Evaluation Public Service Performance in Nagari Pakan Sinayan: Aligning Community Expectations and Service Realities

Evaluasi Kinerja Pelayanan Publik di Nagari Pakan Sinayan : Menyelaraskan Ekspektasi Masyarakat dan Realita Pelayanan

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Abstract

This study aims to evaluate public service performance in Nagari Pakan Sinayan by aligning community expectations with service realities. This research employs a quantitative approach using a survey method involving 100 respondents selected through simple random sampling to ensure data representativeness. A structured questionnaire that had undergone validity and reliability testing was used as the primary data collection instrument. The collected data were analyzed using simple linear regression through SPSS to determine the extent to which service quality contributes to community satisfaction. The findings show that service quality has a positive and significant effect on community satisfaction, as indicated by an Adjusted R^2 value of 31.3% and a significance level of 0.000, which falls below the 0.05 threshold. These results indicate that improvements in responsiveness, reliability, and empathy are essential elements in strengthening public trust and satisfaction with government services. The study concludes that enhancing the competence of nagari government officials and standardizing service procedures are strategic steps needed to align public service performance with community expectations.

Keywords

Service Quality; Community Satisfaction; Goverment.

Abstrak

Penelitian ini bertujuan untuk mengevaluasi kinerja pelayanan publik di Nagari Pakan Sinayan dengan menyelaraskan ekspektasi masyarakat dan realita pelayanan. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei yang melibatkan 100 responden yang dipilih melalui teknik simple random sampling untuk memastikan keterwakilan data. Kuesioner terstruktur yang telah melalui uji validitas dan reliabilitas digunakan sebagai instrumen pengumpulan data utama. Data yang terkumpul kemudian dianalisis menggunakan regresi linear sederhana melalui perangkat lunak SPSS untuk mengukur sejauh mana kualitas pelayanan berkontribusi terhadap kepuasan masyarakat. Hasil penelitian menunjukkan bahwa kualitas pelayanan memiliki pengaruh positif dan signifikan terhadap kepuasan masyarakat, yang ditunjukkan oleh nilai Adjusted R^2 sebesar 31,3% dan nilai signifikansi 0,000 yang berada di bawah ambang batas 0,05. Temuan ini mengindikasikan bahwa peningkatan responsivitas, reliabilitas, dan empati merupakan elemen penting dalam memperkuat kepercayaan dan kepuasan masyarakat terhadap layanan pemerintah. Penelitian ini menyimpulkan bahwa peningkatan kompetensi aparatur pemerintahan nagari dan standarisasi prosedur pelayanan merupakan langkah strategis yang diperlukan untuk menyelaraskan kinerja pelayanan publik dengan harapan masyarakat.

Kata Kunci

Kualitas Layanan; Kepuasan masyarakat; pemerintahan Nagari.

1. Introduction

Government institutions have an important responsibility in the implementation of optimal public services for the community. The community satisfaction index acts as a key indicator in evaluating the effectiveness of public services, considering that the level of satisfaction is positively related to the level of public trust in government institutions. The quality of public services must meet the standards that have been set in order to comprehensively respond to various expectations, needs, and demands of the increasingly dynamic and critical community. In this context, the state civil servants are required to make continuous improvements to the quality of services to ensure the realization of stakeholder satisfaction. Thus, added that improving the quality of public services is not only oriented towards public satisfaction, but also becomes a strategic foundation in strengthening good governance in Indonesia.

According to Pasolong (2022) Public satisfaction refers to how the public assesses and perceives the quality of services provided by state apparatus, as explained in the Ministerial Regulation of PAN-RB No. 4 of 2017 regarding the guidelines for satisfaction surveys in public service units. Next Algifari in Ratmelia et al., (2024) emphasizing that public satisfaction comes from public opinion and evaluation of the performance of officers as public service providers.

