

Public Service Responsiveness and Reliability on Public Satisfaction: A Study at the Dompu Subdistrict Government Office, Indonesia

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ABSTRACT

Purpose: This study aims to evaluate and analyze the effect of responsiveness and reliability of public services on public satisfaction with the Dompu Subdistrict Government. The study hypothesizes that both responsiveness and reliability have a positive and significant influence on public satisfaction.

Research Method: This study used a quantitative approach with an explanatory research design. Primary data were collected through questionnaires distributed to 60 service users at the Dompu Subdistrict Government, selected using purposive sampling. The research variables were responsiveness and reliability as independent variables, and public satisfaction as the dependent variable. Data were analyzed using Structural Equation Modeling–Partial Least Squares (SEM-PLS).

Results and Discussion: The findings show that responsiveness and reliability have a positive and significant effect on public satisfaction. Reliability, particularly data accuracy and consistency of service procedures, was found to be the more dominant factor compared with responsiveness. Together, responsiveness and reliability explain 64.7% of the variation in public satisfaction.

Implications: The results indicate that improving public satisfaction requires synergy between responsive service delivery and accurate, consistent administrative performance. Future studies are recommended to include other dimensions of service quality to provide a more comprehensive understanding of factors affecting public satisfaction.

Originality: This study provides empirical evidence on the dominant role of reliability in shaping public satisfaction within subdistrict-level public services, specifically in the Dompu Subdistrict Government.

Keywords: responsiveness; reliability; public satisfaction; public service.

1. Introduction

Public service is the state's primary obligation to meet the basic needs of the people and improve public welfare, as mandated by the Constitution of the Republic of Indonesia. The quality of public service has become a key indicator of the success of bureaucratic reform and a benchmark for government officials' performance, given that its impact is felt directly by the public as service users. The demand for transparent, prompt, and effective services continues to grow in line with the changing times. Therefore, improving the quality of public services has become an inescapable necessity for any government



agency to achieve good governance and a system purely oriented toward public satisfaction (Hariyanti *et al.*, 2024; Awaliah *et al.*, 2025).

Within the context of local government structure, the sub-district (kecamatan) plays a highly strategic role as the local administrative unit that interacts most intensively and directly with the public. The sub-district office serves as the frontline of public administrative services, encompassing population data services, approval of basic permits, and various social and community services. Specifically, the Dompus Subdistrict Government is one of the service providers facing high levels of social dynamics. Over time, subdistrict officials are no longer expected to carry out conventional administrative routines merely. Instead, the subdistrict-level bureaucracy must be able to transform and adapt to provide responsive, high-quality services that maintain the public's trust in the local government as a whole (Syamsumarlin, 2025).

To achieve excellent service amid high community dynamics, ensuring service quality requires a comprehensive evaluation approach. One of the most relevant and widely used conceptual frameworks for measuring this is the Service Quality (SERVQUAL) model developed by Parasuraman *et al.*, (1988). The SERVQUAL model measures service quality through five key dimensions: tangibles, reliability, responsiveness, assurance, and empathy. Among these five dimensions, meeting the responsiveness dimension is particularly essential. Responsiveness reflects the ability and willingness of government officials to address the needs, requests, and complaints of the public in a timely and targeted manner. A responsive public organization is capable of understanding the dynamics of its citizens' needs and providing relevant solutions (Engkus *et al.*, 2021). The speed and promptness of officials in addressing complaints are directly proportional to increased public appreciation (Fikri, 2018). Conversely, slow and unresponsive service has a high potential to trigger dissatisfaction, which in turn can erode the legitimacy of the bureaucratic apparatus in the eyes of citizens (Rabaali, 2024).

In addition to responsiveness, the reliability dimension within the SERVQUAL framework plays a crucial role in mediating the relationship between government institutions and citizen satisfaction. Reliability refers to the service provider's capacity to deliver services consistently, accurately, without errors, and in accordance with the promised standard operating procedures. Various studies have demonstrated that reliable procedures can minimize uncertainty, which is often the primary source of public complaints within the bureaucracy. Research by Hasanah *et al.*, (2024) and Juharni & Bahri (2025) convincingly demonstrates that administrative reliability has a highly significant positive impact on public satisfaction. When the public consistently receives reliable services, the gap between initial expectations and actual service performance can be effectively minimized (Widanti, 2022).

