

THE INFLUENCE OF TRANSPARENCY AND COMMUNITY PARTICIPATION ON THE EFFECTIVENESS OF PUBLIC SERVICES THROUGH THE SATISFACTION OF THE DELI TUA SUB-DISTRICT COMMUNITY

Seplin Bin Lan Jaya Zega*, Ramadha Yanti Parinduri, & Cut Sah Kha Mei Zsasa
Universitas Pembinaan Masyarakat Indonesia (UPMI) Medan, Indonesia
*Email: seplinbinianjayazega@gmail.com**

Article History

Received: 23 November 2025

Accepted: 17 December 2025

Published: 31 December 2025

Abstract

The effectiveness of public services at the local government level is often constrained by limited transparency and low community participation, which in turn affects public satisfaction. This study aims to examine the effects of transparency and community participation on public service effectiveness, with community satisfaction serving as a mediating variable, in Deli Tua Subdistrict. The study is grounded in theories of governmental transparency, public participation, and community satisfaction within public administration. A quantitative survey method was employed involving 99 respondents, with data analyzed using t-tests and path analysis. The results indicate that transparency and community participation have positive and significant effects on community satisfaction and public service effectiveness, both directly and indirectly. These findings highlight that improving public service effectiveness requires not only procedural efficiency but also enhanced information openness and active citizen involvement in service delivery.

Keywords: Public Participation, Public Service Effectiveness, Public Satisfaction Transparency.

A. INTRODUCTION

Transparency and public participation contribute to effective public services in Deli Tua Village, a rapidly developing area that still faces various challenges (Afida, 2025). Issues of transparency and public participation are often key issues that create dissatisfaction. People who feel excluded from the decision-making process or who perceive information about public policies as unclear tend to exhibit low levels of trust in the government, potentially reducing the effectiveness of services provided (Nurakhmadi et al., 2024). Transparency and public participation are two factors that significantly influence the effectiveness of public services. Transparency refers to the disclosure of information provided by the government in the context of service delivery, allowing the public to know and understand the processes undertaken and the results obtained. When transparency is implemented well, people feel more valued and involved in the decision-making process, which increases their level of satisfaction (Prakoso, 2024).

Transparency is a principle that guarantees access or freedom for everyone to obtain information about government administration, such as policies, program development and implementation processes, and achieved results. Transparency itself has two aspects: public communication by the government and the public's right to access information (Pusida et al., 2021).

Public participation is the active involvement of individuals and groups in various aspects of social, economic, and political life aimed at achieving positive change (Annisa & Fadli, 2024). Participation is the involvement of an individual or groups in an activity. Involvement can take the form of mental, emotional, and physical involvement, utilizing all abilities (taking initiative) in all activities undertaken, supporting the achievement of goals and assuming responsibility for all involvement. One form of public participation is in infrastructure development and public services (Padilah et al., 2023).

The effectiveness of public services refers to the extent to which services provided by the government or public institutions optimally meet the needs of the community. The effectiveness of public services has a significant impact on public satisfaction and trust in the government (Mirza et al., 2025). Effective services ensure that the public receives services with easy, fast, and timely procedures. Conversely, ineffective services can lead to dissatisfaction and reduce public trust (Akhyar, 2023).

Satisfaction is the level of feeling a person feels when comparing the performance of a product (service) received with expectations. Public satisfaction measures the extent to which people's expectations regarding public services or products provided by the government and the private sector are met or even exceeded (Sulistiyowati et al., 2022). This satisfaction reflects how the public perceives and experiences services, which can influence their trust in service providers. Public satisfaction with an organization or institution is positively correlated (Putra, 2025).

The phenomenon in Deli Tua Village, one of the administrative areas in Medan City, provides an interesting example for research into the relationship between transparency, public participation, and the effectiveness of public services. Several issues, such as community complaints about slow government services and illegal garbage dumps near residential areas, persist, but there is no public participation through community service or clean-up activities. If left unchecked, this could become a source of problems, resulting in low public satisfaction and, consequently, diminished public trust in the government.

Thus, given these emerging phenomena, researchers are interested in pursuing the title "The Influence of Transparency and Public Participation on Public Service Effectiveness Through Public Satisfaction in Deli Tua Village."

