to minimize the difference between the estimated matrix and the observed matrix.

In the confirmatory factor analysis, there is no need to convert the data into standardized data. The data preparation is only when setting variables, some data are observable/manifest variables, some are latent variables. The purpose of this factor analysis is to explain and illustrate by reducing the number of parameters available. For the variable reduction stage to a further stage, in Confirmatory factor analysis is known as second-order factor analysis. This factor analysis not only reduces observations to latent extracts but also reduces the resulting latent extracts to other latent extracts (Widhiarso: 2004). In the Confirmatory Factor Analysis, latent variables are considered as causal variables (independent variables) that underlie indicator variables (Ghozali, 2003).

The very basic objectives of confirmatory factor analysis are: first to identify the relationship between variables by conducting a correlation test. The second objective is to test the validity and reliability of the instrument. In testing the validity and reliability of instruments or questionnaires to obtain valid and reliable research data with confirmatory factor analysis. So the purpose of confirmatory factor analysis is to statistically confirm the model that the researcher has built (Education Statistics: 2009). In general, the steps to do a factor analysis are; 1. Model specifications. 2. Identification of the model. 3. Estimated model. 4. Testing the model. 5. Modification of the model (Lewis: 2017)

Several measures of model suitability are often used to assess the feasibility of a model (Bollen, 1989 in Maiyanti; et al: 2008); Test $\chi 2$; the model is good if the $\chi 2$ test is not real at any particular level. GFI (Goodness of Fit Index); that based on common practice, the feasibility of a model is that the GFI value is greater than 0.90 and the maximum value is 1 (Sharma, 1996). AGFI (Adjusted Goodness of Fit Index); that a model can be said to be good if the AGFI value is greater than 0.80 and the maximum value is 1 (Sharma, 1996). RMSEA (Root Mean Square of Error Approval); if RMSEA ≤ 0.08, in general, the model is already representing the actual data (Sharma, 1996).

Some previous studies include; Efendi and Purnomo's research (2013: 106), confirmatory factor analysis is used to find out the indicators that contribute greatly to the traffic awareness survey with the parameter estimation method is the maximum likelihood estimation (MLE) method. Ersalora Research (2013) with the title Confirmatory Factor Analysis on the Tourism Attraction of Muara Jaya Curug in Majalengka Regency. Based on the analysis of the Muara Jaya waterfall tourist attraction divided into two criteria, there are good and moderate. Natural factors, religious factors, recreational facilities, and health facilities are good criteria. While the criteria are being included factors from socio-culture, history, shopping facilities, infrastructure, and food and accommodation facilities. Research Rachmawati, et al (2014: 74) which examines Confirmatory Factor Analysis of the Indonesian Intermediate Collective Intelligence Test (TIKI-M), that each TIKI-M sub-test measures aspects that should be measured according to the construct when viewed from

standardized loading and t-value of each sub-test for the intelligence factor measured. Research Seok, et al (2016), a study that tested employees' trust in their supervisors. In this study using confirmatory factor analysis to examine the dimensions of Employee Confidence. This analysis is carried out with Structural Equation Modeling to assess the suitability of the model. Besides, the model's reliability and validity was also measured by involving 514 randomly selected employees from the public and private sector organizations in Kota Kinabalu, Sabah, Malaysia. The findings of this study can help improve productivity in an organization by increasing trust and building relationships between employees and employers.

Research by Naveed, et al (2017) who identified and used nine dimensions to measure organizational change, and 380 bank managers. To adjust the dimensions and their contribution to the main construction of the first order and the second confirmatory factor analysis uses. The results show that processes, strategies, attitudes, structures, culture and technology are the main predictors of organizational change.