According to Deddy Cathur Putra et al., (2024) emphasized that the implementation of public services by state apparatus must always prioritize quality principles. The high level of public expectations for public services makes the quality aspect a major determinant in achieving community satisfaction. In line with this, (Damanik et al., 2023). Viewing public services as a dynamic interaction between the community and the government basically aims to meet various public needs, while encouraging the creation of maximum satisfaction with the services provided. Next Junita Praja et al., (2025) emphasizing that in the context of SDG 3 on health and well-being, the emphasis on global collaboration and community participation is in line with efforts to improve the quality of public services that are oriented towards sustainability and equitable distribution of benefits.

Priansa Duriat & Vaughan, (2020) explained that community satisfaction can be interpreted as the result of a comparison between people's expectations before receiving services and the reality of the services received. This means that if the service meets or exceeds expectations, then the community will be satisfied. In line with this, Algifari in Ratmelia et al., (2024) mentioned that there are two main things that affect community satisfaction: (1) the extent to which community expectations are met, and (2) how the community assesses the performance of service officers. Satisfaction will be achieved when these two things are balanced. Further Assyahri et al., (2023) affirms that the success of public services depends on the extent to which the needs and expectations of the community can be met. The low quality of health, education, financial welfare, and weak social security show the importance of excellent public services (Triananta & Purnomo, 2023). Therefore, efforts to improve service quality must be a top priority in the administration of government, in order to create responsive services and meet public needs optimally which are oriented towards increasing public satisfaction.

Based on the provisions of the Law of the Republic of Indonesia No. 25 of 2009 concerning Public Services, services are understood as integrated activities that are carried out in accordance with laws and regulations to provide the needs of the community, both in the form of goods, services, and administrative services. Various administrative services such as e-KTP services, birth certificates, land certification, and licensing are services provided to ensure the rights and basic needs of citizens (Mansien, 2020). Quality of service, according to Lewis and Booms (Mansien, 2020) is the quality of service measured by how well the service meets the expectations of

the community. Public services are essentially a concrete form of the state's responsibility in ensuring the fulfillment of the basic rights of every citizen. According to Kotler, public service is understood as an activity carried out by a group of managers to provide services to other parties, is intangible and does not aim to create dominance of a group Mubarok & Suparman Quoted by (Asmoro et al., 2024). According to Melinda et al., (2020), it is stated that efforts to create excellent services are not only the responsibility of the central government but also the responsibility of regional governments

In addition to being a means to respond to change, adaptive governance also serves to strengthen institutional capacity, improve the competence of government actors, and encourage systematic planning in realizing collaborative and sustainable governance (Ferlan et al., 2025). This is in line with the view that the quality of public services is also closely related to the capacity of human resources (HR) in government organizations. According to Rusydi in Herlambang et al.,(2022) The quality of service depends on the extent to which the organization is able to provide quality services. Meanwhile, Zauhar in Herlambang et al., (2022) emphasizing that the quality of service is influenced by the conformity of service elements with the standards that have been set. Thus, increasing the competence and professionalism of the apparatus is a strategic factor in realizing quality public services and being able to meet community expectations in a sustainable manner.

Thus, it can be stated that community satisfaction is the output of the overall assessment, views, and experiences felt by the public towards services or products implemented by service officials. This satisfaction includes how the community views the quality, efficiency, responsiveness, and suitability of services offered by public institutions and government agencies. The government is not only required to carry out its duties according to its mandate, but also must be responsive to the dynamics of community needs and the demands of the country's development (Bila & Saputra, 2019).

Villages, as legal entities, play a strategic role in Indonesia's system of government. This is affirmed in Law Number 6 of 2014 concerning Villages which was later improved through Law Number 3 of 2024. In this context, the village government has the autonomous right to regulate and handle the needs of its community without dependence on external parties, while still upholding customary values, rights of origin, and based on the principles of the Unitary State of the Republic of Indonesia (Oktaviane, 2021). More than that, as a strategic element, villages play a role in building democratic governance, encouraging active community involvement, and focusing policy directions on citizen empowerment efforts (Sabrina J et al., 2020). Meanwhile, in the Regional Regulation of West Sumatra Province Number 7 of 2018, it is stated that Nagari is an area that has its own assets and is led by a Wali Nagari and his apparatus as a government organizer who upholds the principle of deliberation in every decision-making process. With these characteristics, Nagari as a form of government closest to the community plays a significant role in the implementation of public services that reflect local values, accommodate the aspirations of citizens, and encourage active participation in regional development.

