

THE EFFECT OF EMPLOYEE COMPETENCY AND PUBLIC SERVICE INFORMATION SYSTEM ON PUBLIC SATISFACTION WITH PUBLIC SERVICE EFFECTIVENESS AS AN INTERVENING VARIABLE IN THE PATUMBAK DISTRICT OFFICE

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Abstract

High-quality public services are an important indicator in achieving effective and responsive governance. However, several obstacles still occur in public service implementation, such as limited employee competence and the suboptimal utilization of public service information systems, which may affect service effectiveness and community satisfaction. Therefore, this study aims to analyze the influence of employee competence and public service information systems on community satisfaction with public service effectiveness as an intervening variable at the Patumbak Subdistrict Office. This research employed a quantitative approach with a survey method. Data were collected through questionnaires distributed to 110 respondents who were service users, selected using the cluster sampling technique. Data analysis was conducted using multiple linear regression and path analysis to examine both direct and indirect relationships among the variables. The results show that employee competence has a positive and significant effect on community satisfaction with a t-value of $7.081 > 1.982$ and a significance level of $0.001 < 0.05$. Employee competence also significantly influences the effectiveness of public services with a t-value of $5.031 > 1.982$. The public service information system significantly affects community satisfaction with a t-value of $5.475 > 1.982$ and also influences public service effectiveness with a t-value of $5.304 > 1.982$. Simultaneously, employee competence, public service information systems, and public service effectiveness significantly affect community satisfaction with an F-value of $45.524 > 2.69$ and a significance level of $0.000 < 0.05$. The coefficient of determination (R^2) of 0.563 indicates that the research variables explain 56.3% of the variance in community satisfaction. This study recommends improving employee competence and optimizing the utilization of public service information systems to enhance service effectiveness and community satisfaction.

Keywords: Community Satisfaction, Employee Competence, Public Service Effectiveness, Public Service Information Systems.

A. INTRODUCTION

Public service is an essential element in governance aimed at fulfilling the needs and expectations of society. The government's success in delivering high-quality services reflects the effectiveness and efficiency of the administrative system implemented. Transparent, accountable, and citizen-oriented services are key indicators in assessing how well the government performs its functions optimally (Widodo, 2020). Therefore, improving the

quality of public services has become a primary focus in efforts to realize a government that is responsive to public needs.

In the era of globalization and rapid technological advancement, public demand for fast, accessible, and efficient services continues to increase. The digitalization of public services has emerged as a strategic solution to improve service accessibility for the community. Governments are required to continuously innovate in developing service systems that are adaptive to technological developments in order to provide more effective and efficient services (Taufiq, 2022). In addition, improving the quality of public services also requires synergy between the government and the community in the processes of evaluation and oversight. Enhancing employee competence, implementing technology-based policies, and strengthening transparency are important steps in building a high-quality public service system (Dewi et al., 2020).

One internal factor that influences the quality of public services is employee competence. Employees with high competence tend to deliver services that are more professional, effective, and responsive to community needs. Employee competence includes aspects of knowledge, skills, and work attitudes that support optimal task performance (Susanto et al., 2021). In addition, the existence of public service information systems also plays an important role in improving service quality. Integrated information systems enable service processes to run more quickly, accurately, and transparently, thereby enhancing administrative efficiency and public trust in government institutions (Handoko, 2020).

Previous studies have shown that the quality of public services is influenced by various factors, including employee competence and the utilization of information technology in public service delivery. Dewi et al. (2020) found that improving the competence of public officials significantly affects the quality of services provided to the community. Other studies indicate that the use of public service information systems can enhance the efficiency and effectiveness of government administrative services (Sari et al., 2023). Furthermore, the effectiveness of public services is closely related to the level of community satisfaction with the services provided by government institutions (Taufiq, 2022). However, most of these studies still position employee competence and public service information systems as factors that directly influence community satisfaction.

Based on this review, the novelty of this study lies in positioning public service effectiveness as an intervening variable that mediates the relationship between employee competence and public service information systems on community satisfaction. This approach is expected to provide a more comprehensive understanding of how the competence of public officials and the utilization of information technology can improve community satisfaction through enhanced public service effectiveness.

The urgency of this study is grounded in the importance of improving the quality of public services in order to increase community satisfaction with government services. The Patumbak Subdistrict Office, as one of the government institutions providing administrative services to the community, has the responsibility to deliver services that are effective, efficient, and transparent. However, based on preliminary observations, several challenges remain in service delivery, including limited employee competence, suboptimal use of information systems, and the need to improve service effectiveness (Sari et al., 2023). Therefore, this study is important to identify the factors influencing community satisfaction with public services.

