

The Influence of Public Service Quality and Village Employee Performance on the Level of Public Satisfaction in Balai Tongah Koto Village, North Payakumbuh District Payakumbuh City

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Abstract

Public service quality is an essential indicator of government performance because it reflects the ability of public institutions to meet citizens' needs and expectations. Community satisfaction is influenced not only by the quality of public services but also by the performance of government employees in delivering those services. Therefore, improving service quality and employee performance is expected to enhance public satisfaction and strengthen public trust in local government. This study aimed to analyze the effect of public service quality and employee performance on community satisfaction at the Balai Tongah Koto Urban Village, North Payakumbuh District, Payakumbuh City. This study employed a quantitative research approach using a survey method. The population consisted of residents who had received public services at the Balai Tongah Koto Urban Village Office. A total of 150 respondents were selected using a quota sampling technique. Data were collected through questionnaires, supported by interviews, observations, and documentation. The collected data were analyzed using descriptive statistics, classical assumption tests, multiple linear regression analysis, t-tests, F-tests, and the coefficient of determination (R^2) with the assistance of SPSS software. The findings revealed that public service quality has a positive and significant effect on community satisfaction. Likewise, employee performance also has a positive and significant effect on community satisfaction. Simultaneously, public service quality and employee performance significantly influence community satisfaction, indicating that improvements in both aspects contribute to higher levels of public satisfaction. The coefficient of determination further demonstrated that both independent variables provide a substantial contribution to explaining variations in community satisfaction. In conclusion, enhancing public service quality and improving

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employee performance are crucial strategies for increasing community satisfaction. The findings suggest that local governments should continuously improve service standards, strengthen employee competence and professionalism, and optimize public service systems to achieve better service quality and greater public trust.

Keywords: Satisfaction, Service Quality, Staff Performance

INTRODUCTION

Public service is one of the main functions of government in realizing good governance (Rahmawati et al., 2025). The quality of public services is an indicator of the success of governance because it reflects the ability of the apparatus to meet the needs and expectations of the community effectively, efficiently, transparently and accountably (Rahadi & Kuswandi, 2025). Law Number 25 of 2009 concerning Public Services affirms that every citizen has the right to receive quality services that are easily accessible and free from discrimination. In the context of regional government, sub-districts are the frontline service units that interact directly with the public through various population administration services, correspondence, and other social services. Therefore, the quality of service and employee performance are important factors in determining the level of public satisfaction with the public services they receive (Hardiyansyah, 2019).

This phenomenon was also found in Balai Tongah Koto Village. Based on the results of a pre-survey of residents who had received services at the village office, there was still variation in the level of public satisfaction with public services. Of the 40 respondents, approximately 75% stated that they were satisfied with the services they received, while approximately 25% still expressed dissatisfaction. Several complaints were related to the lengthy service process under certain conditions, limited service support facilities, and the uneven quality of service provided by each officer. Furthermore, to date, Balai Tongah Koto Village has not yet implemented a systematic Public Satisfaction Index (IKM) measurement in accordance with Regulation of the Minister of Administrative and Bureaucratic Reform Number 14 of 2017, so the village government does not yet have empirical data that can be used as a basis for evaluating or continuously improving service quality. This condition indicates the need for research that can scientifically measure the factors that influence public satisfaction with public services.

The urgency of this research is increasingly strong considering that public satisfaction is one of the main indicators of the success of bureaucratic reform and the quality of public services (Batilmurik, 2025). The level of public satisfaction not only reflects the success of the apparatus in providing services, but also influences the level of public trust in the government (Sihombing et al., 2025). Communities that receive



quality services tend to have higher levels of trust, are more cooperative with government policies, and are more active in supporting local government administration. Conversely, poor quality services can lead to public dissatisfaction, diminish public trust, and even hinder the effectiveness of government administration. Therefore, identifying factors influencing public satisfaction is crucial as a basis for formulating policies to improve the quality of public services at the sub-district level.

Various previous studies have shown that service quality and employee performance have a positive influence on customer satisfaction.(Tangdiaga et al., 2021)found that service dimensions such as care and concern, problem solving, service recovery, and responsiveness have a significant influence on public satisfaction with sub-district-level government services.(Wati & Tarigan, 2025) also shows that service quality has a positive effect on public satisfaction, especially through the dimensions of officer attitude and speed of service. Furthermore, the research (Fitriana & Anisa, 2024) This study proves that employee competence and motivation contribute significantly to improving the quality of village administrative services.(Jonh et al., 2023) also explains that employee performance directly influences public satisfaction, and service quality acts as a mediating variable. These results demonstrate that improving the quality of public services is inextricably linked to improving the performance of government officials.