B. LITERATURE REVIEW

In this context, according to Nurul Imamah and Halimah (2023), transparency is one of the principles of Good Corporate Governance, namely the provision of adequate, open information that is easily accessible to those interested in that information. Transparency guarantees access or freedom for everyone to obtain information about the organization or activities of the company in question. Information transparency means the openness and clarity of a system, organization, or process. According to Nordiawan (2006) in Sujarweni and Wiratna (2015), transparency means providing open and honest financial information to the public based on the consideration that the public has the right to know openly and comprehensively about government accountability. According to Krina (in Adinda Charisma Nafisa, 2024: 41), there are four indicators of transparency:

- Provision of clear information.
- Ease of access to information.
- Developing a complaint mechanism for violations of regulations or requests for bribes.
- Improving the flow of information through collaboration with the mass media and non-governmental organizations

According to Theron and Mchunu (in Mohammad Mulyadi 2022), community participation refers to the creation of opportunities that provide space for community

members to actively engage and benefit from the activities they participate in. Community participation is the active involvement of individuals or groups in the decision-making, planning, implementation, and evaluation of policies or programs related to the public interest. According to Sumaryadi Riadi (2020), participation means the participation of an individual or community group in the development process, either through statements or activities, by providing input, energy, time, expertise, capital, and/or materials, as well as utilizing and enjoying the results of development. According to Theresia, Aprillia, et al. (2015), participation is defined as the involvement of an individual or group of community members in an activity. According to Moonti & Dai (2022), the indicators of community participation are:

- Contribution
- Organization
- Community role and community action
- Community motivation
- Community responsibility

According to Kurniawan and Marlina Diyayu Ade, as quoted by Irma and Zulkarnaini (2022), effectiveness is defined as an organization's ability to carry out its duties and functions without any pressure. Indicators of effectiveness in public services are measures used to assess the extent to which services provided by the government or public institutions achieve their intended goals. According to Ames L. Gibson and et al., indicators for measuring effectiveness include productivity, quality, efficiency, flexibility, and satisfaction (Romadhoni, 2022).

- The effectiveness of public services is influenced by several factors that determine the quality and success of public services in meeting public needs. One of the main factors is government policy. According to Hermanu Iriawan (2023), several factors influence the effectiveness of public services, including:
- Apparatus Resources. Providing optimal service to the public requires a government apparatus with reliable human resources. Therefore, the success of a service is largely determined by the quality of the apparatus appointed to serve the public.

Facilities and Infrastructure. Facilities and infrastructure can be a supporting factor or a hindrance to service procedures. The presence of various types of facilities and service functions can help serve the public more efficiently and effectively. Therefore, facilities and infrastructure can be considered supporting because they can facilitate the service process. Conversely, inadequate facilities and infrastructure can hinder service procedures. According to (Dwiarni & Yasin, 2024), public satisfaction is a level of public feeling that arises as a result of the public service they receive after assessing it against their expectations. According to (Syamsul Hidayat, 2024), factors influencing public satisfaction with government services include: service quality, service standards, human resources/employees, and fairness in receiving services. According to Rizki Wulanita Batubara, 2024, factors influencing public satisfaction include facility variables, behavioral variables, and administrative variables.

- Workplace facilities are tools provided by companies to employees to assist them in fulfilling their duties. Workplace facilities assist employees in completing their tasks and facilitate their performance.
- Behavior is a term used to describe the behavior or activities carried out by humans themselves. Examples of behavior include walking, talking, crying, laughing, working, writing, and reading.
- Administration is the complete process of collaboration between two or more people based on a specific logic to achieve predetermined goals. Although the bureaucracy of

service providers is still far from ideal, the needs of society are increasing.

The hypotheses in this study are:

- Transparency has a positive and significant influence on public satisfaction in Deli Tua Village.
- Public participation has a positive and significant influence on public satisfaction in Deli Tua Village.
- The effectiveness of public services has a positive and significant influence on public satisfaction in Deli Tua Village.
- Transparency has a positive and significant influence on the effectiveness of public services in Deli Tua Village.
- Public participation has a positive and significant influence on the effectiveness of public services in Deli Tua Village.
- Transparency has a positive and significant influence on the effectiveness of public services through public satisfaction in Deli Tua Village.
- Public participation has a positive and significant influence on the effectiveness of public services through public satisfaction in Deli Tua Village.