Based on the above explanation, this study aims to analyze the effect of employee competence and public service information systems on community satisfaction, with public service effectiveness as an intervening variable at the Patumbak Subdistrict Office. This study is expected to contribute academically to the development of public administration science, particularly regarding factors influencing community satisfaction with public services. In

addition, it is expected to provide practical contributions for government institutions, especially the Patumbak Subdistrict Office, in improving public service quality through enhancing employee competence and optimizing public service information systems.

B. LITERATURE REVIEW

Employee Competence

Employee competence refers to the ability possessed by individuals to perform tasks effectively, encompassing knowledge, skills, and work attitudes that support the achievement of organizational goals. Competence is not only related to technical abilities but also reflects behaviors and work values that enable employees to carry out their duties professionally and responsively to organizational demands (Tarigan et al., 2020). Employees with high competence are generally more capable of adapting to change, completing tasks efficiently, and making optimal contributions to the organization (Wahyu et al., 2020).

Employee competence is influenced by various factors, both individual and organizational, such as education and training, work experience, motivation and commitment, organizational culture, the use of technology, and leadership style within the organization (Aisyah et al., 2021). In addition, competence development can be achieved through training programs, education, and continuous work experience, enabling employees to enhance their professional capabilities in line with job demands (Wibowo, 2018). Thus, employee competence becomes an important factor in improving individual performance as well as overall organizational effectiveness.

Indicators of Employee Competence

According to Israwati et al. (2024), employee competence can be measured through several key indicators: cognitive competence related to knowledge and analytical ability; technical competence reflecting the ability to use technology and technical expertise; social competence including communication skills, teamwork, and decision-making; personal competence covering responsibility, discipline, and work ethics; and digital competence related to the ability to utilize information technology to support work effectiveness.

Public Service Information System

The Public Service Information System (SIPP) is an information technology-based system used to manage, store, and deliver information related to public services to the community in a more transparent, fast, and efficient manner. This system provides various information regarding service types, procedures, requirements, costs, and complaint mechanisms that can be accessed openly by the public. The implementation of SIPP aims to improve the quality of public services through the principles of information transparency, accountability, and community participation in the service process. With an integrated information system, bureaucratic processes can be simplified, allowing the public to obtain services more effectively and responsively. In addition, the use of information technology in public services enables data integration across agencies, supporting improved government performance in delivering services (Ministry of Administrative and Bureaucratic Reform, 2020).

The success of implementing a public service information system is influenced by several key factors, including top management support, the capacity and skills of human resources, the quality of the information system, and the readiness of adequate technological infrastructure. Furthermore, policy and regulatory support from the government also play an important role in driving digital transformation in public services. The level of user acceptance of the system, as well as continuous evaluation and development, are also determining factors in enhancing the effectiveness of information systems in improving public service quality (Muhammad et al., 2023).

Indicators of Public Service Information System

According to Jumarianto (2019), the effectiveness of public service information systems can be measured through several key indicators, including the availability and ease of access to information, system usability, integration with other service systems, and efficiency and speed in service processes. Additional indicators include data security and user protection, continuous system updates and maintenance, availability of user support and complaint mechanisms, and regular monitoring and evaluation of system performance.

Public Service Effectiveness

Public service effectiveness refers to the level of success of a government institution in delivering services to the community in accordance with established objectives and in meeting public needs and expectations optimally. Service effectiveness can be assessed through several main indicators, such as timeliness in service delivery, accuracy in implementing procedures, ease of access to services, and the level of public satisfaction with the quality of services provided. Effective service is characterized by processes that are fast, accurate, easily accessible, and capable of delivering outcomes that meet established service standards (Journal of Accounting and Public Policy, 2020).

Public service effectiveness is also influenced by various supporting factors, including the competence and professionalism of human resources, the effectiveness of service systems and procedures, and the availability of supporting facilities and infrastructure. In addition, factors such as employee discipline, organizational leadership style, the utilization of information technology, community participation, and clear policy and regulatory support also play important roles in improving service quality and efficiency. By considering these factors, government institutions can enhance service performance and provide services that are more effective, transparent, and responsive to public needs (Jumarianto, 2019).