Although conceptually and by regulation, excellent service is a mandatory standard, its implementation at the sub-district level still faces several empirical challenges. Based on initial observations at the Dompus Sub-district Government Office, service gaps were still evident, characterized by public complaints about long administrative waiting times, unresponsive staff, and inconsistencies in document processing. Various studies have examined issues related to the quality of public services; some researchers have focused on evaluating public satisfaction at the macro level within ministries or central urban agencies (Hasibuan *et al.*, 2025; Nurani & Nugroho, 2025; Widagdhaprasana *et al.*, 2025). Some studies focus on the influence of a single service dimension in isolation, without examining its simultaneous interaction with other dimensions (Lilah & Ibrahim, 2025; Rindo *et al.*, 2017). There remains a lack of research that specifically and comprehensively evaluates the combined impact of responsiveness and reliability on public satisfaction at the bureaucratic level of a district with extensive



and dynamic territorial characteristics, such as Dompu District. Therefore, this study focuses on service evaluation at the subdistrict level, aiming to empirically identify and analyze the influence of public service responsiveness and reliability on public satisfaction within the Dompu Subdistrict Government.

The remainder of this paper is organized as follows. Section 2 provides a literature review and hypothesis development. Section 3 presents the research method and design. Section 4 provides the results and a discussion. Section 5 is Concluding Remarks and Recommendations.

2. Literature Review and Hypothesis Development

2.1 Responsiveness of Public Services

Responsiveness refers to the sincere willingness and promptness of public officials to assist the public and provide services quickly (Parasuraman *et al.*, 1988). In the context of bureaucracy, this reflects an organization's ability to align itself with the evolving needs of citizens. (Engkus *et al.*, 2021; Fikri, 2018) emphasize that the efficiency of time and the promptness of officials in responding to complaints are directly proportional to increased public appreciation. This is supported by Lilah and Ibrahim (2025) and Rindo *et al.*, (2017), who demonstrate that the responsiveness of public officials—whether at the village level or within regional enterprises—significantly influences Public Satisfaction. Conversely, as Rabaali (2024) criticizes, slow and indifferent officials have a high potential to trigger initial dissatisfaction that will undermine the government's legitimacy in the eyes of citizens.

2.2 Reliability of Public Services

Reliability is defined as the service provider's capacity to deliver services accurately, consistently, and dependably, in accordance with the promised Standard Operating Procedures (SOPs) (Parasuraman *et al.*, 1988). Unlike responsiveness, which focuses on speed, reliability emphasizes precision and the quality of the outcome (Hardiyansyah, 2018). A study (Widanti, 2022) confirms that procedural reliability serves as the primary buffer against bureaucratic uncertainty. Empirically, Hasanah *et al.*, (2024) and Juharni and Bahri (2025) found that administrative reliability has a positive and highly significant impact on public satisfaction. In the realm of formal legal services at the subdistrict level, the accuracy of documents such as ID cards or family cards is essential because even the smallest administrative error can have fatal consequences for residents' legal affairs in the future.

2.3 The Relationship Between Responsiveness and Public Satisfaction

Based on existing literature, the responsiveness of government officials serves as the first line of defense in shaping public perception. According to findings (Lilah & Ibrahim, 2025; Rabaali, 2024), the speed of officials' responses effectively reduces residents' technical confusion. Therefore, it is proposed that the more responsive Dompu Subdistrict officials are in addressing requests and complaints, the higher the level of public satisfaction.

H1: *Responsiveness has a positive and significant effect on public satisfaction.*



2.4 The Relationship Between Reliability and Public Satisfaction

Given the urgency of data accuracy in sub-district administrative services, reliability is positioned as the cornerstone of service quality. Consistent with findings (Juharni & Bahri, 2025; Widanti, 2022), residents assess satisfaction not only on the speed of the process but also on error-free, on-time documents as per service commitments.

H2: *Reliability has a positive and significant effect on public satisfaction.*

2.5 The Simultaneous Influence of Responsiveness and Reliability on Public Satisfaction

The quality of basic services demands a holistic approach. As outlined in satisfaction theory (Tjiptono, 2019), the realization of excellent service cannot be achieved piecemeal. The public demands officials who are responsive, as well as service products free from procedural errors (reliable). It is this synergy between speed and accuracy that is believed to minimize the service gap.

H3: *The responsiveness and reliability of public services simultaneously have a positive and significant effect on public satisfaction.*

3. Research Method

This is an explanatory quantitative study aimed at evaluating and testing causal relationships. Primary data were collected cross-sectionally at a specific point in time. The study population included all members of the public who had previously or were currently handling administrative services at the Dompu Subdistrict Government Office. Given the fluctuating and infinite population size, sample size determination follows multivariate guidelines (Hair *et al.*, 2019), in which the minimum representative sample size is calculated by multiplying the total number of indicators (12) by 5. Based on these guidelines, a sample of 60 respondents was established. The sampling technique used was purposive sampling, with the primary inclusion criterion being that respondents are residents who have directly received administrative services at the sub-district office.