The implementation of good government and oriented towards the interests of the people is an important factor in building trust and increasing public satisfaction with public services, including at the state level, according to opinions (Fathurrahman, 2023) explained that the government's ability to provide good public services will determine the success of its public sector organizations. The implementation of public services by the government is an effort to meet the needs of the community in the form of goods, service (Dewi Nur Laila & Habibi, 2023). However, the real conditions in the field show that the services at the Nagari Pakan

Sinayan Office are still not running as expected by the community. The results of observations show that some employees are not on the spot during service hours, so people are forced to wait or be transferred to other employees who have a limited number. This finding was reinforced by the results of interviews with residents who revealed that there was a limitation of information about public services such as BPJS registration and social assistance distribution which ultimately led to dissatisfaction. Interviews with nagari employees also added that the problem of social assistance that is not on target, especially after the adjustment of DTS data since January 2025, has triggered the emergence of negative speculation in the community.

This phenomenon shows a clear mismatch between people's expectations of service quality and the reality they receive. One of the most frequent complaints is the slow process of document processing, which shows low efficiency and lack of responsiveness of the apparatus in meeting the administrative needs of citizens. This condition reflects the weak application of good service principles such as responsiveness and reliability thus emphasizing the importance of improving the service system that is faster, more transparent, and oriented towards community satisfaction.

Service quality is an important element in efforts to increase public satisfaction, so every government apparatus is required to have a commitment to improving the quality of services provided. To assess the quality of public services, a number of indicators developed by Parasuraman, Zeithaml, and Berry (1990) were used in the SERVQUAL (tangible, empathy, responsiveness, reliability, and assurance) model which as a whole reflects the level of concern of service providers for the needs of the community (Mulyawan, 2016). Meanwhile, the variable of public satisfaction in this study refers to the theory of Van Ryzin (2006) which focuses on public sector organizations. Van Ryzin emphasized that satisfaction is not only influenced by the final result of the service, but also by the service process received by the community. Satisfaction is formed through a comparison between actual performance and initial expectations, known as disconfirmation. This discrepancy can be positive if performance exceeds expectations, or negative if performance is lower than expected. The expectations of the community themselves are shaped by previous experiences, information from others, and communication through the media and various other information channels (Putra & Muzakir, 2022). In line with that, Yazid et al., (2024) added that the development of internet technology has expanded the flow of information, thus further affecting the relationship between the government, bureaucracy, and society in assessing the quality of public services.

Although much research has been done on the quality of public services, most previous studies have not highlighted the specific gap between public expectations and the reality of services received, especially at the state government level. Previous research has focused more on measuring service quality or satisfaction in general, without evaluating how the two aspects interact with each other in the context of public services in the local environment. Until now, studies that comprehensively evaluate the performance of public services by emphasizing the compatibility between public expectations and actual service conditions in Nagari Pakan Sinayan are still very limited. In fact, the social and cultural characteristics of the Nagari people have their own dynamics that have the potential to affect their perception and experience of government services. This limitation creates a research gap and shows the need for a study that specifically analyzes how the performance of public services in Nagari Pakan Sinayan is able to answer community expectations and the extent to which the reality of existing services can meet the expected standards. Although there have been a number of studies on the quality of public services at the village or nagari level, until now no empirical research has been found that specifically

assesses the performance of public services in Nagari Pakan Sinayan. Thus, the real condition of services, the level of community satisfaction, and the gap between expectations and the reality of services in the country have not been scientifically revealed.