Indicators of Public Service Effectiveness

According to Jumarianto (2019), public service effectiveness can be measured through key indicators such as timeliness of service, accuracy and quality of service, and ease of access to services provided to the community. These indicators show that effective public service must be delivered quickly, accurately, and be accessible to all segments of society. In addition, effectiveness can also be assessed through the level of user satisfaction, efficiency and productivity in service processes, as well as transparency and accountability in service delivery.

Community Satisfaction

Community satisfaction refers to the level of public evaluation of the quality of public services received compared to their prior expectations. This satisfaction reflects the public's perception of the quality of services provided by government institutions, including clarity of procedures, speed of service, and the attitude of service personnel. Public services that meet community expectations will result in a high level of satisfaction, which in turn can increase public trust in government institutions and support the effectiveness of governance (Mulyono et al., 2024).

Community satisfaction with public services is influenced by various factors, including the clarity of technical and administrative requirements, the effectiveness of service procedures, and the time required to complete services. In addition, the competence and attitude of service personnel, as well as transparency in service costs, are important factors that determine the level of community satisfaction. Professional, fast, transparent, and easily understood services will enhance the public's experience in accessing services and promote higher-quality, more responsive public service delivery (Ma'ruf et al., 2020).

Indicators of Community Satisfaction

According to Karim et al. (2020), community satisfaction with public services can be measured through several key indicators, including service quality, staff responsiveness, and transparency and ease of access to information in the service process. In addition, satisfaction is also influenced by service safety and comfort, fairness of service costs, the level of public trust in government institutions, and the effectiveness of complaint and grievance handling.

C. RESEARCH METHODOLOGY

This study employed a quantitative approach with a causal associative design. This study aimed to analyze the influence of employee competence and public service information systems on public satisfaction, with public service effectiveness as an intervening variable. The study was conducted at the Patumbak Sub-district Office, with a population of 94,580 public service recipients. The sample size was determined using the Slovin formula with a 10% margin of error, resulting in 110 respondents. The sampling technique used cluster sampling, proportionally divided among eight villages in Patumbak Sub-district. Data collection was conducted through a questionnaire using a Likert scale, supported by observation and interviews to obtain additional information. The data used consisted of primary data obtained directly from respondents and secondary data from documents, agency reports, books, and scientific journals relevant to the study.

Data analysis was performed using SPSS software through several stages: data quality testing, including validity and reliability, and classical assumption testing, including normality and multicollinearity. Hypothesis testing was conducted using the t-test to determine the partial effect of independent variables on the dependent variable, the F-test to test simultaneous effects, and the coefficient of determination (R^2) to determine the extent of the independent variable's contribution in explaining the dependent variable. In addition, this study also used path analysis to test the direct and indirect effects between research variables, namely employee competence and public service information systems on public satisfaction through the effectiveness of public services as an intervening variable.

D. RESULT AND DISCUSSION

Respondent Characteristics Definition

Table 1. Respondent Characteristics

Characteristics	Frequency	Presentage (%)
a. Gender		
Male	60	60%
Female	44	40%
Amount	110 Respondent	100%
b. Age		
20 – 30 year	32	29,1%
31 – 40 year	29	26,4%
41 – 50 year	15	13,6%
51 – 60 year	25	22,7%
61 – 65 year	9	8,2%
Amount	110 Respondent	100%

Source: Primary Data, 2025

Based on the results of a study of 110 respondents, the characteristics of the respondents indicate that the majority of respondents were male (66 respondents) (60.0%), while 44

respondents were female (40.0%). In terms of age, the majority of respondents were in the 20–30 age range (32 respondents) (29.1%), followed by 29 respondents aged 31–40 (26.4%), 25 respondents aged 51–60 (22.7%), 15 respondents aged 41–50 (13.6%), and 9 respondents aged 61–65 (8.2%). This data indicates that the study respondents were predominantly from the productive age group who actively utilize public services in Patumbak District.

