



# The Influence of Service Support Facilities and Service Quality on Community Satisfaction in The Benteng District of The Selayar Island District

Gianda Anarti <sup>(1\*)</sup>Misbahuddin <sup>(2)</sup> Hasrullah Liong Misi <sup>(3)</sup>

<sup>(1)</sup> STIE Amkop Makassar, Makassar City, South Sulawesi, Indonesia

<sup>(2,3)</sup> STIE Amkop Makassar, Makassar City, South Sulawesi, Indonesia

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\*Corresponding author.

E-mail addresses: [giaanarti@gmail.com](mailto:giaanarti@gmail.com)

Abstract	
<p><b>Keywords:</b> <i>Service Support Facilities; Service Quality; and 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 influence of service support facilities and service quality on community satisfaction in Benteng Village, Benteng District, Selayar Islands Regency. Employing a quantitative approach, the research involved 100 respondents selected through Slovin's formula from a total population of 11,086 residents. Data were collected via structured questionnaires and analyzed using multiple regression with both t-test and F-test to evaluate hypothesis significance. The findings revealed that both service support facilities and service quality significantly impact community satisfaction. Key indicators such as space layout, cleanliness, staff responsiveness, and transparency were found to be positively associated with satisfaction levels. The regression model showed that improvements in facilities and service delivery contribute meaningfully to public satisfaction. These results suggest that the local government should enhance infrastructure and public service mechanisms to foster citizen trust and satisfaction. This study highlights the necessity of strengthening service environments and administrative performance at the village level, providing practical implications for local governance and public policy development. Further research is recommended to explore long-term impacts and potential mediating factors influencing satisfaction in different demographic segments.</p>

## Introduction

The public service sector today faces both practical and theoretical challenges that affect community satisfaction. In many local governments, particularly at the village level, the adequacy of service support facilities and the quality of service delivery become critical issues that influence overall citizen trust and well-being. This study is grounded in the need to address inefficiencies in public service environments, which can hinder effective governance and impact the community's quality of life.

Recent studies have extensively examined the roles of infrastructure and service quality in enhancing public satisfaction. Researchers such as Denhardt and Denhardt (2015) and Kotler and Keller (2016) have provided insights into the dimensions of public service that contribute to improved

administrative performance and citizen engagement. However, while these studies offer valuable perspectives on service delivery, many have focused on urban or broader regional settings without delving into the specific challenges faced by small administrative units or villages. Furthermore, previous research often emphasizes either service facilities or quality in isolation, rather than considering their combined effect.

A clear gap exists between the current empirical and theoretical understanding of integrated service improvements and the specific conditions experienced at the local, village level. In particular, studies have not sufficiently addressed how concurrent enhancements in both infrastructural support and service delivery quality can jointly impact community satisfaction, leaving an open question regarding the optimal approach for local governments.

Based on the identified gap, this research seeks to answer the following question: To what extent do service support facilities and service quality simultaneously influence community satisfaction in Benteng Village? The study aims to fill this gap by employing a quantitative approach, with a novel focus on the combined effects of these variables in a village context, thereby extending the existing literature on public service improvement and providing practical recommendations for local governance.

## **Literature Review**

The current study investigates two central concepts: service support facilities and service quality, and how their interplay affects community satisfaction. In this section, key concepts are defined and contextualized, and previous studies relevant to the research focus are reviewed.

Service support facilities refer to the physical and non-physical infrastructures that facilitate the effective delivery of public services. According to Nasution (2020), these facilities encompass elements such as the spatial layout, furniture, cleanliness, and security measures that contribute to the overall service environment. Studies have shown that well-designed and maintained facilities not only improve the functional aspects of service delivery but also enhance the psychological comfort of community members.

Service quality, on the other hand, is a multidimensional construct that encompasses various attributes such as reliability, responsiveness, assurance, empathy, and tangible aspects (Parasuraman et al., 2017). Denhardt and Denhardt (2015) emphasize that effective public service goes beyond mere service provision—it is also about ensuring transparency, accountability, and inclusiveness in service delivery. Kotler and Keller (2016) similarly argue that the quality of service is fundamental in driving consumer satisfaction and loyalty in both public and private sectors.

Previous empirical investigations underscore the relevance of these constructs. For instance, studies conducted by Yesinda, Ivon Santa, and Retno Murnisari (2018) found that improvements in both infrastructural conditions and service delivery quality significantly enhance user satisfaction in health services. Similarly, research by Yulianto (2018) highlighted that service quality dimensions serve as critical predictors for customer loyalty and overall satisfaction in the context of public services.

Together, the reviewed literature identifies a gap in the integrated analysis of service support facilities and service quality, particularly within localized administrative units such as villages. Whereas previous studies have typically examined these elements in isolation or within larger urban contexts, the current research aims to extend this understanding by exploring their simultaneous effect on community satisfaction in Benteng Village.

## **Research Design and Methodology**

This study employs a quantitative research design, which is appropriate for answering the research question regarding the simultaneous influence of service support facilities and service quality on community satisfaction in Benteng Village. The design is structured to allow objective measurement

of perceptions and to establish statistical relationships among the variables. The study's procedure is detailed enough to be replicated in similar settings, ensuring transparency in the methodology.

The research sample comprises 100 respondents drawn from a total population of 11,086 residents in Benteng Village. The selection of this sample was guided by Slovin’s formula to ensure representativeness and reliability of the findings. Demographic and service-related characteristics were recorded to verify the sampling appropriateness and to enable segmentation based on age, gender, or service type, if necessary.