METHOD

This research uses descriptive research method. Data in this study were analyzed using Confirmatory Factor Analysis (CFA) using LISREL 8.80. The general models used in confirmatory factor analysis are as follows 1; (Bollen, 1989):

$$\mathbf{x} = \boldsymbol{\Lambda X \xi} + \boldsymbol{\delta} \ (1) \qquad (1)$$

With:
x = is a vector for q x 1 indicator variables
ΛX = is a matrix for the loading factor (λ)
coefficient which shows the relationship of X with ξ size q x n
ξ (ksi) = is a vector for latent variables of size n x 1
δ = vector for measurement error measuring q x 1

If the data are ordinal scale, the polychoric correlation matrix is more suitable for estimating model parameters. To get the polychoric correlation there are adjustments to the linear variables (Wirda: 2002). For example, the C and D categories are considered to be related to the continuous variables that are X and Y, by: C = ci if γi-1 ≤ X <γi, i = 1, 2, 3, L, r D = dj if τj-1 ≤ Y <τj, j = 1, 2, 3, L, s Where γi and τj are threshold parameters with γo = τo = - ∞ and γi = τj = ∞. The threshold parameters and ordinal variable values are taken monotonously increasing γ1 <γ2 <L <γr-1 and c1 <c2 <L <cr. With the same analogue it applies to τj and dj. To calculate the polychoric correlation matrix, you can use the Data Prelis 2.30 program. Whereas the Data Prelis 2.30 program is in LISREL version 8.30 or version 8.50. LISREL *(Linear Structural Relationship)* is a computer software package used to operate *structural equation modeling methods* (Jöreskog and Sär bom, 1996).

In the Confirmatory Factor Analysis with the maximum likelihood method, in the process of estimating the parameters of the model using a variety structure, which basically removes the charter matrix Σ (matriks) with the sample matrix S or polyphoric correlation matrix (Σ). Suppose the fitting function is stated with F (S, Σ), which is a function that depends on S and Σ. If the parameter parameter θ is substituted in Σ, then Σ (θ) is obtained. The value of the fitting function on θˆ is F (S, Σ (θˆ)) (Bollen; 1989 in Maiyanti; et al: 2008).

After testing the validity, the first step in interpreting the resulting Confirmatory Factor Analysis model is to conduct a feasibility assessment of the model itself, whether the model is feasible or not. In assessing a model so far there is no single measure to assess the feasibility of a model (Maiyanti; et al: 2008). At least three authors were found who suggested using at least three model feasibility tests (Kline: 1998), (Sharma: 1996 in Maiyanti; et al: 2008).

The resulting model must be tested through structural model equation testing using Lisrel 8.30 software (Joreskog and Sorbom, 1989). The model analysis method used is the maximum likelihood extraction method with Oblimin rotation to confirm the dimensions of the originating instruments (Nimako: 2012). In the first analysis, the model obtained did not meet the model accuracy index. By using the modification indices recommendations, it is found that to get a fit model, the researcher must link the measurement error that is realized in the error covariance measurement between the openess factor and the extrovert.

After modification, the model that meets the accuracy is found. The results are presented with a factor loading value which is considered strong (Garson 2007; Kline 2005 in Nordin; 2012). GFI (goodness fit index) is an index of the accuracy of the model in explaining the model being compiled. CFA analysis is done by summing the scores of each as observed variables. But it can be found to have negative values that are not acceptable. According to Kline (2005) in Nordin (2012), estimation of negative variance or unacceptable values, the revised model, and a suitable index show better results.

In this study, the population is all households that are domiciled in the city of Jambi, in this case, each household is represented by a household member (husband/wife/adult child). The number of households/heads of households in the city of Jambi based on the results of the 2010 population census is 126,829 households/heads of households spread across eight districts. Distribution of Households / Households can be seen in the following table;

Table 1. Average Members of District Households in Jambi City

Sub- district	the number of family heads	The number of population	Average Household Member
Kota Baru	33.245	137.856	4,15
Jambi Selatan	29.678	123.201	4,15
Jelutung	14.578	60.141	4,13
PasarJambi	3.286	12.988	3,95
Telanaipura	22.823	92.603	4,06
DanauTeluk	2.310	11.803	5,11
Pelayangan	2.483	12.895	5,19
Jambi Timur	18.426	77.631	4,21
Total	**126.829**	**529.118**	**4,18**

Source: 2010 City of Jambi Population Census, Central Statistics Agency of Jambi City.