Data Quality Test

Validity Test

Tabel 2. Keterangan Uji Validitas Data

Variable	Item	R Count	R Table	Decision
Employee Competence (X1)	X1.01	0,804	0.294	Valid
	X1.02	0,765	0.294	Valid
	X1.03	0,716	0.294	Valid
	X1.04	0,695	0.294	Valid
	X1.05	0,715	0.294	Valid
	X.1.06	0,691	0.294	Valid
	X1.07	0,759	0.294	Valid
	X1.08	0,723	0.294	Valid
	X1.09	0,742	0.294	Valid
	X1.10	0,697	0.294	Valid
	X1.11	0,741	0.294	Valid
	X1.12	0,738	0.294	Valid
	X1.13	0,731	0.294	Valid
	X1.14	0,782	0.294	Valid
	X1.15	0,697	0.294	Valid
	X1.16	0,709	0.294	Valid
	X1.17	0,755	0.294	Valid
	X1.18	0,692	0.294	Valid
	X1.19	0,736	0.294	Valid
	X1.20	0,750	0.294	Valid
Public Service Information System (X2)	X2.01	0,718	0.294	Valid
	X2.02	0,654	0.294	Valid
	X2.03	0,693	0.294	Valid
	X2.04	0,744	0.294	Valid
	X2.05	0,742	0.294	Valid
	X.2.06	0,700	0.294	Valid
	X2.07	0,733	0.294	Valid
	X2.08	0,715	0.294	Valid
	X2.09	0,764	0.294	Valid
	X2.10	0,692	0.294	Valid
Public Satisfaction (Y)	X2.11	0,704	0.294	Valid
	X2.12	0,694	0.294	Valid
	X2.13	0,706	0.294	Valid
	X2.14	0,717	0.294	Valid
	X2.15	0,727	0.294	Valid
	X2.16	0,747	0.294	Valid
	X2.17	0,689	0.294	Valid
	X2.18	0,749	0.294	Valid
	X2.19	0,718	0.294	Valid
	X2.20	0,716	0.294	Valid
	Y.01	0,751	0.294	Valid
	Y.02	0,696	0.294	Valid
	Y.03	0,726	0.294	Valid
	Y.04	0,708	0.294	Valid
Y.05	0,706	0.294	Valid	
Y.06	0,715	0.294	Valid	
Y.07	0,656	0.294	Valid	

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	Y.08	0,640	0.294	Valid
	Y.09	0,719	0.294	Valid
	Y.10	0,699	0.294	Valid
	Y.11	0,740	0.294	Valid
	Y.12	0,631	0.294	Valid
	Y.13	0,737	0.294	Valid
	Y.14	0,789	0.294	Valid
	Y.15	0,763	0.294	Valid
	Y.16	0,683	0.294	Valid
	Y.17	0,770	0.294	Valid
	Y.18	0,730	0.294	Valid
	Y.19	0,784	0.294	Valid
	Y.20	0,741	0.294	Valid
Effectiveness of Public Services (Z)	Z.01	0,768	0.294	Valid
	Z.02	0,713	0.294	Valid
	Z.03	0,739	0.294	Valid
	Z.04	0,761	0.294	Valid
	Z.05	0,780	0.294	Valid
	Z.06	0,682	0.294	Valid
	Z.07	0,720	0.294	Valid
	Z.08	0,708	0.294	Valid
	Z.09	0,768	0.294	Valid
	Z.10	0,779	0.294	Valid
	Z.11	0,744	0.294	Valid
	Z.12	0,761	0.294	Valid
	Z.13	0,734	0.294	Valid
	Z.14	0,738	0.294	Valid
	Z.15	0,703	0.294	Valid
	Z.16	0,717	0.294	Valid
	Z.17	0,703	0.294	Valid
	Z.18	0,716	0.294	Valid
	Z.19	0,707	0.294	Valid
	Z.20	0,759	0.294	Valid

Source: SPSS Data Processing Results, 2025

Based on the table above, the validity test results for variables X1 (employee competence), X2 (public service information system), Y (public satisfaction), and Z (public service effectiveness) yielded a calculated r value greater than the table r of 0.294, with a significance level of 95%, or $\alpha = 0.05$. Therefore, all statements in the questionnaire are declared valid based on the validity test decision-making basis.

Reliability Test

Table 3. Data Reliability Test Description

Variable	Reliability Statistics	
	Cronbach's Alpha	N Of Items
Employee Competence (X1)	0,954	20
Public Service Information System (X2)	0,950	20
Public Satisfaction (Y)	0,951	20
Public Satisfaction (Z)	0,955	20

Source: SPSS Data Processing Results, 2025

Based on the table above, the reliability test results for variables X1 (employee competence), X2 (public service information systems), Y (public satisfaction), and Z (public service effectiveness) obtained a Cronbach's Alpha > 0.06 . It can be concluded that all questionnaire items are reliable, as is the basis for decision-making in the reliability test.