Based on the previous discussion, it can be stated that the quality of public services plays a significant role in determining the level of public satisfaction. The mismatch between expectations and service reality can cause dissatisfaction that has an impact on declining trust in government agencies. Thus, researchers are encouraged to study more deeply the urgency of improving service quality as a key factor in realizing community satisfaction, especially in Nagari Pakan Sinayan as an area that represents public services at the local level.

2.   Methods

In this study, a quantitative approach is used to analyze problems in a systematic, measurable, and objective manner through the process of numerical measurement and statistical analysis. The research was conducted in Nagari Pakan Sinayan, Banuhampu District, because this area shows a gap between public expectations and the reality of public services, as seen from complaints related to the absence of apparatus, limited service information, and slow administrative processes. This condition makes Nagari Pakan Sinayan relevant as a research location that requires empirical evaluation of public service performance. The research population is the entire Nagari Pakan Sinayan community who have received Nagari public services. A total of 100 respondents were selected as a sample through the Simple Random Sampling method, so that each member of the population has an equal chance of being selected as a participant.

The hypothesis proposed in this study is: "The quality of public services has a positive and significant effect on community satisfaction in Nagari Pakan Sinayan." The data collection instrument is a questionnaire that has gone through validity and reliability tests to ensure the accuracy and consistency of measurements. The construct of service quality is measured using the SERVQUAL model, which includes five main dimensions: (1) tangible, which assesses physical facilities and means of service; (2) reliability, which measures the accuracy and consistency of the apparatus; (3) responsiveness, which assesses the speed at which the apparatus responds to community needs; (4) assurance, which assesses the ability, politeness, and sense of security provided by the apparatus; and (5) empathy, which reflects the attention and understanding of the apparatus to the needs of the community. All dimensions are broken down into scale items using Likert 1–5.

Meanwhile, the construct of community satisfaction is measured based on the theory of Van Ryzin (2006), who explains that satisfaction arises from a comparison between initial expectations and the performance of services received. The indicators used include the suitability of services with expectations, the fulfillment of needs, the ability of the apparatus to solve problems, satisfaction with waiting times, and the comparison of services with other public service experiences. The collected data is then processed and analyzed using SPSS to produce accurate and scientifically accountable findings

3.   Results and Discussion

3.1. General Description of Research Object

The table below shows the identity profiles of respondents consisting of 100 people who were sampled in the study conducted in Nagari Pakan Sinayan.

Table 1. Respondent Description

Description	Sum	Percentage (%)
Gender		
Man	26	26
Woman	74	74
Age		
<20 years	11	11
21-30 years	41	41
31-40 years	18	18
41-50 years	21	21
>51 years	9	9
Work		
Student	22	22
Private Employees	9	9
Civil Servants	2	2
Farmer	8	8
Self employed	12	12
Pensioner	2	2
IRT	36	36
Other	9	9
Education		
Elementary/Equivalent	6	6
Junior High School/Equivalent	9	9
High School/Equivalent	53	53
D1/D2/D3	12	12
S1/D4	20	20

Source: Data Processed by Authors, 2025

Based on the information presented in table 1, out of a total of 100 community respondents in Nagari Pakan Sinayan, the majority were women, namely 74 people (74%), while male respondents amounted to 26 people (26%). The data shows the dominance of women's participation in the collection of research information when compared to men.

Based on the age distribution, the majority of respondents were aged 21-30 years, which was 41 people (41%) of the total respondents. The age group of 41–50 years was in second place with 21 people (21%), followed by respondents aged 31–40 years old with 18 people (18%). Meanwhile, respondents under the age of 20 were recorded as many as 11 people (11%), and the age group over 51 years was the least, namely 9 people or 9% of the total sample. This age composition illustrates that the majority of respondents are in the productive age category, which tends to have higher involvement in social activities and public services.