However, there are still research gaps that require further study. First, most previous studies only examine the effect of service quality on public satisfaction without analyzing the contribution of employee performance simultaneously within a single research model. Second, most studies were conducted in government agencies at the district, sub-district, or service levels, resulting in few studies specifically examining public services at the village level, the spearhead of public administration services. Third, previous studies generally used data from different regions, so the social characteristics of the community, service culture, and the organizational conditions of local government cannot necessarily be generalized to Balai Tongah Koto Village. Furthermore, the lack of systematic measurement of the Public Satisfaction Index in the village has limited empirical information regarding the level of public satisfaction with the public services provided. Therefore, this study is important to analyze the influence of public service quality and employee performance on public satisfaction in Balai Tongah Koto Village. This is expected to provide theoretical contributions to the development of public administration science and provide practical recommendations for local governments in improving the quality of public services.

METHODOLOGY

This type of research uses a quantitative approach with a survey method that aims to examine the influence of public service quality and employee performance on public



satisfaction. The research was conducted in Balai Tongah Koto Village, Jalan Pejuang 45, North Payakumbuh District, Payakumbuh City, with the research object being the community who had received services at the village office. The research population was all people who had accessed public services in Balai Tongah Koto Village. The sampling technique used non-probability sampling with the quota sampling method, while the number of samples was determined based on the Cochran formula with the number of indicators approach, resulting in 150 respondents who met the criteria as residents of Balai Tongah Koto Village and had received administrative services at the village office.

Data collection was conducted through the distribution of questionnaires as the main instrument. The collected data were analyzed using statistical analysis with the help of SPSS, starting with descriptive analysis to describe the characteristics of the data, then continued with classical assumption tests which include normality, multicollinearity, heteroscedasticity, autocorrelation, and linearity tests. Next, multiple linear regression analysis was conducted to determine the effect of public service quality and employee performance on public satisfaction, as well as hypothesis testing through t-test, F-test, and coefficient of determination (R^2) to determine the partial and simultaneous effects and the magnitude of the contribution of independent variables to the dependent variable.

RESULTS AND DISCUSSION

R-Square (R^2)

Classical Assumptions

1. Normality Test

Table 1. Normality Test of Research Variables

No	Variables	Asymp. Sig	Alpha	Information
1	Public Satisfaction (Y)	0.080	0.05	Normal
2	Quality of Public Services (X1)	0.076	0.05	Normal
3	Employee Performance (X2)	0.121	0.05	Normal

Source: Results of Primary Data Processing in 2026

Based on Table 1, the normality test for the three variables shows that the Asymp.Sig value for all three variables is greater than $\alpha = 5\%$. For the public satisfaction variable, the Asymp.Sig value is 0.080, meaning $0.080 > 0.05$. Therefore, it can be concluded that the public satisfaction variable data is normally distributed. Similarly, for the public service quality variable, the Asymp.Sig value is $0.076 > 0.05$, so it can be concluded that the public service quality variable data is normally distributed. For the employee performance variable, the Asymp.Sig value is 0.121, meaning $0.121 > 0.05$. Therefore, it can be concluded that the employee performance variable is also normally distributed, so further testing can be carried out because the data is normally distributed.

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2. Multicollinearity Test

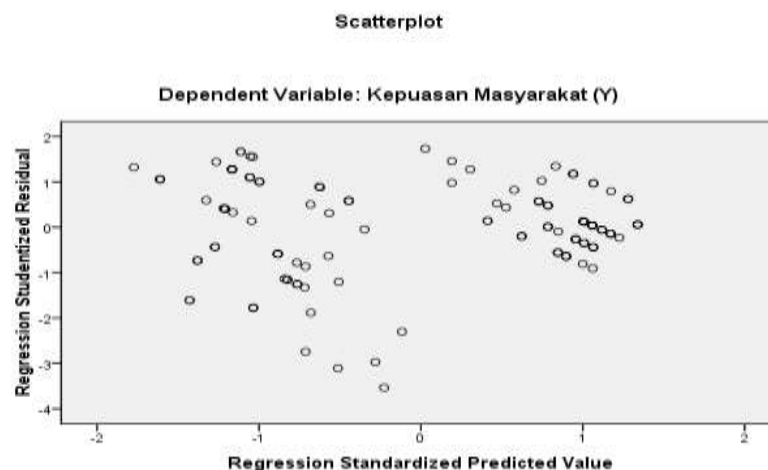
Table 2. Multicollinearity Test Results

Coefficients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Quality of Public Services (X1)	.478	2,090
	Employee Performance (X2)	.478	2,090
a. Dependent Variable: Community Satisfaction (Y)			