Determination of the size of the sample used refers to the determination of sampling by Joreskog, K.G (1999), that the size of the sample used is at least five times the number of indicators. In this

study the number of indicators used was 64 indicators (18 16 + 14 + 16), then the sample size used was 64 people. This number is very adequate because a minimum sample of 30 is considered a large sample size for statistical analysis (Cooper and Schindler, 2006). Weedaman & Thompson (2003) argue that the RMSEA value is relatively independent of the sample size. Fan & Sivo (2007) also stated that NFI, GFI, and AGFI fit values have high sensitivity to sample size. Similarly, Marsh (1988) in their study found that RMR, GFI, and AGFI values were positively influenced by sample size. As a result, questions in a single-factor structure are accepted (Evrekl, et al: 2010).

In this study, the questionnaire was developed using a Likert scale. This scale is used to measure the level of agreement or disagreement of respondents to a series of statements that measure an object (Istijanto: 2010: 87). Before the questionnaire is used to collect data, the questionnaire is first tested for validity and reliability. In the Confirmatory Factor Analysis the hypothesized model must be valid which refers to the ability of an indicator to measure what is actually wanted to be measured (Supranto, J: 2004). Validation is a process carried out by the composer or user of the instrument to collect data empirically to support the conclusions generated by the instrument score. Validity is the ability of a measuring instrument to measure its measurement goals (Ahiri; 2009).

The validity of indicators in measuring latent variables is assessed by testing whether all loading (λi) is real by using t-test for a certain level of confidence α. For this reason, further confirmation is needed, namely checking its validity and reliability. This can be done with Factor Analysis, so it is called the Confirmatory Factor Analysis. So in principle we will only confirm based on existing theories or concepts on the accuracy (valid and reliable) of the instruments made (Arisanti: 2010).

While reliability is the consistency of an instrument measuring something to be measured reliability indicates the extent to which the results of measurements with the tool can be trusted. Or reliability is the proportion of the diversity of test scores caused by systematic diversity in the test taker population (Ahiri: 2009: 17). The reliability test of the instrument aims to find out and guarantee that an instrument/questionnaire is indeed reliable to be used in collecting data. Therefore, reliability is an index that shows the extent to which a measuring tool can be trusted or reliable (Wiersma: 1986 in Margono: 2013)

In this study, the total population was 25,366 people/family, while the number of respondents was 320 people spread across eight sub-districts within the city of Jambi. The following is general information about the characteristics of the respondents;

Tabel 2. CHarateristics and Distribution of Respondents

No	Category	Total	No	Category	Total
1	**Level of Education**		3.	**Agama**	
	Senior high school	107		Moslem	235
	Diploma	90		Catholic/Protestant	49
	S1	97		Hindu	28
	S2	26		Budha	18
	Total	**320**		**Total**	**320**
2	**Profession**		4	**Gender**	
	Civil Servant	57		Male	185
	Private/	66		Female	135
	Teacher/ Lecturer	59		**Amount**	**320**
	Farmer	44	5	**Age**	
	House wife	43		18 – 25 years	65
	College student	51		26 – 40	165
				> 40	90
	Total	**320**		**Total**	**320**

Source; Data Processed.