Judging from the aspect of the type of work, the dominant respondents work as housewives (IRT), which is as many as 36 people or equivalent to 36% of the total respondents. Furthermore, respondents with the status of students amounted to 22 people (22%), self-employed 12 people (12%), private employees and other types of jobs 9 people (9%), farmers 8 people (8%), and 2 people (2%) each from civil servants and retirees.

Judging from their educational background, the majority of respondents have the last level of education at the high school/equivalent level as many as 53 people (53%). Then, 20 S1/D4 graduates, 12 D1/D2/D3 graduates, 9 junior high school graduates (9%), and 6 elementary school graduates (6%). This fairly good level of

education indicates that most of the respondents have adequate ability to understand and assess the quality of public services provided by the state government.

3.2. Validity Test

According to Arikunto in Machali (2021) explained that validity is an indicator that describes the level of accuracy of the instrument in representing the variables to be studied or considered valid as a measuring tool. Validity shows how accurately the measuring instrument can measure the variables that are indeed the purpose of the measurement. Meanwhile, according to Abdullah et al., (2022). If the correlation results show a significant value, then the instrument can be said to have good criterion validity. Below are the results of the validity test used in the study:

Table 2. Service Quality Validity Test

Item	R Table 5%	R Count	Sig	Description
X1	0.1966	0,808	0,000	Valid
X2	0.1966	0,856	0,000	Valid
X3	0.1966	0,848	0,000	Valid
X4	0.1966	0,828	0,000	Valid
X5	0.1966	0,852	0,000	Valid
X6	0.1966	0,823	0,000	Valid
X7	0.1966	0,884	0,000	Valid
X8	0.1966	0,861	0,000	Valid
X9	0.1966	0,476	0,000	Valid
X10	0.1966	0,564	0,000	Valid
X11	0.1966	0,533	0,000	Valid
X12	0.1966	0,531	0,000	Valid
X13	0.1966	0,533	0,000	Valid
X14	0.1966	0,820	0,000	Valid
X15	0.1966	0,876	0,000	Valid

Source: Data Processed by Authors, 2025

Referring to table 2, it can be concluded that all items in the service quality indicator, namely in question items 1 to 15, are declared valid. The statement is supported by an r-count value greater than the critical value of 0.1966, as well as a value of significance below 0.05, indicating that all items of the instrument meet the criteria of statistical validity. In other words, the items in the questionnaire have accuracy in measurng the research variables, so they qualify as a viable instrument for data collection.

Table 3. Community Satisfaction Validity Test

Item	R Table 5%	R Count	Sig	Description
Y1	0.1966	0,905	0,000	Valid
Y2	0.1966	0,957	0,000	Valid
Y3	0.1966	0,934	0,000	Valid
Y4	0.1966	0,955	0,000	Valid
Y5	0.1966	0,912	0,000	Valid

Source: Data Processed by Authors, 2025

Based on table 3, all items contained in the community satisfaction variable are declared valid. This validity is proven by an r-calculation value that is greater than the r-table value of 0.1966, then it is seen that the significance value is below 0.05.

These results show that each question item on the variable is able to measure the construct in question precisely and can be used in the further analysis process.

3.3. Reliability Test

According to Ghozali (2015) states that reliability refers to the level of consistency and confidence in the measurement results obtained and shows stability when retested on the same subject at different times. In the context of quantitative research, Cronbach's Alpha technique is often used to test the extent to which instruments have an internal level of consistency go (Hamid et al., 2019). All items in the research instrument were analyzed for reliability using Cronbach's Alpha (α) formula to assess the stability and internal consistency of measurements. Generally, an instrument is considered reliable if the α value is above 0.7 (Machali, 2021) which shows that the items in the instrument are related and stable in measuring the variables being studied.