Source: Results of Primary Data Processing in 2026

Based on the processed data as shown in Table 2 above, it is known that the tolerance value of Collinearity Statistics is close to 1 (one) and the VIF (Variance Inflation Factor) value for all independent variables is below 10 (ten). This indicates that there is no case of multicollinearity between the independent variables. Therefore, it can be concluded that there is no case of multicollinearity between the independent variables. Thus, further analysis can be carried out because the multicollinearity test has met the requirements.

3. Heteroscedasticity Test

**Figure 1. Scatterplot**

Source: Results of Primary Data Processing in 2026

Based on the data analysis for the heteroscedasticity test, as seen in Figure 1 above, it can be seen that the points in the column are spread out and do not form a pattern. Therefore, it can be concluded that there is no heteroscedasticity case in this

study, so regression analysis can be carried out. Therefore, the regression analysis can be carried out because the heteroscedasticity test has met the requirements.

4. Autocorrelation Test

Table 3. Autocorrelation Test

Model Summary					
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate	Durbin-Watson
1	.850a	.757	.718	2.14314	1,989
a. Predictors: (Constant), Employee Performance (X2), Public Service Quality (X1)					
b. Dependent Variable: Community Satisfaction (Y)					

Source: Results of Primary Data Processing in 2026

Based on data processing with the Autocorrelation test above, it shows that the Durbin–Watson value is between -2 to $+2 \rightarrow$ no autocorrelation occurs in this study because the DW or Durbin–Watson value of 1.989 is between -2 and $+2$ so it can be concluded that in this study there is no Autocorrelation so that further testing can be carried out.

Linearity Test

Table 4. Data Linearity Test

No	Variables	Deviation from Linearity	Alpha	Information
1	Public Service Quality (X1)* Public Satisfaction (Y)	0.090	0.05	Linear
2	Employee Performance (X2) * Community Satisfaction (Y)	0.083	0.05	Linear

Source: Results of Primary Data Processing in 2026

From the results of the linearity test of the data above, it shows that there is a linear relationship between the variables, as can be seen from the data in the Deviation from Linearity column which shows a value greater than the alpha level set in this linearity criterion according to (Ghozali, 2021), so that further testing can be carried out because the variables in this study have a linear relationship between other variables.

Multiple linear regression analysis**Table 5. Results of Multiple Regression Analysis****Coefficients^a**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10,574	1,369		7,721	.000
	Quality of Public Services (X1)	.194	.021	.596	9,316	.000
	Employee Performance (X2)	.185	.038	.313	4,885	.000

a. Dependent Variable: Community Satisfaction (Y)

Source: *Primary Data Processing Results, 2026*

Then the regression coefficient values for each of the variables above can be substituted into the multiple linear regression equation as follows:

$$Y = 10,574 + 0.194 X1 + 0.185 X2$$

From the equation it can be explained that the regression coefficient value for each variable, the constant value of 10.574 units, this result shows that if the quality of public service and employee performance in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City is zero, then public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City is already 10.574 units with the assumption that other variables remain constant.

Then the regression coefficient value of public service quality (X1) is 0.194 units which has a positive effect on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City, meaning that if the quality of public service is increased by one unit, public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City will also increase by 0.194 units assuming other variables remain constant. Then the regression coefficient of employee performance (X2) is 0.185 units which means it has a positive effect on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City, if employee performance is increased by one unit, public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City will also increase by 0.185 units assuming other variables remain constant.

Hypothesis Testing (T-Test)

Based on the calculation in Table 5 above, partial hypothesis testing. From the results of the t test in table 5 above, it can be explained that from the independent variable



tested with the t test, the value is 9.316 t count while the t table is 1.986, meaning that $t_{count} > t_{table}$ so that it can be said that the quality of public services (X1) has a significant effect on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City, likewise when viewed from the level of significance that the significance value of the public service quality variable is 0.000, meaning it is smaller than the specified level of significance, namely 0.05, so that the proposed hypothesis is suspected that the quality of public services has a positive and significant effect on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City in this study can be accepted with a confidence level of 95%.