The following is the operationalization of research variables in this study;

Table 3. Description of Public Trust Variables in this study

Indikator	Item
Internal factor (personal)	Z.1.1, Z.1.2
Eksternal factor (institution characteristik)	Z.2.1, Z.2.2, Z.2.3, Z.2.4
Integrity	Z.3.1, Z.3.2
Competence	Z.4.1, Z.4.2, Z.4.3, Z.4.4
Consistensy	Z.5.1, Z.5.2, Z.5.3, Z.5.4
Loyalty	Z.6.1
Openness	Z.7.1

Table 4. Description of Variable Data on Public Service Quality (Y)

Indikator	Item
Tangibles (penampilan)	Y.1.1, Y.1.2, Y.1.3, Y.1.4, Y.1.5
Empathy (kemauan memberi layanan)	Y.2.1, Y.2.2
Reliability (Kehandalan)	Y.3.1, Y.3.1, Y.3.1
Responsiveness (kesediaan membantu)	Y.4.1, Y.4.2
Assurance (jaminan)	Y.5.1, Y.5.2, Y.5.3, Y.5.4

Table 5. Description of Employee Disciplinary Variable Data (X2)

Indicator	Item
Preventive	X2.1.1, X2.1.2, X2.1.3
Corrective	X2.2.1, X2.2.2, X2.2.3
Job goals and job abilities	X2.3.1, X2.3.2
As an example	X2.4.1, X2.4.2
Without ulterior motive	X2.5.1
Justice	X2.6.1
Firmness	X2.7.1
Human relations	X2.8.1

Table 6. Description of Data on Organizational Transparency Variables (X1)

Indicator	Item
Mechanism	X1.1.1, X1.1.2, X1.1.3, X1.1.4
Information access channel	X1.2.1, X1.2.2, X1.2.3
Media/Tools/Material/Complaint	X1.3.1, X1.3.2, X1.3.3, X1.3.4
Public Right of Information	X1.4.1, X1.4.2, X1.4.3, X1.4.4, X1.4.5

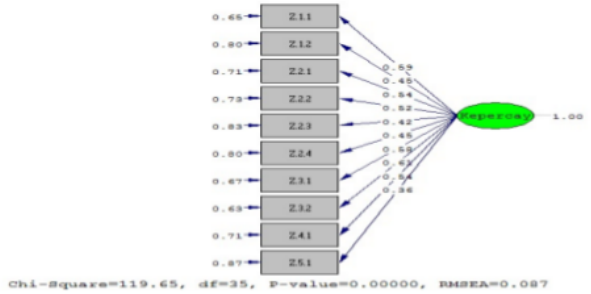
RESULT

The goodness of fit test of the model for the confirmatory factor analysis of the public trust variable is obtained as follows;

Table 7. GOF Model 1 Testing Results Public Trust

Goodness of fit (GOF) Indeks	Cut off value	Hasil output	Description
Chi-square	P ≥ 0.05	372.44 (p=0.0)	not fit
RMSEA	≤0,08	0.074	fit
GFI	≥0,9	0.89	not fit
NFI	≥0,9	0.89	not fit
CFI	≥0,9	0.93	good fit
IFI	≥0,9	0.93	good fit
RMR	≤ 0.05	1.13	not fit

From the table above, the chi-square value and its probability (p) <0.05. This shows the model is not good. Next, an analysis of each of the indicators that constitute public trust is provided in the standardized estimate value graph and the model's t-value as follows:



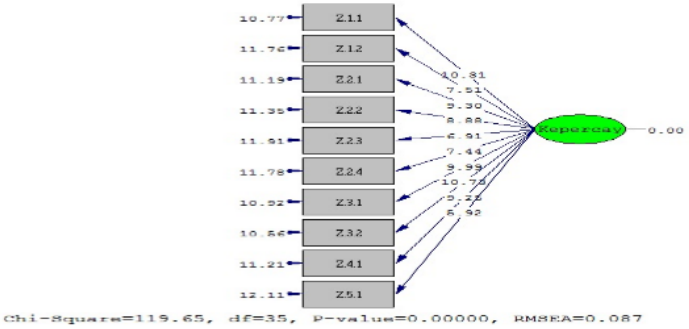


Figure 1 and Figure 2. Standardized Value of Confirmatory Public Confidence and T-Count Value Confirmatory Analysis of Public Trust