Classical Assumption Test

Normality Test

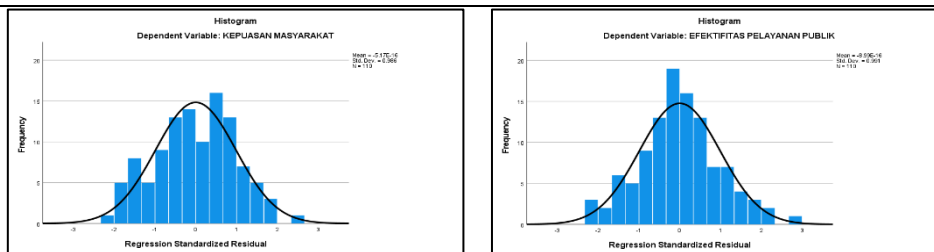


Figure 1. Histogram Normality Test

Source: SPSS Data Processing Results, 2025

Based on the histograms of standardized residuals in both equations, the residual distributions for the dependent variables "Public Satisfaction" and "Public Service Effectiveness" both approximate a normal distribution: the frequency peak is centered around 0, the bars on the left and right sides are relatively balanced, and there are no extreme spikes in the tails of the distribution. The mean of the residuals is close to 0 with a standard deviation close to 1, thus meeting the assumption of residual normality in both regression models, and the estimation results and further statistical tests are reliable.

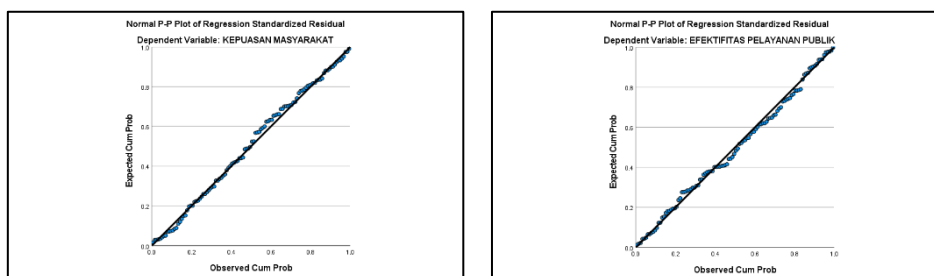


Figure 2. Normality Test for Normal Probability Plots

Source: SPSS Data Processing Results, 2025

Based on the Normal P-P plot, the standardized residuals for the two dependent variables "Public Satisfaction" and "Public Service Effectiveness" are shown, where the majority of points adhere closely to the theoretical diagonal line, with only minor deviations in the low and high probability areas within reasonable limits. This indicates that the observed cumulative residual distribution is nearly identical to a normal cumulative distribution. Therefore, the assumption of residual normality in both regression models has been met, ensuring the reliability of the estimation results and subsequent statistical tests.

Table 4. Results of the Normality Test for Equation 1

One-Sample Kolmogorov-Smirnov Test			Unstandardized Residual
N			110
Normal Parameters ^{a,b}	Mean		0.0000000
	Std. Deviation		5.806615
Most Extreme Differences	Absolute		0.053
	Positive		0.041
	Negative		-0.053
Test Statistic			0.053
Asymp. Sig. (2-tailed) ^c			.200 ^d
Monte Carlo Sig. (2-tailed) ^e	Sig.		0.637
	99% Confidence Interval	Lower Bound	0.625
		Upper Bound	0.649

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.
e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

Source: SPSS Data Processing Results, 2025

Table 5. Results of the Normality Test for Equation 2

One-Sample Kolmogorov-Smirnov Test			
		Unstandardized Residual	
N		110	
Normal Parameters ^{a,b}	Mean	0.0000000	
	Std. Deviation	5.806615	
Most Extreme Differences	Absolute	0.053	
	Positive	0.041	
	Negative	-0.053	
Test Statistic		0.053	
Asymp. Sig. (2-tailed) ^c		.200 ^d	
Monte Carlo Sig. (2-tailed) ^e	Sig.	0.637	
	99% Confidence Interval	Lower Bound	0.625
		Upper Bound	0.649
a. Test distribution is Normal.			
b. Calculated from data.			
c. Lilliefors Significance Correction.			
d. This is a lower bound of the true significance.			
e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.			

Source: SPSS Data Processing Results, 2025

From the data processing results in the table above, the Kolmogorov-Smirnov test results for equation 1 yielded a significance of 0.637, and for equation 2, a significance of 0.749. Therefore, it can be concluded that the data in equations 1 and 2 are normally distributed because the significance value is >0.05 .