Then the second variable with a calculated t value of 4.885 while the t table is 1.986, meaning that $t_{count} > t_{table}$, so it can be said that employee performance (X2) has a significant effect on community satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City. If seen from the significance level of the employee performance variable (X2), which is 0.000, it means that it is smaller than 0.05, so the proposed hypothesis is suspected that employee performance has a positive and significant effect on community satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City, which can be accepted with a 95% confidence level.

F Test (Concurrent Hypothesis Testing)

Table 6. Simultaneous F-Test Results

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1693,196	2	846,598	184,322	.000a
	Residual	652,211	142	4,593		
	Total	2345.407	144			
a. Predictors: (Constant), Employee Performance (X2), Public Service Quality (X1)						
b. Dependent Variable: Community Satisfaction (Y)						

Source: Results of Primary Data Processing in 2026

Based on the information in table 6 above, the results of the F significance test obtained a significance value of 0.000 and F count of 184.322 while the F table of 4.100 means that the regression model can be used to predict the dependent variable, namely public satisfaction, because the calculated f value is $>$ from the f table as well as the significance value < 0.05 . Thus, it can be interpreted that the variables of public service



quality and employee performance together have a significant effect on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City (Y). Therefore, the hypothesis proposed in this study which states that the quality of public service and employee performance together have a significant effect on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City can be accepted.

Determinant Coefficient

Table 7. Determinant Coefficient Test

Model Summary

Model	R	R Square	Adjusted R Square	Standard Error of the Estimate	Durbin-Watson
1	.850a	.757	.718	2.14314	1,989

a. Predictors: (Constant), Employee Performance (X2), Public Service Quality (X1)

b. Dependent Variable: Community Satisfaction (Y)

Source: Results of Primary Data Processing in 2026

From the results of the Determinant Coefficient test, the R² value obtained was 0.757, meaning that the contribution of the variables of public service quality and employee performance to public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City was 75.7%, meaning that the quality of public service and employee performance could be explained by 75.7% to public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City, while the remaining 24.3% was influenced by other variables not included in the research conducted by the author.

DISCUSSION

Based on Table 5 above, it is known that the results of data testing with multiple linear regression analysis show that the variable of public service quality has a positive influence on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City, meaning that if the quality of public service is continuously improved, the income of public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City will also increase because it has a positive influence. The better the quality of public service provided, the more public satisfaction will increase in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City. In line with research conducted by (Rembang & Subowo, 2024) Service quality and employee



performance have a significant relationship with public satisfaction with village level services.

Then the second variable that the author studied was employee performance has a positive influence on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City, meaning that if employee performance increases, public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City will also increase because employee performance has a positive influence on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City. In line with research conducted by (Suryana & Paramarta, 2024) Employee performance has a direct impact on public satisfaction.

Based on the results of the first hypothesis test above, it was found that the quality of public services has a significant influence on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City, this can be seen from the hypothesis test that the significance value of the t test is below the specified significance level of 0.05 so that the proposed hypothesis can be accepted. Then the second hypothesis is that employee performance has a significant effect on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City. This can be seen from the results of the t test with a significant value below the specified significance level of 0.05 so that the proposed hypothesis can be accepted.

Then the third hypothesis test or jointly the variables of public service quality and employee performance have a significant effect on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City because the significant value is smaller than the specified alpha level so that the hypothesis proposed in this study can be accepted simultaneously. In line with research conducted by (Halawa & Halawa, 2024) Employee performance has a positive influence on public satisfaction, while the quality of administrative services is the main factor in increasing user satisfaction.

From the results of the determinant coefficient test obtained, it can be seen that the variables of public service quality and employee performance provide a large contribution to public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City, while the rest is influenced by other variables that are not included in the research conducted by the author.

CONCLUSION

Based on the results of the research and discussion that has been conducted, it can be concluded that the quality of public services has a positive and significant effect on public satisfaction in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City. In addition, employee performance is also proven to have a positive and significant effect on public satisfaction, which shows that the better the competence,



discipline, responsibility, and professionalism of employees in providing services, the higher the level of public satisfaction. Simultaneously, the quality of public services and employee performance have a positive and significant effect on public satisfaction. Thus, improving the quality of services supported by optimal employee performance is an important factor in realizing public services that are able to meet public expectations and increase public satisfaction with services in Balai Tongah Koto Village, North Payakumbuh District, Payakumbuh City.

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