Data collection was conducted using a Likert-scale questionnaire ranging from 1 to 5 (from Strongly Disagree to Agree Strongly). This questionnaire was designed to measure three main variables: Responsiveness (X1), Reliability (X2), and Public Satisfaction (Y). The indicators for each variable were adapted from the primary literature on Service Quality (SERVQUAL) and public satisfaction guidelines.

Data analysis was conducted using the Structural Equation Modeling-Partial Least Squares (SEM-PLS) method in SmartPLS. The analysis procedure was divided into two main stages. First, an evaluation of the measurement model (Outer Model) was conducted to test the instrument's validity. Validity was assessed through Convergent Validity, with criteria of factor loadings > 0.70 and Average Variance Extracted (AVE) > 0.50, as well as testing for Discriminant Validity. Instrument reliability was evaluated using Cronbach's Alpha and Composite Reliability, with an acceptance threshold above 0.70. The second stage involved evaluating the structural model (Inner Model). This stage aims to test hypotheses through the bootstrapping procedure. The significance of the influence of independent variables on the dependent variable is concluded based on the T-statistic value (> 1.96) and P-values (< 0.05).

Table 1. Variables & Measurements

Variable	Code	Indicator	Source
Responsiveness (X1)	X1.1	Service resolution time	(Parasuraman et al., 1988)
	X1.2	Employees' responsiveness to complaints	
	X1.3	Clarity of procedural information	
	X1.4	The prompt response of government officials helped resolve the technical issues.	
Reliability (X2)	X2.1	Accuracy of population data recording	(Parasuraman et al., 1988)
	X2.2	Consistency in the implementation of SOPs	
	X2.3	Employees' technical skills	
	X2.4	Ketepatan waktu penyelesaian sesuai janji layanan	
Public Satisfaction (Y)	Y1	Alignment of service outcomes with expectations	Tjiptono, F. (2019).
	Y2	No post-service complaints	
	Y3	Simplified bureaucratic procedures	
	Y4	Overall quality of the service experience	

Source: Various References (2026)

4. Results and Discussion

4.1 Analysis Results

The Dompu Subdistrict Government serves as the frontline of basic public services, directly addressing the rapidly changing needs of the community. As such, this agency is required to provide excellent, adaptive services that go beyond conventional administrative functions. This research specifically focuses on evaluating the capacity of Dompu Subdistrict officials, particularly in implementing reliability—such as the accuracy of record-keeping and the consistency of standard operating procedures (SOPs)—as well as the responsiveness, speed, and readiness of staff to handle residents' administrative requests. This analysis is crucial for assessing the extent to which the quality of these services meets expectations, minimizes service gaps, and ultimately fosters comprehensive public satisfaction.

Table 2. Construct Reliability and Validity

Variable	Cronbach's Alpha	Composite Reliability	AVE	Info
Reliability	0.851	0.899	0.689	Valid & Reliabel
Public Satisfaction	0.918	0.942	0.802	Valid & Reliabel
Responsiveness	0.894	0.926	0.758	Valid & Reliabel

Source: SmartPLS (2026).

Based on Table 2, the measurement instruments for all variables—Reliability (X2), Public Satisfaction (Y), and Responsiveness (X1)—were found to be highly appropriate. Convergent validity was established because the Average Variance Extracted (AVE) values for all three variables exceeded the minimum threshold of 0.50. Furthermore, the questionnaire's reliability is very strong, as indicated by Cronbach's Alpha (> 0.850) and Composite Reliability (> 0.890), both well above the standard of 0.70. In conclusion, all indicators have been proven valid and reliable and are ready to proceed to the structural hypothesis testing phase.



Table 3. Discriminant Validity (Fornell-Larcker Criterion)

	Reliability	Public Satisfaction	Responsiveness
Reliability	0.830		
Public Satisfaction	0.778	0.896	
Responsiveness	0.542	0.593	0.871

Source: SmartPLS (2026)

Based on Table 3, the research model meets the criteria for discriminant validity as defined by Fornell and Larcker. This is evidenced by the root mean square error of approximation (RMSEA) values on the diagonal—Reliability (0.830), Public Satisfaction (0.896), and Responsiveness (0.871)—which are higher than the correlation coefficients between the other variables. The fulfillment of these criteria confirms that each variable is uniquely suited to measuring its respective concept, with no overlap in indicators.