Multicollinearity Test

Table 5. Multicollinearity Test Results of Multicollinearity Test Equation 1

Coefficients ^a		
Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Employee Competence	0.810	1.235
Public Service Information System	0.793	1.261
Public Service Effectiveness	0.675	1.482
a. Dependent Variable: Community Satisfaction		

Source: SPSS Data Processing Results, 2025

Table 6. Results of Multicollinearity Test for Equation 2

Coefficients ^a		
Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Employee Competencies	0.952	1.050
Public Service Information System	0.952	1.050
a. Dependent Variable: Effectiveness of Public Services		

Source: SPSS Data Processing Results, 2025

Based on the multicollinearity test results in equation 2, the VIF and tolerance values for each independent variable are obtained. No VIF values exceed 10, and no tolerance values are less than 0.1. Therefore, it can be concluded that the research data in equation 2 does not experience multicollinearity.

Hypothesis Testing Partial Test (T-Test)

Table 7. First Hypothesis Test

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	36.119	6.218		5.809	.001
	Employee Competence	0.546	0.077	0.563	7.081	.001

a. Dependent Variable: Community satisfaction

Source: SPSS Data Processing Results, 2025

From the table above, the t-test results for the variable employee competency on public satisfaction yielded a calculated t value of 7.081 > t_{table} (7.081 > 1.982), indicating that employee competency significantly influences public satisfaction.

Table 8. Second Hypothesis Test

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	45.509	6.686		6.806	.001
	Employee Competence	0.417	0.083	0.436	5.031	.001

a. Dependent Variable: Effectiveness of Public Services

Source: SPSS Data Processing Results, 2025

From the table above, the results of the t-test on the employee competency variable on the effectiveness of public services produced a calculated t value of 5.031 > t_{table} (5.031 > 1.982), which means that employee competency has a significant effect on the effectiveness of public services.

Table 9. Third Hypothesis Test

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	44.086	6.579		6.701	.001
	Public Service Information System	0.449	0.082	0.466	5.475	.001

a. Dependent Variable: Public Satisfaction

Source: SPSS Data Processing Results, 2025

From the table above, the results of the t-test on the public service information system variable on public satisfaction produced a calculated t value of 5.475 > t_{table} (5.475 > 1.982), which means that the public service information system has a significant effect on public satisfaction.

Table 10. Fourth Hypothesis Test

Coefficients ^a					
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Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	44.474	6.539		6.801	.001
1 Public Service Information System	0.433	0.082	0.455	5.304	.001

a. Dependent Variable: Effectiveness of Public Services

Source: SPSS Data Processing Results, 2025

From the table above, the results of the t-test on the public service information system variable on the effectiveness of public services produced a calculated t value of $5.304 > t$ table ($5.304 > 1.982$), which means that the public service information system has a significant effect on the effectiveness of public services.

Table 11. Fifth Hypothesis Test

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	26.917	5.798		1	(Constant)
1 Effectiveness of Public Services	0.671	0.073	0.662		Effectiveness of Public Services

a. Dependent Variable: Public Satisfaction

Source: SPSS Data Processing Results, 2025

From the table above, the results of the t-test on the variable of effectiveness of public services on public satisfaction produced a calculated t-value of $9.188 > t$ -table ($9.188 > 1.982$), which means that the effectiveness of public services has a significant effect on public satisfaction.

Table 12. Sixth Hypothesis Test

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	14.640	7.182		2.038	.044
Employee Competencies	0.469	0.072	0.484	6.529	.001
Public Service Information System	0.347	0.071	0.360	4.852	.001

a. Dependent Variable: Public Satisfaction

Source: SPSS Data Processing Results, 2025

From the table above, the results of the t-test on the employee competency variable on public satisfaction produced a t-value of $6,529 > t$ -table ($6,529 > 1.982$), which means that employee competency has a significant effect on public satisfaction, and the results of the t-test on the public service information system variable on public satisfaction produced a t-value of $4,852 > t$ -table ($4,852 > 1.982$), which means that the public service information system has a significant effect on public satisfaction.

Table 13. Seventh Hypothesis Test

Coefficients ^a				
Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.

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	B	Std. Error	Beta		
1 (Constant)	4.580	6.636		0.690	.492
Employee Competence	0.323	0.069	0.334	4.674	.001
Public Service Information System	0.192	0.070	0.199	2.758	0.007
Public Service Effectiveness	0.432	0.079	0.427	5.459	.001

a. Dependent Variable: Public Satisfaction

Source: SPSS Data Processing Results, 2025

From the table above, the results of the t-test on the employee competency variable on public satisfaction produced a t-value of 4,674 > t-table (4,674 > 1.982), which means that employee competency has a significant effect on public satisfaction, the results of the t-test on the public service information system variable on public satisfaction produced a t-value of 2,758 > t-table (2,758 > 1.982), which means that the public service information system has a significant effect on public satisfaction and the results of the t-test on the public service effectiveness variable on public satisfaction produced a t-value of 5,459 > t-table (5,459 > 1.982), which means that the effectiveness of public services has a significant effect on public satisfaction.

