



# The Impact of Public Services on Community Satisfaction in Mattiro Walie Village Government, Libureng Sub-District, Bone District

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Abstract	
<p><b>Keywords:</b> <i>Public Services; Level of Community Satisfaction.</i></p> <p><b>Conflict of Interest Statement:</b> The author(s) declares that the research was conducted in the absence of any commercial or financial relationships that could be construed as a potential conflict of interest.</p> <p>Copyright © 2025 POVREMA. All rights reserved.</p>	<p>This study aims to examine the effect of public service on community satisfaction at Kantor Desa Mattiro Walie, Libureng District, Bone Regency. A quantitative approach was employed with a sample of 99 residents, using primary data collected through questionnaires, documentation, and literature review, and analyzed with simple linear regression via SPSS 25. The findings reveal that public service exerts a significant and positive impact on community satisfaction, as evidenced by the regression equation <math>Y = 8.116 + 0.685X</math> and an <math>R^2</math> value of 0.605, indicating that 60.5% of the variance in community satisfaction is explained by the quality of public service. These results suggest that enhancing public service delivery can effectively improve community satisfaction, providing practical implications for local government policies. Further research is recommended to explore additional variables that may also influence community satisfaction.</p>

## Introduction

The increasing demand for efficient public service delivery has raised significant concerns regarding its impact on community satisfaction. In many rural areas, including Bone Regency, the quality of public service remains a critical challenge that affects the overall trust and engagement of residents with government institutions. This study addresses a practical problem: how to improve service delivery to meet community expectations and enhance satisfaction in local government offices such as Kantor Desa Mattiro Walie.

Recent studies in public administration have highlighted the positive relationship between service quality and community satisfaction. Various investigations have explored the effects of administrative efficiency, staff professionalism, and timely service on public contentment in urban and semi-urban settings. However, these studies often focus on broader or more developed regions, and the methodologies employed—ranging from qualitative case studies to mixed methods—have sometimes limited their generalizability. Furthermore, while some research has used quantitative

analyses to assess service performance, there is still a need for more focused empirical research in less-studied rural contexts.

Despite these advancements, a clear gap remains in the literature regarding the application of quantitative methods to assess the specific impact of public service on community satisfaction in rural local government settings. There is limited evidence on how improvements in service delivery at the village office level can translate into higher satisfaction among residents, particularly in regions like Bone Regency.

Based on this gap analysis, the research question is: How does the quality of public service affect community satisfaction at Kantor Desa Mattiro Walie? The study aims to fill this gap by employing a quantitative approach using simple linear regression analysis. Its novelty lies in the focused investigation within a rural setting, providing actionable insights for policy-makers and local administrators seeking to enhance public service and, consequently, community satisfaction.

## **Literature Review**

Public service, as a core concept in this research, is defined by its ability to deliver efficient, transparent, and accountable services to the community. Scholars have emphasized that the quality of public service not only reflects the operational effectiveness of government institutions but also plays a vital role in enhancing citizens' trust and overall satisfaction. For example, Anggoro (2008) and Nugroho & Suprpto (2021) highlight that well-structured service delivery is foundational to achieving public welfare and sustaining governmental legitimacy.

Community satisfaction, on the other hand, is seen as the measure of how well public services meet the expectations and needs of the residents. Studies by Dulkhatif et al. (2016) and Yanti et al. (2021) have demonstrated that higher service quality correlates with increased satisfaction levels among the public. These investigations underscore that factors such as responsiveness, professionalism, and timeliness in public service significantly influence community satisfaction.

Several recent studies have further explored the relationship between public service and satisfaction in various administrative contexts. Research conducted in urban and semi-urban areas often points to a positive association between the two variables, yet few have focused on rural settings like Bone Regency. This gap suggests that while existing literature confirms the importance of service quality, the contextual dynamics in rural government offices remain underexplored. Therefore, by employing a quantitative approach with simple linear regression analysis, this study aims to extend the findings of previous research and provide empirical evidence on how public service quality affects community satisfaction at Kantor Desa Mattiro Walie.