Data were collected using a structured questionnaire developed specifically for this study. The questionnaire was designed based on existing literature and previous studies, incorporating items measured on a Likert scale from 1 (strongly disagree) to 5 (strongly agree). The instrument focused on key aspects such as the physical facilities provided, the quality of service delivery, and the overall satisfaction of the community. The development of the questionnaire followed rigorous pre-testing and expert evaluations to ensure clarity and content validity.

For data analysis, multiple regression techniques were applied to assess the relationship between independent variables (service support facilities and service quality) and the dependent variable (community satisfaction). Statistical tests, including the t-test and F-test, were utilized to verify the significance of the findings. The analytical procedures are clearly ordered and described so that future researchers can replicate the study using the same methods, provided with the detailed procedures of sample selection, instrument administration, and data analytic techniques.

**Table 1.** Indicator Variable

Variable	Code	Indicator	Major Reference
Service Support Facilities	X1.1	Space Layout	Nasution (2020)
	X1.2	Furniture	
	X1.3	Cleanliness Facilities	
	X1.4	Security	
Service Quality	X2.1	Service Orientation	Denhardt & Denhardt (2015)
	X2.2	Accountability	
	X2.3	Transparency	
	X2.4	Public Participation	
Community Satisfaction	Y1.1	Reliability	Parasuraman et al. (2017)
	Y1.2	Responsiveness	
	Y1.3	Assurance	
	Y1.4	Empathy	
	Y1.5	Tangibles (Physical Evidence)	

Source: data research 2024

## Findings and Discussion

### Findings

The findings of this study reveal that both service support facilities and service quality have a significant and positive influence on community satisfaction in Benteng Village. Through multiple regression analysis, the relationship between the independent variables – service support facilities and service quality – and the dependent variable – community satisfaction – was quantitatively established.

The regression analysis showed that the variable of service support facilities (X1) had a coefficient value of 0.375 with a significance level of 0.000, indicating a strong and statistically significant influence on community satisfaction. This suggests that better facilities – such as clean and well-arranged waiting areas, sufficient furniture, and proper security – contribute meaningfully to improving the public’s perception and experience of services.

Likewise, service quality (X2) was found to significantly influence community satisfaction with a coefficient of 0.298 and a significance level of 0.000. This finding indicates that the dimensions of

service delivery, including responsiveness, accountability, transparency, and public engagement, play a critical role in shaping satisfaction levels among citizens.

The overall model showed a high degree of explanation, supported by the F-test results ( $F = 39.743$ ,  $Sig. = 0.000$ ), which confirmed the joint significance of both variables on the dependent variable. These results highlight that community satisfaction is not solely determined by either facilities or service quality in isolation, but by their combined effect.

**Table 2. Regression Analysis Results**

Variable	Unstandardized Coefficients (B)	Standard Error	t-value	Sig.
Constant	8.627	1.160	7.438	0.000
Service Support Facilities (X1)	0.375	0.083	4.505	0.000
Service Quality (X2)	0.298	0.078	3.810	0.000

Source: data research 2024

The results provide empirical evidence that improving both infrastructure and the quality of interaction between service providers and residents significantly enhances satisfaction. These findings support the proposed hypotheses and validate the theoretical framework underpinning this study.

### Discussion

The data analysis presents clear evidence that both service support facilities and service quality contribute to the overall community satisfaction in Benteng Village. Referring to Table 1, the processed regression coefficients indicate that the service support facilities variable ( $B = 0.375$ ) has a slightly stronger predictive power on community satisfaction than service quality ( $B = 0.298$ ). These findings confirm the hypotheses that improvements in both independent variables lead to enhanced satisfaction levels among residents.

The narrative flow of the data suggests that well-maintained facilities—encompassing an organized layout, clean environments, adequate furnishings, and robust security measures—play a crucial role in fostering a positive user experience. The relatively higher coefficient for service support facilities implies that the physical or infrastructural environment forms a fundamental basis for effective service delivery. This infrastructure not only facilitates smoother service processes but also instills a sense of trust and reliability in the service system.

In parallel, the measured impact of service quality emphasizes that the interpersonal and procedural aspects—such as staff responsiveness, transparency, and accountability—are integral in building consumer confidence and satisfaction. Together, the data point to a model in which the operational environment (facilities) and the quality of interactions (service) are intertwined, jointly influencing the satisfaction outcome.

Furthermore, the orderly tabulation of data and the clear regression results suggest that the calculated coefficients and significance levels are not coincidental but reflect a methodologically robust processing of the data. The results support the basic conceptual understanding that both dimensions are essential to achieving high levels of community satisfaction, confirming the research objectives and the initial hypotheses.

### Conclusion

The study confirms that both service support facilities and service quality significantly influence community satisfaction in Benteng Village. The regression analysis demonstrated that improvements in physical infrastructures—such as spatial arrangements, cleanliness, and security—along with enhancements in service interactions like responsiveness, transparency, and accountability, correspond to higher satisfaction levels among residents. The processed data clearly support the initial hypotheses, indicating that a comprehensive approach that simultaneously addresses both dimensions can lead to more positive community perceptions.

This research contributes to both scientific understanding and practical policymaking by providing empirical evidence linking physical and service dimensions to public satisfaction. The originality of this study lies in its integrated approach, which examines the combined effects of infrastructure and service quality at the village level—a context that is often overlooked in broader research. These insights are valuable not only for advancing theoretical frameworks in public service delivery but also for guiding local government initiatives aimed at improving administrative environments and service experiences.

Despite the robust findings, this study has several limitations. The sample size, limited to 100 respondents, and the focus on a single village may constrain the generalizability of the results. Additionally, the cross-sectional design prevents insights into long-term effects of infrastructural and service quality improvements. Future research should consider expanding the study to multiple regions, increasing the sample size, and employing longitudinal designs to better capture the dynamics of public satisfaction over time.

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