Simultaneous Test (Uji F)

Table 14. F Test of Equation I

ANOVA ^a					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	4735.090	3	1578.363	45.524	.000 ^b
Residual	3675.129	106	34.671		
Total	8410.218	109			

a. Dependent variable: public satisfaction

b. Predictors: (constant), effectiveness of public services, employee competence, public service information systems

Source: SPSS Data Processing Results, 2025

From the results of the SPSS test, the F count result was 45,524 with an error rate of 5%, it turns out that F count > F table (45,524 > 2.69) thus simultaneously showing that the variables of public service effectiveness, employee competence, and public service information systems have a significant effect on public satisfaction. Based on the results of statistical calculations, a probability value (significant) of 0.000 < 0.05 was obtained, which means that the independent variable has an effect on the dependent variable.

Table 15. F Test of Equation II

ANOVA ^a					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	2664.709	2	1332.355	25.762	.000 ^b
Residual	5533.846	107	51.718		
Total	8198.555	109			

A. Dependent variable: effectiveness of public services

B. Predictors: (constant), public service information system, employee competency

Source: SPSS Data Processing Results, 2025

From the results of the SPSS test, the F count result was 25,762 with an error rate of 5%, it turns out that F count > F table (45,524 > 3.08) thus this shows simultaneously that between the employee competency variables and the public service information system have a significant effect on the effectiveness of public services. Based on the results of statistical

calculations, a probability value (significant) of $0.000 < 0.05$ was obtained, which means that the independent variable has an effect on the dependent variable.

Coefficient of Determination (R^2)

Table 16. Results of the Determination Coefficient Test

No	Variabel Independen → Dependen	R	R Square	Adjusted R Square
1	Employee Competence → Public Satisfaction	0,563	0,317	0,311
2	Employee Competence → Public Service Effectiveness	0,436	0,190	0,182
3	SIPP → Public Satisfaction	0,466	0,217	0,210
4	SIPP → Public Service Effectiveness	0,455	0,207	0,199
5	Public Service Effectiveness → Public Satisfaction	0,662	0,439	0,434
6	Employee Competence + SIPP → Public Satisfaction	0,664	0,440	0,430
7	Employee Competence + SIPP + Effectiveness → Public Satisfaction	0,750	0,563	0,551

Source: SPSS Data Processing Results, 2025

Based on the table above, the coefficient of determination R^2 is 0.593 (59.3%). Based on the results of the coefficient of determination test, all independent variables show a positive relationship with moderate to strong strength towards the dependent variable. Partially, employee competence has an influence on public satisfaction with an Adjusted R Square value of 0.311 (31.1%), while on the effectiveness of public services it is 0.182 (18.2%). Meanwhile, the public service information system contributes 21.0% to public satisfaction and 19.9% to the effectiveness of public services. This shows that both employee competence and public service information systems have an important role in improving the quality of public services, although there are still other factors outside the model that also influence.

Simultaneously, the influence of variables becomes stronger when combined. Employee competence and public service information systems together are able to explain 43.0% of the variation in public satisfaction, and this increases to 55.1% when public service effectiveness is added as an intervening variable. Furthermore, public service effectiveness directly contributes 43.4% to public satisfaction with a fairly strong correlation ($R = 0.662$). This indicates that public service effectiveness plays an important role as a mediating variable in strengthening the relationship between employee competence and public service information systems on public satisfaction.