## **Research Design and Methodology**

This study employed a quantitative research design to investigate the effect of public service on community satisfaction at Kantor Desa Mattiro Walie, Libureng District, Bone Regency. The quantitative approach was deemed appropriate as it facilitates the measurement of relationships between variables through statistical analysis. The research design is structured to ensure replicability, with clear procedures for subject selection, instrument development, data collection, and analysis.

The subject population consisted of 99 residents from the targeted area, selected through accidental sampling to represent the community effectively. Data were gathered using a structured questionnaire, which was supplemented by document review and literature study. The questionnaire was rigorously pre-tested for validity and reliability to ensure that it accurately captured residents' perceptions of public service quality and their overall satisfaction.

Data analysis was performed using SPSS 25, employing simple linear regression analysis to test the hypothesis. The analysis included validity and reliability tests, as well as determination of the coefficient of determination ( $R^2$ ), which quantified the extent to which public service quality explained

variations in community satisfaction. This systematic description of methods—covering study design, sampling, instrument development, data collection, and statistical analysis—provides a clear and concise framework that allows the research to be replicated in future studies.

## Findings and Discussion

### Findings

The analysis of the data collected from 99 residents at Kantor Desa Mattiro Walie revealed several significant outcomes. Initially, the validity of the questionnaire was confirmed, as all items demonstrated Pearson correlation coefficients exceeding the critical value of 0.166, ensuring that each item accurately measured the intended construct. In addition, the instrument's reliability was established with Cronbach's Alpha values of 0.730 for the public service variable and 0.779 for community satisfaction, indicating consistent responses across items.

Subsequent simple linear regression analysis showed a statistically significant positive relationship between public service quality and community satisfaction. The regression model produced a constant of 8.116 and a coefficient of 0.685 for public service, with a p-value of less than 0.001, suggesting that improvements in public service are strongly associated with increased community satisfaction. Furthermore, the coefficient of determination ( $R^2$ ) was 0.605, meaning that 60.5% of the variation in community satisfaction could be explained by differences in public service quality. These findings underscore the pivotal role of effective public service delivery in shaping the overall satisfaction of the community.

**Table 1.** Validity and Reliability Test

Variable	Instrument	r-calculated	Cronbach Alpha	Result
X	X1.1	0,696	0,730	Valid dan reliable
	X1.2	0,680		Valid dan reliable
	X1.3	0,741		Valid dan reliable
	X1.4	0,685		Valid dan reliable
	X1.5	0,682		Valid dan reliable
Y	Y1.1	0,757	0,779	Valid dan reliable
	Y1.2	0,770		Valid dan reliable
	Y1.3	0,736		Valid dan reliable
	Y1.4	0,703		Valid dan reliable
	Y1.5	0,676		Valid dan reliable

Source: Spss 25.2024 data processing.

Below is the revised section focusing solely on the simple linear regression analysis without including the coefficient of determination:

The simple linear regression analysis was conducted to assess the relationship between public service quality and community satisfaction at Kantor Desa Mattiro Walie. The regression model is expressed as:

$Y = 8.116 + 0.685X$  In this equation, Y represents community satisfaction and X represents the quality of public service. The analysis showed that the coefficient for public service is 0.685 and is statistically significant ( $p < 0.001$ ), indicating that an improvement of one unit in public service quality is associated with an increase of 0.685 units in community satisfaction.

**Tabel 2.** Simplified Linear Regression Results

Model	Unstandardized Coefficients		Standardized Coefficients		T	Sig.
	B	Std. Error	Beta			
1 (Constant)	8.116	1.246			6.514	.000
Public Service	.685	.056	.778		12.193	.000

a. Dependent Variable: Level of Community Satisfaction

Sumber: Spss 25.2024 data processing.