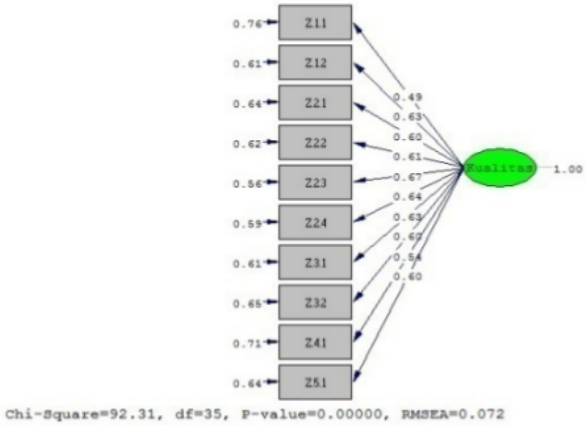
From this figure, it can be seen the results of the estimated parameter relationship between latent variables and indicator variables.

The goodness of fit test of the model for confirmatory factor analysis of the quality of public services is obtained as follows;

Tabel 8. GOF Model 1 Testing Results Public Service Quality

Goodness of fit (GOF) Indeks	Cut off value	Hasil output	Description
Chi-square	P ≥ 0.05	303.81 (p=0.0)	not fit
RMSEA	≤0,08	0.078	good fit
GFI	≥0,9	0.89	not fit
NFI	≥0,9	0.92	good fit
CFI	≥0,9	0.94	good fit
IFI	≥0,9	0.94	good fit
RMR	≤ 0.05	0.29	not fit

From the above table, the value of chi-square and its probability (p) <0.05. This shows the model is not good. Next, an analysis of each of the indicators forming the quality of public services is given in the graph of the estimated standardize value and the t-value of the model as follows:



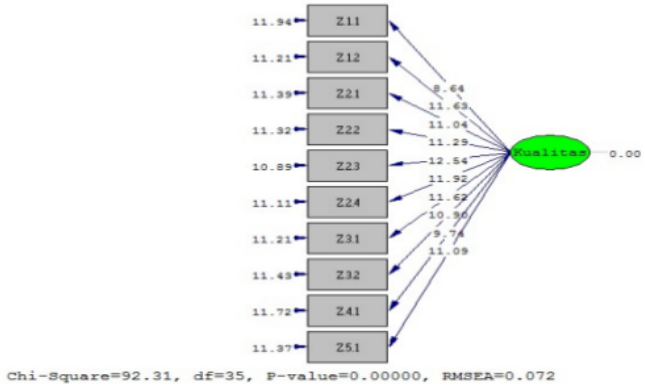


Figure 3 and Figure 4. Standardized Value of Confirmatory Analysis of Service Quality and Confirmatory Analysis of Service Quality T-scores

From this figure, it can be seen the results of the estimated parameter relationship between latent variables and indicator variables.

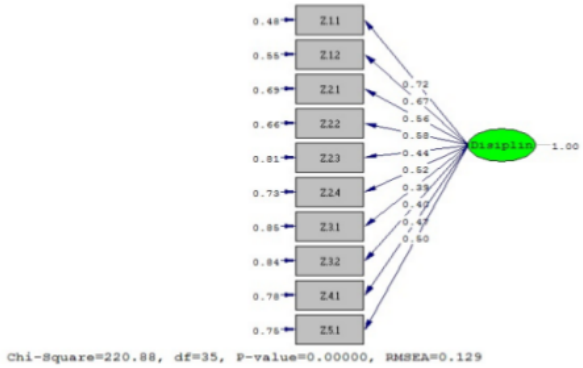
Confirmatory Factor Analysis of Employee Work Discipline

Goodness of fit test of the model for confirmatory factor analysis Employee work discipline is obtained as follows;