Table 4. Reliability

Variable	Cronbach's Alpha	Reliable Criteria	Description
Quality of Service	0,768	0,7	Reliable
Community Satisfaction	0,831	0,7	Reliable

Source: Data Processed by Authors, 2025

Referring to Table 4, All of the question items proved to be reliable, indicated by Cronbach's Alpha value on both variables exceeding the 0.7 threshold. Thus, all items in the service quality and community satisfaction variables have met the feasibility standards and shown an adequate level of consistency, so that they are suitable for use as a measurement instrument in this study.

3.4. Linearity Test

The linearity test serves to identify the extent to which the relationship between two variables follows a linear pattern in the context of research data analysis. The testing process is carried out by utilizing the Test for Linearity feature available in the SPSS software (Machali, 2021). The analysis criteria used are as follows:

1. If the significance value (Sig.) < 0.05, then there is a relationship between the variables that are linear.

2. If the significance value (Sig.) > 0.05, then the relationship between the variables is not linear.

The following table presents the results of the linearity test that has been carried out in this study:

Table 5. Linearity Test

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Public Satisfaction	Between Groups	(Combined)	1866.483	38	49.118	3.600	.000
		Linearity	863.427	1	863.427	63.284	.000
		Deviation from Linearity	1003.056	37	27.110	1.987	.009
	Within Groups		832.267	61	13.644		
	Total		2698.750	99	0,831		

Source: Data Processed by Authors, 2025

Based on the output of the linearity test between the variables of service quality and community satisfaction, the significance value in the linearity line was 0.000

below the significance level of 0.05. These results indicate that there is a linear relationship between the two variables, making it feasible to proceed to the next stage of data analysis.

3.5. Normality Test

According to Manguluang (2017) normality testing aims to assess whether the data on independent and dependent variables in the regression model are normally distributed. One of the methods used in this test is visual analysis through the Normal P-P Plot of Regression Standardized Residual graph. The decision regarding the fulfillment of the normality assumption is based on the pattern of the distribution of the points on the graph, if the points are scattered along the diagonal line and follow the direction of the line consistently, then it can be concluded that the regression model meets the assumption of normal distribution. The visualization of the normality test results in this study is presented in the following figure 1:
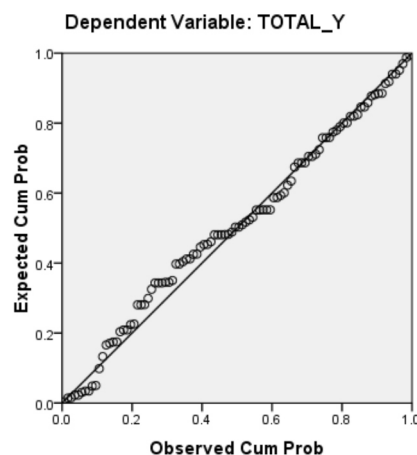

Figure 1. Normality Test

Source: Data Processed by Authors, 2025

Based on the graph view, the pattern of point distribution that follows the diagonal line on the graph indicates that the data distribution is close to normal, so that the assumption of normality in the regression can be stated to be fulfilled.

3.6. Heteroscedasticity Test

According to Manguluang (2017) heteroscedasticity tests were performed to identify the presence of residual variance inconsistencies between observations in the regression model. In this study, heteroscedasticity testing was carried out through scatter-plot graph analysis by comparing the predictive value of dependent variables (ZPRED) to the residual value (SRESID). The regression model is considered to be free of heteroscedasticity symptoms when the points on the graph are randomly scattered without forming a specific pattern, either above or below the zero line on the Y-axis. Visualization of the results of the heteroscedasticity test using the scatter-plot graph method is presented in the following figure 2:
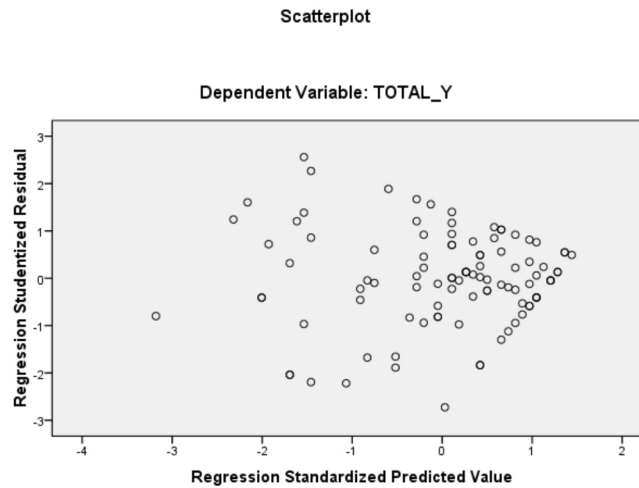
Figure 2.
Heteroscedasticity Test