Path Analysis Test

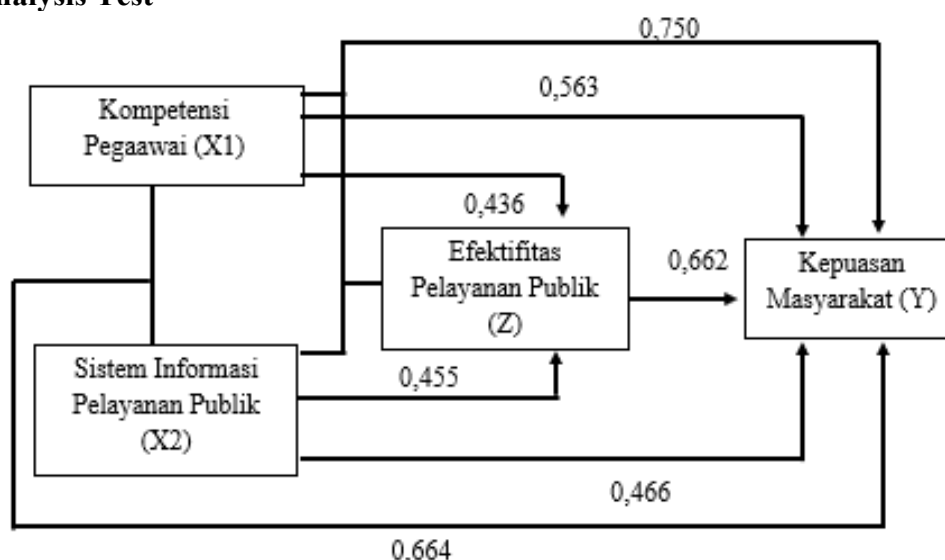


Figure 4.4 Path Analysis

Source: Processed by Researchers, 2026

Based on the results of the path analysis, it is known that employee competence (X1) has a direct influence on public satisfaction (Y) of 0.563 (56.3%) and an indirect influence through the effectiveness of public services (Z) of 0.289 (28.9%), so that the total influence reaches 0.852 (85.2%). Meanwhile, the public service information system (X2) has a direct influence of 0.466 (46.6%) and an indirect influence through the effectiveness of public services of 0.301 (30.1%), with a total influence of 0.767 (76.7%). This shows that both independent variables have a significant contribution in increasing public satisfaction, both directly and through the role of intervening variables.

In addition, the effectiveness of public services (Z) was proven to have a fairly strong direct influence on public satisfaction of 0.662 (66.2%). The effectiveness of public services itself was influenced by employee competence of 0.436 (43.6%) and public service information systems of 0.455 (45.5%), which emphasized the importance of human resource quality and technological support in improving service performance. Simultaneously, employee competence and public service information systems had a direct influence of 1.029 and an indirect influence through public service effectiveness of 0.590, so that the total influence reached 1.619. These findings indicate that the synergy between improving apparatus competence, strengthening information systems, and public service effectiveness together can have a very large impact on increasing public satisfaction.

Based on the results of the discussion, employee competence (X1) is proven to have a positive and significant effect on public satisfaction (Y) with a t-count value of 7.081 > t-table 1.982 and a significance of 0.001 < 0.05, and has a direct effect of 56.3% and an indirect effect through the effectiveness of public services (Z) of 28.9%, so that the total effect reaches 85.2%. Meanwhile, the public service information system (X2) also has a direct effect of 46.6% and an indirect effect of 30.1% with a total effect of 76.7%. Employee competence and information systems each contribute to the effectiveness of public services by 43.6% and 45.5%, while the effectiveness of public services itself has a direct effect on public satisfaction by 66.2%. Simultaneously, employee competence and information systems have a contribution of 43.0% in explaining variations in public satisfaction (Adjusted R² = 0.430), with the remainder influenced by other factors. These results also show that the effectiveness of public services plays a significant role as a mediating variable, so that optimally increasing public satisfaction requires synergy between increasing the competence of apparatus, strengthening information systems, and the effectiveness of public services as a whole.

E. CONCLUSION

Based on the results of the research that has been conducted, it can be concluded that training This study concludes that employee competence, public service information systems, and public service effectiveness have a positive and significant influence on public satisfaction at the Patumbak District Office. Employee competence has been proven to be a dominant factor in increasing public satisfaction, both directly and through public service effectiveness as an intervening variable. Similarly, public service information systems provide a significant contribution in increasing public satisfaction, especially through ease of access, clarity of information, and efficiency of the service process. The effectiveness of public service itself plays an important role as a mediator that strengthens the relationship between employee competence and information systems with public satisfaction. Simultaneously, these three variables are able to explain more than half of the variation in public satisfaction, which indicates that improving the quality of human resources, information technology support, and the effectiveness of the service process are the main keys in realizing quality public services and satisfying the public.

However, this study has limitations, particularly in the scope of the variables used. Other factors outside the model, such as organizational culture, leadership, and community participation, have not been examined but could potentially influence public satisfaction. Furthermore, this study was conducted only at one location, the Patumbak District Office, so generalizing the results to a broader context requires caution. Therefore, further research is recommended to develop a more comprehensive model by adding other variables and expanding the research object to obtain a more comprehensive picture of the factors influencing public satisfaction with public services.

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