C. RESEARCH METHODOLOGY

This study uses a quantitative method. Sugiyono (2022) stated that quantitative research methods are research methods that use numerical data to test hypotheses. Data collection uses research instruments, data analysis is associative/casual relationships. The object of this research was conducted in Deli Tua Village. The population in this study was the entire community of Deli Tua Village with a total of 13,154 people. So the number of samples taken using the Slovin formula with an error rate of 10%, the sample results were 99 people. Data collection techniques used were interviews and questionnaires, while data analysis techniques used in the study were validity tests, reliability tests, normality tests, heteroscedasticity tests, multicollinearity tests, hypothesis tests (T tests and F tests), and coefficient of determination tests and path analysis tests with the SPSS program version 25.

D. RESULT AND DISCUSSION

Hypothesis Testing

Partial Test (T-Test)

The partial test, or t-test, aims to determine the effect of each independent variable on the dependent variable. This test uses the following criteria: if the significance value is <0.05 and the calculated t-value is $> t$ -table, the independent variable is considered to have a significant effect separately on the dependent variable.

Table 1. T-Test of Variable X1 against Z

| Model | Coefficients ^a | | | | |
|--------------|-----------------------------|------------|---------------------------|-------|------|
| | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | B | Std. Error | Beta | | |
| 1 (Constant) | 44,663 | 5,551 | | 8,046 | ,000 |
| Transparan | ,428 | ,073 | ,513 | 5,888 | ,000 |

a. Dependent Variable: Public satisfaction

Source: SPSS Data Processing Results, 2025

The results of the T-test analysis of the transparency variable (X1) on public satisfaction (Z) above show that the calculated t-value is $5.888 > t$ -table 1.985, and the significance

value of the transparency variable (X1) is 0.000, meaning it is less than 0.05, thus H1 is accepted in this study. Thus, there is a significant effect between transparency and public satisfaction in Deli Tua Village.

Table 2. Partial Test (T-Test) of Variable X2 on Z

| | | Coefficients ^a | | | | |
|-------|------------------------|-----------------------------|------------|---------------------------|-------|------|
| | | Unstandardized Coefficients | | Standardized Coefficients | | |
| | | B | Std. Error | Beta | t | Sig. |
| Model | | | | | | |
| 1 | (Constant) | 27,606 | 6,305 | | 4,379 | ,000 |
| | Partisipasi masyarakat | ,630 | ,080 | ,625 | 7,890 | ,000 |

a. Dependent Variable: Public Satisfaction

Source: SPSS Data Processing Results, 2025

The results of the T-test analysis of the community participation variable (X2) on community satisfaction (Z) above show that the calculated t-value is 7.890 > t-table 1.985, and the significance value of the community participation variable (X2) is 0.000, meaning it is less than 0.05, thus H2 is accepted in this study. Thus, there is a significant influence between community participation and community satisfaction in Deli Tua Village.

Table 3. Partial Test (T-Test) of Variable Y on Z

| | | Coefficients ^a | | | | |
|-------|-----------------------|-----------------------------|------------|---------------------------|-------|------|
| | | Unstandardized Coefficients | | Standardized Coefficients | | |
| | | B | Std. Error | Beta | t | Sig. |
| Model | | | | | | |
| 1 | (Constant) | 30,290 | 5,484 | | 5,524 | ,000 |
| | Efektivitas Pelayanan | ,603 | ,070 | ,657 | 8,583 | ,000 |

a. Dependent Variable: Public Satisfaction

Source: SPSS Data Processing Results, 2025

The T-test analysis of the public service effectiveness variable (Y) on public satisfaction (Z) above shows that the calculated t-value is 8.583 > t-table 1.985, and the significance value is 0.000, which is less than 0.05. Therefore, H3 in this study is accepted. Thus, there is a significant influence between public satisfaction and public service effectiveness in Deli Tua Village.