Scatterplot

Dependent Variable: TOTAL_Y

Source: Data Processed by Authors, 2025

Based on the results of the figure 2, the regression model shows no symptoms of heteroscedasticity. It is indicated by the absence of a specific pattern in the point spread, as well as the data points scattered above and below the zero line on the Y axis.

3.7. Simple Linear Regression Test

Simple linear regression tests are used to process data. Machali (2021) argues that simple linear regression is one of the inferential statistical techniques used to examine the influence of one independent variable (X) on one bound variable (Y), as well as indicate the value of the bound variable based on the value of the free variable. The regression results are as follows:

Table 6. Simple Linear Regression Test

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.566[a]	.320	.313	4.328

A. Predictors: (Constant), Quality of Service

B. Dependent Variable: Community Satisfaction

Source: Data Processed by Authors, 2025

Based on these outputs, it is known that the Adjusted R Square value is 0.313, which shows that the service quality variable contributes 31.3% to the variation in the change in the community satisfaction variable. Thus, about one-third of the change in public satisfaction levels can be explained by the quality of services provided, while the rest is influenced by other factors outside the model.

3.8. T Test

The t-test aims to find out the extent to which each independent variable partially has a significant effect on the dependent variable. The results of the analysis are presented in Table 7:

Table 7. T Test

Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	5.556	1.976		2.812	.006
Quality of Service	.231	.034	.566	6.790	.000

A. Dependent Variable: Community Satisfaction

Source: Data Processed by Authors, 2025

From the results of the t-test analysis, a significance value of 0.000 was obtained, which was smaller than the significance level of 0.05. This indicates that the service quality variable has a significant effect on public satisfaction. With a 95% confidence level, it can be concluded that there is a strong and convincing relationship between service quality and community satisfaction.

According to Parasuraman in Chandra et al., (2020) the essence of service quality lies in the extent to which a service is able to provide satisfaction to its recipients. This concept is realized through five main dimensions, namely responsiveness, assurance, tangible evidence, empathy, and reliability. These dimensions serve as objective benchmarks in evaluating the success of public services as well as instruments for assessing whether a government organization has met the expected service standards. In line with this, Bila & Saputra (2019) emphasize that community satisfaction is a key indicator that not only measures the success of service delivery but also functions as an important foundation for designing improvements in public service systems in the future.

The findings of this study in Nagari Pakan Sinayan indicate that several aspects of public service delivery observed in the field show consistency with the theoretical dimensions of service quality. Based on respondents' assessments, the community perceives that nagari officials generally demonstrate adequate knowledge, polite behavior, and the ability to build trust during service interactions. In addition, the timely provision of services, adherence to standard operating procedures (SOPs), and responsiveness to community questions are frequently reported by respondents as positive aspects of the service process. These findings illustrate how elements such as responsiveness and reliability, outlined by Parasuraman's service quality model, are reflected in the experiences reported by the community, without implying an evaluative claim about the overall success of the nagari government's service performance. Based on a review of theories and field findings, the research hypothesis is formulated that the quality of service has a positive effect on community satisfaction (H1).