Table 9. GOF Model 1 Testing Results Employee Discipline

Goodness of fit (GOF) Indeks	Cut off value	Hasil output	Description
Chi-square	P ≥ 0.05	310.83 (p=0.0)	not fit
RMSEA	≤0,08	0.1	not fit
GFI	≥0,9	0.87	not fit
NFI	≥0,9	0.89	not fit
CFI	≥0,9	0.91	good fit
IFI	≥0,9	0.91	good fit
RMR	≤ 0.05	0.12	not fit

From the above table, the value of chi-square and its probability (p) <0.05. This shows the model is not good. Next, an analysis of each employee's disciplinary indicators is provided in the standardized estimate graph and the model's t-count value as follows:



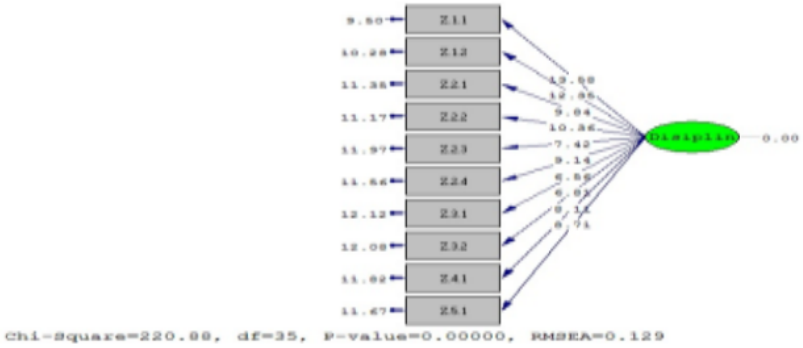


Figure 5 and Figure 6. Standardized Value of Transparency Analysis and T-Compute Value of Confirmatory Transparency Analysis..

From this figure, it can be seen the results of the estimated parameter relationship between latent variables and indicator variables

Confirmatory Factor Analysis of Organizational Transparency

The goodness of fit test of the model for confirmatory factor analysis Organizational Transparency is obtained as follows;

Table 10. GOF Model 1 Testing Results Organizational Transparancy

Goodness of fit (GOF) Indeks	Cut off value	Hasil output	Description
Chi-square	P ≥ 0.05	310.83 (p=0.0)	not fit
RMSEA	≤0,08	0.077	fit
GFI	≥0,9	0.90	fit
NFI	≥0,9	0.91	fit
CFI	≥0,9	0.94	good fit
IFI	≥0,9	0.94	good fit
RMR	≤ 0.05	0.28	not fit

From the table above, the chi-square value and its probability (p) <0.05. This shows the model is not good. Next, an analysis of each of the indicators forming the Organizational Transparency is given in the graph of the estimated standardize value and the t-value of the model as follows:

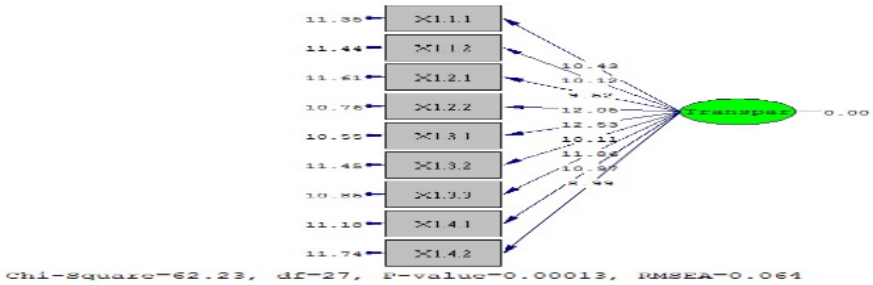


Figure 7 and Figure 8. Standardized Value of Organizational Transparency Analysis and T-Count Value Confirmatory Analysis of Organizational Transparency

From this figure, it can be seen the results of the estimated parameter relationship between latent variables and indicator variables.