Table 4. T-Test of Variable X1 on Y

| Coefficients ^a | | | | | | |
|---------------------------|--------------|-----------------------------|------------|---------------------------|-------|------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 32,685 | 5,334 | | 6,127 | ,000 |
| | Transparansi | ,594 | ,070 | ,653 | 8,499 | ,000 |

a. Dependent Variable: Efektivitas pelayanan public

Source: SPSS Data Processing Results, 2025

The results of the T-test analysis of the transparency variable (X1) on public service effectiveness (Y) above indicate that the calculated t-value is 8.499 > t-table 1.985, and the significance value of the transparency variable (X1) is 0.000, meaning it is less than 0.05. Therefore, H4 in this study is accepted. Thus, there is a significant influence between transparency and public service effectiveness in Deli Tua Village.

Table 5. T-test of Variable X2 against Y

| Coefficients ^a | | | | | | |
|---------------------------|-------------------------|-----------------------------|------------|---------------------------|-------|------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 20,510 | 6,586 | | 3,114 | ,002 |
| | Community participation | ,729 | ,083 | ,663 | 8,732 | ,000 |

a. Dependent Variable: Effectiveness of public services

Source: SPSS Data Processing Results, 2025

The results of the T-test analysis of the public participation variable (X2) on the effectiveness of public services (Y) above indicate a significance value of 0.000, meaning it is less than 0.05, and a calculated t-value of 8.732 > t-table of 1.985, thus accepting H5 in this study. It can be concluded that there is a significant influence between public participation and the effectiveness of public services in Deli Tua Village.

Simultaneous Test (F Test)

This test aims to determine whether all independent variables influence the dependent variable and to verify whether H6 and H7 in this study are accepted or rejected. The test is conducted by observing whether the calculated F-value > F-table or the significance value < 0.05, indicating a significant simultaneous influence between the independent and dependent variables.

Table 6. Simultaneous Test (F Test) of Variable X1 on Y Through Z

| ANOVA ^b | | | | | | |
|--------------------|------------|----------------|----|-------------|--------|-------------------|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 766,979 | 2 | 383,490 | 62,947 | ,000 ^a |
| | Residual | 584,859 | 96 | 6,092 | | |
| | Total | 1351,838 | 98 | | | |

a. Predictors: (Constant), Public Satisfaction, Transparency

b. Dependent Variable: Service Effectiveness

Source: SPSS Data Processing Results, 2025

The analysis results above indicate that the significance value of X1 and Z on Y is 0.000, meaning they are less than 0.05, and the calculated F value of 62.947 is greater than the Ftable value of 3.09. Therefore, it can be concluded that H6 in this study is accepted, namely, there is a simultaneous influence between the transparency variable on the effectiveness of public services through public service and public satisfaction in Deli Tua Village.

Table 7. Simultaneous Test (F Test) of Variable X2 on Y Through Z

| ANOVA ^b | | | | | | |
|--------------------|------------|----------------|----|-------------|--------|-------------------|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 725,157 | 2 | 362,578 | 55,543 | ,000 ^a |
| | Residual | 626,681 | 96 | 6,528 | | |
| | Total | 1351,838 | 98 | | | |

a. Predictors: (Constant), Community Satisfaction, Community Participation
b. Dependent Variable: Service Effectiveness

Source: SPSS Data Processing Results, 2025

The analysis results above indicate that the significance value of X2 and Z on Y is 0.000, meaning they are less than 0.05, and the calculated F value of 55.543 is greater than the F table value of 3.09. Therefore, it can be concluded that H7 in this study is accepted, namely, there is a simultaneous influence between the variable of community participation on the variable of public service effectiveness through community satisfaction in Deli Tua Village.

Path Analysis

Path Coefficients of Model I

Referring to the Model I Regression output in the Coefficients table, it can be seen that the significance value of both variables, $X_1 = 0.001$ and $X_2 = 0.000$, is less than 0.05. These results provide the conclusion that Regression Model I, namely variables X_1 and X_2 have a significant effect on Z. The value of R² or R Square contained in the Model Summary table is 0.452, this shows that the contribution or contribution of the influence of X_1 and X_2 on Z is 45.2% while the remaining 54.8% is the contribution of other variables not included in the study. Meanwhile, the value of e1 can be found with the formula $e1 = \sqrt{1-0.452} = 0.740$. Thus, the path diagram of the structural model I is obtained as follows:

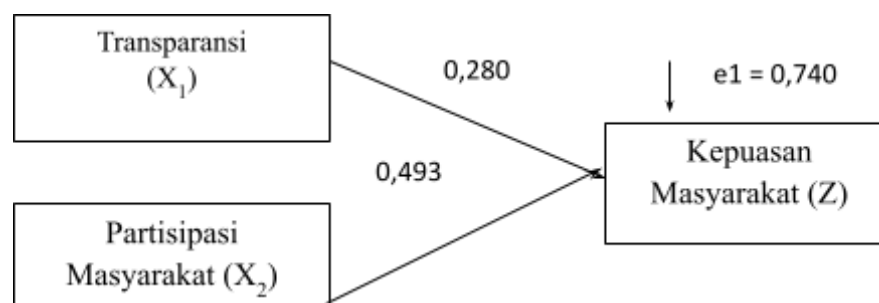


Figure 1. Path I Model Pathway
Source: Processed by Researchers, 2025

Path Coefficients of Model II

Based on the output of the Regression Model II in the Coefficients table, the significance values of the three variables, $X_1 = 0.000$, $X_2 = 0.000$, and $Z = 0.002$, are less than 0.05. These results suggest that the Regression Model II, with variables X_1 , X_2 , and Z , significantly influence Y . The R^2 or R-square value in the Model Summary table is 0.628, indicating that X_1 , X_2 , and Z contribute 62.8% to Y , while the remaining 37.2% is contributed by other variables not examined. The e_2 value is $\sqrt{(1-0.628)} = 0.610$. Thus, the path diagram of the structural model II is as follows:

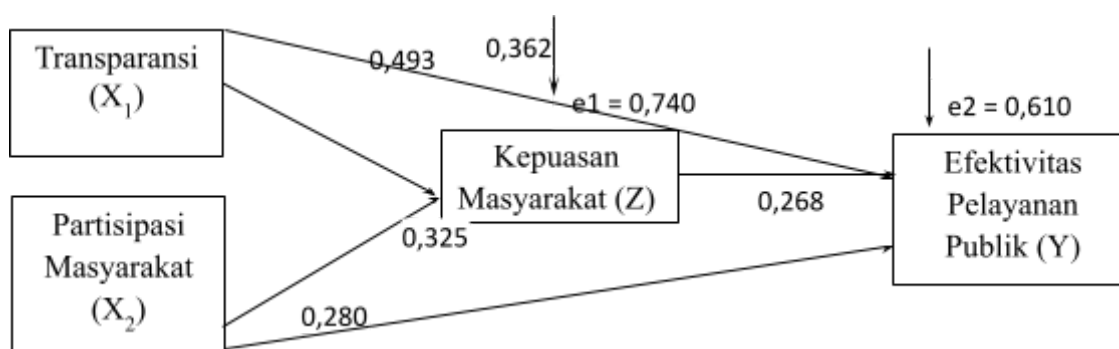


Figure 2. Model II Pathway
Source: Processed by Researchers, 2025

E. CONCLUSION

This study concludes that transparency and public participation have a positive and significant impact on the effectiveness of public services, both directly and through public satisfaction as a mediating variable. Therefore, all research hypotheses are accepted and the research objectives are achieved. These findings indicate that the effectiveness of public services in Deli Tua Village is not solely determined by technical and procedural aspects, but is strongly influenced by information transparency and active public involvement, which can increase satisfaction levels as the psychological and evaluative foundation of public services. The primary contribution of this study lies in empirically demonstrating the role of public satisfaction as a mediating mechanism that strengthens the relationship between transparency, participation, and public service effectiveness at the village government level, a topic that has been relatively limited in scope.

Therefore, it is recommended that village governments improve service transparency through easily accessible information disclosure and expand public participation in service planning and evaluation. Future research is recommended to expand the scope, add other variables such as the quality of civil servant human resources or the use of digital technology, and use a longitudinal approach to capture the dynamics of public satisfaction more comprehensively. Limitations of this study lie in the limited sample size and regional context, so the results need to be retested in a broader context. In policy terms, these findings imply the importance of formulating public service policies that place transparency and public participation as strategic instruments in increasing the effectiveness of services at the local government level.