Moreover, the results of the simple linear regression analysis reinforce the theoretical proposition that service quality has a positive and significant influence on community satisfaction. This indicates that every improvement in service quality will directly increase the level of community satisfaction. The findings affirm that a nagari government that consistently maintains service quality whether through empathy, clarity of information, or punctuality will achieve higher levels of community satisfaction. Conversely, when service quality declines, satisfaction levels also tend to decrease. This causal relationship is essential for local government officials to understand, as it highlights the importance of prioritizing community satisfaction as the ultimate goal of public service delivery.

The implications of these findings are considerable. Theoretically, the study confirms the relevance of Parasuraman's service quality framework in the context of nagari governance in Indonesia, particularly in Nagari Pakan Sinayan. Practically, the nagari government should continuously enhance service quality by strengthening staff capacity, providing training related to service ethics, and conducting routine evaluations of SOP implementation to ensure service consistency. Additionally, the results provide valuable insights for policymakers at the district or provincial level to support nagari governments through budget allocations, technical guidance, and mentoring programs aimed at improving service delivery. Thus, service quality is not only a determinant of community satisfaction but also a cornerstone in building legitimacy and public trust in local governance.

The results of this study clarify that improving the quality of public services that focus on responsiveness, reliability, and empathy are key factors in building public trust and satisfaction with the state apparatus. These findings emphasize that the

human aspect of public service plays a crucial role in shaping citizens' perceptions of government performance. When public officials demonstrate attentiveness to community needs, provide accurate and consistent information, and treat citizens with empathy and respect, it strengthens the sense of trust and legitimacy in government institutions. Furthermore, this study provides empirical evidence that a humanistic approach (one that prioritizes interpersonal communication and emotional understanding) is more effective in achieving long-term satisfaction than merely increasing administrative efficiency or compliance with bureaucratic standards. This insight suggests that future public service reforms should not only focus on procedural improvements but also on developing the soft skills and emotional intelligence of public servants to enhance the overall quality of service delivery.

The results of this study also confirm that community satisfaction is not an abstract concept, but an output that can be measured and influenced by various factors. In addition to service quality, which includes the dimensions of responsiveness, reliability, empathy, assurance, and physical evidence, the level of community satisfaction can also be influenced by other aspects such as the professionalism of the apparatus, employee performance, and work discipline in providing services. These factors contribute to shaping the community's experience during the service process, such as the timeliness of service, clarity of information, consistency in the implementation of SOPs, and the friendly and competent attitude of the apparatus. Thus, the regression results not only provide empirical evidence that service quality plays an important role in public satisfaction, but also show that community satisfaction can be strengthened through improving the professionalism and work ethic of apparatus at the state government level.

4. Conclusion

Based on the results of the research, it can be concluded that the performance of public services in Nagari Pakan Sinayan shows that there is a strong compatibility between public expectations and the reality of the services received. The quality of public services has been proven to have a significant and positive effect on the level of community satisfaction, so that improving the quality of service is an important aspect in an effort to align citizens' expectations with the service practices organized by the Nagari Pakan Sinayan Government. A friendly attitude of the apparatus, compliance with Standard Operating Procedures (SOPs), punctuality of services, and the ability to respond to the needs of the community are factors that contribute to building public trust and satisfaction with the performance of the state government. The results of the regression analysis showed that the quality of service contributed 31.3% to community satisfaction. These findings show that improving the quality of services has a decisive role in creating effective, professional, and citizen-oriented public services. Therefore, continuous efforts are needed to strengthen the capacity of the apparatus and improve the service system so that the implementation of nagari services is more in line with the needs, expectations, and demands of the community.

However, this study has some limitations. First, data was collected through a questionnaire using the self-report method, so that the potential for perceived bias from respondents could not be completely avoided. Second, this study only focuses on one country, so generalization of results to other regions needs to be done carefully. Further research is expected to develop a model that includes more variables, uses a mixed approach, and expands the scope of the research area so that the results obtained are more comprehensive, representative, and able to describe the relationship between community expectations and service reality more thoroughly.The conclusion is the answer to a research question that is written briefly

without using points. The conclusion contains a summary of the results and discussion.

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