DISCUSSION

Based on table 7 about the GOF test results of the public trust variable, it is known that the chi-square value and its probability (p) <0.05. This shows the model is not good. However, please note that the chi-square value is very sensitive to the number of samples so that another fit test is needed. From several other Goodness of fit index criteria, the model shows that the model is eligible, but there are also some Goodness of fit index criteria, which shows the model does not meet the requirements. Based on this, it can be argued that the model has a moderate fit.

Based on Figure 1 and Figure 2. Standardized Value of Confirmatory Analysis of Service Quality and T-Count Value of Confirmatory Analysis of Service Quality that is above, the chi-square value, and its probability (p) <0.05. This shows the model is not good. T-count value shows that all indicators have a t-value greater than t-table of 1.96 (α = 5%). which shows that the indicators jointly present a unidimensional variable for public trust.

Based on table 8. GOF Model 1 Testing Results of Public Service Quality, from the table above, the value of chi-square and its probability (p) <0.05. This shows the model is not good. However, please note that the chi-square value is very sensitive to the number of samples so that another fit test is needed. From several other Goodness of fit index criteria, the model shows that the model is eligible, but there are also some Goodness of fit index criteria, which shows the model does not meet the requirements. Based on this, it can be argued that the model has a moderate fit.

Based on Figure 3 and Figure 4. Standardized Value of Confirmatory Analysis of Service Quality and T-Calculate Value of Confirmatory Analysis of Service Quality. Based on the t-count value shows that all indicators (16 indicators) have a t-value greater than the t-table of 1.96 (α = 5%). which shows that the indicators jointly present a unidimensional variable for public service quality (Y).

Based on table 9. The results of the Gof Model 1 employee work discipline test found that from the above table, the value of chi-square and its probability (p) <0.05. This shows the model is not good. However, the chi-square value is very sensitive to the number of samples so it needs another fit test. From several other Goodness of fit index criteria, the model shows that the model is eligible, but

there are also some Goodness of fit index criteria, which shows the model does not meet the requirements. Based on this, it can be argued that the model has a moderate fit.

Based on Figure 5 and Figure 6 the standardized value of transparen analysis and the value of t-count confirmatory transparency analysis. Based on the t-count value shows that all indicators have a t-value greater than t-table of 1.96 (α = 5%). which shows that the indicators jointly present unidimensional for employee Discipline variables.

Based on Table 10, the results of testing the Gof model 1 of organizational transparency are known that. From the table above, the chi-square value and its probability (p) <0.05. This shows the model is not good. However, please note that the chi-square value is very sensitive to the number of samples so that another fit test is needed. From several other Goodness of fit index criteria, the model shows that the model is eligible, but there are also some Goodness of fit index criteria, which shows the model does not meet the requirements. Based on this, it can be argued that the model has a moderate fit.

From this figure, it can be seen the results of the estimated parameter relationship between latent variables and indicator variables. Based on the t-count value shows that all indicators have a t-value greater than t-table of 1.96 (α = 5%). which shows that the indicators jointly present a unidimensional variable for Organizational Transparency.K

CONCLISUIONS AND MANAGERIAL IMPLICATIONS

Although in each of the variables used in this study there are several values for the suitability of the model (chi-square, RMSEA, GFI, NFI, CFI, IFI, RMR) have a less good value, but overall it needs to be known that the chi-square value very sensitive to the number of samples so it needs another fit test. From several other Goodness of fit index criteria, the model shows that the model is eligible, but there are also some Goodness of fit index criteria, which shows the model does not meet the requirements. Based on this, it can be argued that the model has a moderate fit. The implications of the results of this study for the parties concerned include:

a. Can be used as material for consideration and evaluation regarding population document services for the community to improve and increase public trust in the future.
b. For academics, this research is expected to be used to enrich knowledge and complete the literature on research in the field of public services.

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