Tabel 4. Outer Loadings

Indicator	Reliability	Public Satisfaction	Responsiveness
Speed of Completion			0.889
Responsiveness in Handling Complaints			0.843
Clarity of Procedural Information			0.867
Readiness Helps Ease Confusion			0.883
Data Recording Accuracy	0.787		
Consistency of SOPs	0.801		
Employees' Technical Skills	0.883		
Timeliness of Service Appointments	0.847		
Alignment with Expectations		0.903	
No Post-Service Complaints		0.916	
Simplified Bureaucratic Procedures		0.867	
Overall Quality of Experience		0.897	

Source: SmartPLS (2026)

Based on Table 4, the convergent validity test at the indicator level indicates that all questionnaire items are valid. This is evidenced by the factor loadings of all 12 indicators comprising the Reliability, Public Satisfaction, and Responsiveness variables, which range from 0.787 to 0.916. Since all these values exceeded the required minimum threshold of 0.70, it can be concluded that each indicator makes a strong, highly representative contribution to the latent variables it measures.

Table 5. R-squared

Dependent Variable	R-squared	Adjusted R-squared	Category
Public Satisfaction (Y)	0.647	0.634	moderate to strong

Source: SmartPLS (2026)

According to Table 5, the coefficient of determination (R-squared) for the Public Satisfaction variable is 0.647. This means that the Responsiveness and Reliability variables together account for 64.7% of the variation in public satisfaction levels (moderate-to-strong category). Meanwhile, the remaining 35.3% is influenced by other factors outside the scope of this study.



Tabel 6. F Square

	Reliability	Public Satisfaction	Responsiveness
Reliability		0.835	
Public Satisfaction			
Responsiveness		0.119	

Source: SmartPLS (2026)

Based on Table 6, the results of the F-test indicate that the Reliability variable (X2) makes a very strong contribution (0.835) to Public Satisfaction. In contrast, the contribution of the Responsiveness variable (X1) is relatively small (0.119). This confirms that reliability plays a far more dominant role than responsiveness in shaping public satisfaction.

Table 7. Hypothesis Test Results (Path Coefficients)

Hip.	Relationship Path	Original Sample (O)	T Statistics	P Values	Info
H1	Responsiveness → Public Satisfaction	0.243	2.304	0.022	Accepted
H2	Reliability → Public Satisfaction	0.646	7.179	0.000	Accepted

Source: SmartPLS (2026)

Based on Table 7, both research hypotheses (H1 and H2) were accepted. Responsiveness (X1) had a positive and significant effect on Public Satisfaction (Y), with a path coefficient of 0.243 (P-value = 0.022 < 0.05). Similarly, the Reliability variable (X2) has a positive, significant, and far more dominant effect, with a coefficient of 0.646 (P-value < 0.05). This means that an increase in responsiveness and, in particular, the reliability of the civil service has been empirically shown to boost public satisfaction levels in the Dompu Subdistrict.

4.2 Discussion

4.2.1 The Effect of Responsiveness on Public Satisfaction (H1)

The results of the structural equation modeling analysis demonstrate that responsiveness has a positive and significant effect on public satisfaction within the Dompu Subdistrict Government. This finding is indicated by a positive path coefficient of 0.243, with a significance level that meets the absolute criterion (P-value = 0.022 < 0.05). Empirically, this means that the faster and more responsive the sub-district officials are in addressing residents' requests, providing clear procedural information, and following up on complaints, the higher the level of satisfaction among service users. Officials with high responsiveness can minimize residents' technical confusion when handling administrative documents, thereby creating a positive and efficient service experience in the public's eyes.

This finding aligns with the grand theory of Service Quality (SERVQUAL) formulated by Parasuraman *et al.*, (1988), which asserts that responsiveness is an essential dimension that reflects the service provider's genuine willingness to assist customers promptly. Furthermore, these results confirm previous research by Azan *et al.*, (2021) and Fikri (2018), which states that staff speed and alertness are directly proportional to increased public appreciation. Although the contribution of responsiveness is relatively small (f-square 0.119) compared to the reliability dimension, this element remains an absolute prerequisite that must not be overlooked in bureaucracy. Slow and indifferent service, as stated by



Rabaali (2024), can trigger initial dissatisfaction that erodes the legitimacy of the bureaucracy, no matter how accurate the documents produced may ultimately be.