REFERENCE

- Annisa, Y., & Fadli, M. (2024). Partisipasi Masyarakat Dalam Pemetaan Sosial Ekonomi. *Masyarakat Madani: Jurnal Kajian Islam Dan Pengembangan Masyarakat*, 9(1), 117-134.
- Aprillia, Theresia, Dkk. 2015. *Pembangunan Berbasis Masyarakat*. Bandung : Alfabeta.
- Afida, W. R. (2025). Strategi Komunikasi Humas Pemerintah Kabupaten Purbalingga Dalam Meningkatkan Citra Positif Di Masyarakat.
- Febrin Centy, M. Fachri Adnan. 2024. Pengaruh Transparansi Dan Akuntabilitas Terhadap Kepuasan Masyarakat Dalam Pengelolaan Pajak Daerah Di Kota Padang. *Jurnal Pendidikan Tambusai*. 8(2). 18047-18053.
File:///C:/Users/Asus/Downloads/108.+Febrin+Centy+18047-18053.Pdf
- Ghozali, I. (2021). *Aplikasi Analisis Multivariate Dengan Program Ibm Spss 26 Edisi 10*. Badan Penerbit Universitas Diponegoro.
- Lisa Robiatu Sakdiyah, Utpala Rani, Risma Wira Bharata. 2023. Pengaruh Akuntabilitas, Transparansi, Partisipasi Masyarakat, Dan Sistem Keuangan Desa Terhadap Efektivitas Pengelolaan Dana Desa (Studi Empiris Pada Desa Se-Kecamatan Bangsri). *Jurnal Ilmiah Akuntansi Kesatuan*. 11(3). 503-514.
File:///C:/Users/Asus/Downloads/06+-+Jiakes+2023+Vol+11+No+3+-+1635+Sakdiyah.Pdf
- Mirza, D., Sakila, N., Salsabila, S., Sriwandi, S., & Artika, D. N. (2025). Kualitas Layanan Disdukcapil di Mal Pelayanan Publik: Indikator Kualitas Pelayanan Disdukcapil di Mal Pelayanan Publik: Efisiensi, Efektivitas, dan Kepuasan Masyarakat. *Jurnal Mahasiswa Ilmu Administrasi*, 1(1), 39-51.
- Nurakhmadi, D. A., Rahmawan, T. I., & Suhendro, S. (2024). Optimalisasi Partisipasi Masyarakat dalam Penganggaran: Strategi dan Rekomendasi Kebijakan. *Peradaban Journal of Law and Society*, 3(1), 48-62.
- Padilah, A. H., Fayuni, D. F., & Nurviyanti, M. D. (2023). Partisipasi politik dalam pembangunan desa di kecamatan Sayan Kabupaten Melawi. *Journal of Social and Policy Issues*, 192-201.
- Prakoso, J. (2024). Analisis Keterbukaan Informasi Publik dalam Perspektif Ham di Kota Samarinda.
- Pusida, A., Rares, J., & Mambo, R. (2021). Transparansi Pengelolaan Dana Desa Oleh Pemerintah Dalam Pelaksanaan Pembangunan Di Desa Kuma Selatan Kecamatan Essang Selatan Kabupaten Kepulauan Talaud. *Jurnal Administrasi Publik*, 7(108).
- Putra, T. (2025). Pengaruh Pelayanan dan Kepuasan Masyarakat Terhadap Citra Pemerintah di Kota Denpasar. *Al Khalifah: Jurnal Kajian Sosiopolitik dan Hukum*, 1(1), 50-66.
- Robbins, P. Stephen. 2006. *Perilaku Organisasi*. Klaten : Pt. Indeks.
- Sugiyono, (2021). *Metode Penelitian Kuantitatif Kualitatif Dan R&D* (M.Dr. Ir. Sutopo, S.Pd (Ed); Ke2 Ed)
- Sugiyono. *Metode Penelitian Kuantitatif, Kualitatif* (2022). Bandung: Alfabeta
- Sujarweni, Wiratna. *Akuntansi Desa : Panduan Tata Kelola Keuangan Desa*. Yogyakarta : Pustaka Baru Press.
- Suliyanto. 2018. *Metode Penelitian Bisnis*. Yogyakarta : Andi Offsset.
- Sulistiyowati, S., Ruru, J., & Londa, V. (2022). Analisis tingkat kepuasan masyarakat

terhadap pelayanan publik di Dinas Pencatatan Sipil Kota Manado. *Jurnal Administrasi Publik*, 8(117).