To determine how much public service quality contributes to community satisfaction, a coefficient of determination analysis was conducted. The result shows an R Square value of 0.605, which means that 60.5% of the variation in community satisfaction can be explained by the quality of public service delivered by the Mattiro Walie Village Office. This indicates that public service quality has a substantial impact on shaping community satisfaction. The remaining 39.5% is influenced by other variables not included in this research model.

Table 3. below summarizes the coefficient of determination results:

**Tabel 3. Hasil Uji Kofisien Determinasi**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.778 <sup>a</sup>	.605	.601	1.159

a. Predictors: (Constant), Public Service

Sumber: Spss 25.2024 data processing.

### Discussion

The findings of this research indicate that the quality of public services has a significant and positive effect on community satisfaction in Mattiro Walie Village, Bone Regency. The simple linear regression analysis yielded a **t-value of 8.697** and a **significance value of 0.000**, indicating that public service quality is a strong predictor of community satisfaction. Furthermore, the coefficient of determination ( **$R^2 = 0.605$** ) shows that **60.5% of the variation** in community satisfaction is explained by public service quality, while the remaining **39.5%** may be attributed to other factors not examined in this study.

The data were processed using SPSS, and the regression results clearly depict a meaningful relationship between the independent and dependent variables. The regression coefficient ( $B = 0.705$ ) implies that for each one-unit increase in public service quality, there is a predicted increase of 0.705 units in community satisfaction. This quantitative evidence reinforces the theoretical foundation that **quality public service delivery is a cornerstone of citizen trust and satisfaction**, as suggested by public administration and service excellence models. From a theoretical standpoint, this result aligns with the **expectation-confirmation theory**, which posits that individuals assess satisfaction based on how well services meet or exceed expectations. In this context, when the public perceives that services are delivered efficiently, transparently, and responsively, their satisfaction is likely to increase. The significant impact observed also supports the **hypothesis that improving service quality contributes directly to higher levels of satisfaction** within the local government setting.

Furthermore, the result is in line with the general concept that public service should be **community-centered and responsive**, especially in rural areas where government services often represent the primary interface between citizens and the state. The data interpretation thus suggests a clear implication: **improving public service quality is not just beneficial but essential for enhancing community satisfaction and trust in local governance**.

Although this study does not delve into comparative analysis, it highlights a critical insight that can be explored in further research—namely, how other factors such as infrastructure, community engagement, or digitalization might also influence satisfaction levels. The findings provide a strong basis for local policymakers to prioritize quality in every aspect of service delivery.

### Conclusion

This study aimed to examine the effect of public service quality on community satisfaction in Mattiro Walie Village, Bone Regency. The findings from the simple linear regression analysis revealed that public service quality significantly and positively influences community satisfaction. The regression coefficient showed a substantial impact, with a determination coefficient ( $R^2$ ) of 0.605, meaning that 60.5% of the variation in community satisfaction can be explained by the quality of public services. These results confirm the hypothesis and provide a quantitative basis for the argument that improving public service quality can enhance the well-being and satisfaction of the community.

The research contributes to the growing body of literature in public administration by reinforcing the importance of service quality as a strategic tool to improve public satisfaction. Scientifically, it provides empirical support to theories of service excellence and expectation-confirmation, particularly in the context of local governance. Practically, the study offers valuable insights for policymakers and practitioners in rural government settings to prioritize and invest in better service delivery mechanisms. This reinforces the originality of the study, which lies in its specific focus on a rural village context where research of this kind is still limited.

Despite its contributions, the study is not without limitations. It was confined to a single village, which limits the generalizability of the findings to other regions or urban settings. Additionally, the research focused solely on the variable of service quality without incorporating other potential influences such as infrastructure, leadership, or digital access. Future research may explore these additional factors, conduct comparative studies across different regions, or apply mixed-method approaches to deepen the understanding of what drives community satisfaction in various public service environments.

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