4.2.2 *The Influence of Reliability on Public Satisfaction (H2)*

The testing of the second hypothesis convincingly confirms that reliability exerts a positive and significant influence and is the dominant factor in shaping public satisfaction. This statistical finding is supported by the highest path coefficient value of 0.646 (P-Values $0.000 < 0.05$) and an effect size (F-square) of 0.835, which falls into the “very strong” category. Within the context of the service ecosystem in Dompu Subdistrict, the high dominance of reliability’s influence indicates that the public’s primary expectations heavily rely on the accuracy of outcomes—such as the precision of population data recording, the consistency in applying Standard Operating Procedures (SOPs), and the technical expertise of staff. The community will give very high satisfaction ratings when they receive administrative documents free of fundamental errors and completed on time in accordance with the initial service promise.

The dominant significance of this variable reinforces the fundamental postulate of the SERVQUAL model (Parasuraman *et al.*, 1988), which positions reliability as the core of service quality—that is, an organization’s capacity to deliver the promised service consistently. These research findings also corroborate the empirical findings of Hasanah *et al.*, (2024), Juharni & Bahri (2025), and Widanti (2022), which demonstrate that the reliability of administrative procedures serves as the primary buffer against bureaucratic uncertainty. The dominance of the reliability variable is highly logical and contextually appropriate, given that the characteristics of services at the sub-district level are predominantly legal-formal, such as the issuance of ID cards, family cards, and basic permits. In such services, even minor errors in data recording can have severe consequences for citizens’ legal affairs in the future; thus, technical reliability is an absolute determinant of satisfaction that transcends mere response speed.

4.2.3 *The Simultaneous Influence of Responsiveness and Reliability on Public Satisfaction (H3)*

Testing the combined (simultaneous) influence demonstrates that responsiveness and reliability positively and significantly collaborate in determining the level of public satisfaction at the Dompu Subdistrict Government. Based on the coefficient of determination (R-Square) analysis, the combined interaction of these two variables explained 64.7% of the variation in public satisfaction among service users. This figure, falling within the moderate-to-strong category, underscores that the quality of basic public services cannot be built piecemeal. The public not only desires prompt service and proactive staff (responsiveness) but simultaneously demands that the resulting service outcomes be accurate, consistent, and procedurally compliant (reliability). It is this synergy of responsive yet precise and accurate service that effectively minimizes the gap between citizens’ expectations and the bureaucracy’s actual performance.

This comprehensive finding demonstrates that efforts to achieve good governance are highly dependent on the implementation of a holistic approach to service quality. As adapted from Tjiptono’s (2019) concept of satisfaction, the absence of post-service complaints and positive citizen experiences can be achieved only if government agencies combine the responsiveness of public officials with managerial technical precision. On the other hand, the remaining 35.3% of the variation in public



satisfaction that this structural model cannot explain suggests the presence of other determinants beyond the scope of this study. These external factors likely refer to other SERVQUAL dimensions not yet included, such as assurance, empathy, or the physical facilities of the sub-district office, which could be valuable areas for future bureaucratic research.

5. Concluding Remarks and Recommendation

The study concluded that the responsiveness and reliability of government officials had a positive and significant influence on public satisfaction with the Dompus Subdistrict Government. Specifically, dimensions of reliability—such as the accuracy of record-keeping and the consistency of procedures—emerged as dominant determinants, outweighing the effect of officials' responsiveness. The simultaneous combination of these two elements explains 64.7% of the dynamics of public satisfaction. These findings underscore the novelty of the study in highlighting the dominance of managerial reliability over service speed, with practical implications for local governments.

To achieve excellent service, the government needs to synergize communication responsiveness with administrative precision by strengthening civil service capacity, such as implementing zero-defect training programs, accelerating the digitization of archives, and establishing integrated complaint-handling innovations, such as rapid service centers, to maintain public trust.

This study has a major limitation in the scope of its analysis, which focuses only on two dimensions of service quality. This leaves 35.3% of the variation in public satisfaction influenced by exogenous factors outside the scope of this empirical model. This limitation simultaneously serves as a foundation for future academic research agendas. Therefore, future researchers are strongly advised to expand the scope of evaluation models by integrating other dimensions of service quality, such as physical facilities (tangibles), procedural security guarantees (assurance), and the level of empathy among public officials (empathy), to produce a far more comprehensive analysis of public service governance.

Statement of Use of Generative AI

During the preparation of this work, the author used generative artificial intelligence tools to support the scientific writing process. Grammarly was used to check grammar, refine writing style, and improve clarity in scientific writing. All interpretations, analyses, and conclusions presented in this study are the sole responsibility of the author.

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