

INTERNATIONAL JOURNAL OF LAW,
GOVERNMENT AND COMMUNICATION
(IJLGC)
www.ijlgc.com



THE INFLUENCE OF SERVICE QUALITY,
INTERPERSONAL COMMUNICATION AND SERVICE
FACILITIES ON PUBLIC SATISFACTION

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Article Info:

Article history:

Received date: 03.10.2024

Revised date: 24.10.2024

Accepted date: 12.11.2024

Published date: 13.12.2024

To cite this document:

Alauddin, A., Antong, A., Khaddapi, M., & Syafruddin, S. (2024). The Influence Of Service Quality, Interpersonal Communication And Service Facilities On Public Satisfaction. *International Journal of Law, Government and Communication*, 9 (38), 240-255.

DOI: 10.35631/IJLGC.938016

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Abstract:

This research aims to analyze the influence of service quality, interpersonal communication, and service facilities on community satisfaction at the Population and Civil Registry Service, East Luwu Regency. This research carries the concept of a quantitative approach. The population and sample used are people who use the services of the Population and Civil Registry Service, East Luwu Regency. Determining the number of samples used the MoE formula to obtain a sample size of 96 samples. Data collection was carried out by distributing questionnaires. Data analysis was carried out using two analytical approaches, namely descriptive statistics and inferential statistics. The research results show a positive and significant influence between service quality and facilities on community satisfaction. Interpersonal communication has a positive but not significant effect on people's satisfaction. Simultaneously, these three variables have a positive and significant effect on community satisfaction. The Population and Civil Registry Service of East Luwu Regency must focus on improving these three factors simultaneously through training, investment in facilities, and feedback systems to improve service experiences and community satisfaction.

Keywords:

Service Quality; Interpersonal Communication; Service Facilities; Community Satisfaction

Introduction

In government agencies, employees have a very important role in public services. Employees must be able to provide services in accordance with the tasks they are supposed to carry out so that good relations are established between government officials and the local community. Employees as government officials and as public servants are expected to always be ready to carry out their duties well and ready to serve the community well (Rizal Aditya, 2022).

The services provided to the community require a certain quality. Services provided by managers through their officers, although not aimed at making a profit, must still prioritize service quality that is in line with the demands, hopes and needs of the people served.

In increasingly critical conditions in society, the bureaucracy is required to be able to change its position and role (revitalization) in providing services. From those who like to manage and rule, they change to those who like to serve. From those who like to use a power approach, they change to those who like to help towards a flexible, collaborative and dialogical direction. From slogans to realistic, pragmatic ways of working (Wairiuko et al., 2018).

One of the agencies providing public services is the Population and Civil Registry Service, East Luwu Regency, which is led by the Head of the Service who is responsible to the Regent through the Regional Secretary. The main task of the Population and Civil Registry Service, East Luwu Regency, is to carry out the main tasks of the Population Service, namely regarding Regional Government affairs in the field of population and civil registration based on the principle of autonomy and supporting duties. The services provided at this agency cover three areas, namely civil registration, data information and population.

The Population and Civil Registry Service (Disdukcapil) has a vital role in providing administrative services to the community, especially those related to population documents such as Resident Identity Cards (KTP), Family Cards (KK), and birth certificates. The quality of services provided by Disdukcapil greatly determines community satisfaction. However, complaints often arise regarding suboptimal service, such as long queues, ineffective communication and inadequate service facilities. This condition can influence the public's perception of the quality of services provided, which ultimately has the potential to reduce the level of public satisfaction.

A phenomenon often encountered at the Population and Civil Registration Office, East Luwu Regency, is complaints from the public regarding the quality of the services provided. Some of the problems that are often complained about include long service times, lack of responsiveness of officers in communicating, as well as inadequate conditions of service facilities such as uncomfortable waiting rooms and lack of accessibility. This condition indicates that there are fundamental problems in public services that need further research to increase public satisfaction.

Public service theories suggest that service quality, interpersonal communication, and service facilities are factors that greatly influence the level of public satisfaction (Wattanacharoensil & Yoopetch, 2012). However, in the context of the Disdukcapil, research regarding the combined influence of these three variables on community satisfaction is still rarely conducted. Most previous research focused on one or two variables only, so there is a theoretical gap in

understanding the simultaneous influence of service quality, interpersonal communication, and service facilities on public satisfaction.

This research aims to analyze the influence of service quality, interpersonal communication, and service facilities on community satisfaction at the Population and Civil Registry Service, East Luwu Regency. It is hoped that the results of this research can provide useful recommendations for improving the quality of public services at the Disdukcapil, so as to increase the overall level of community satisfaction.

Literature Review

Service Quality

Service quality is a description of the implementation of services running as specified (Khaddapi et al., 2022). For example, the use of time is relatively fast, the level of work completion is relatively fast and the quality of work. This shows that service quality means that there is effectiveness and efficiency created in a service activity. Voo et al., (2020) suggests that service quality is also defined as something related to meeting the expectations/needs of customers (society).

Kotler & Armstrong, (2018), revealed that service quality is a way of working of a company that tries to make continuous quality improvements to the processes, products and services produced by the company. Meanwhile, according to Muscat et al., (2019), service quality is an effort to fulfill consumer needs and desires as well as the accuracy of delivery in keeping with consumer expectations.

In public administration, the term service is a standard that describes the form and type of government service to the community or individuals on the basis of and oriented towards the public interest. Service quality is a necessity that companies must fulfill in order to survive and continue to gain customer trust. People's consumption patterns and lifestyles require organizations to be able to provide quality services.

Based on Menpan Decree Number 63 of 2004, to be able to provide satisfactory services to users, service providers must fulfill the service principles, namely: Transparency, being open, easy and accessible; Accountability, can be held accountable in accordance with statutory provisions; Conditional, according to conditions and abilities; Participatory, encouraging community participation; Balancing rights and obligations, providers and recipients of public services must fulfill the rights and obligations of each party.

To measure the level of service quality in this study, the measure proposed by Shin et al., (2020) namely: Tangible, the agency's ability to demonstrate its existence to external parties; Reliability, the agency's ability to provide services as promised accurately and reliably; Responsiveness, willingness to help and provide fast and appropriate service; Assurance, knowledge, politeness and abilities of employees (agencies); Empathy, sincere and individual attention by trying to understand the desires of the community.

Interpersonal Communication

Interpersonal communication is the process of exchanging messages between two or more individuals who interact with each other. This communication involves sending and receiving

messages both verbally and nonverbally, which aims to build relationships between individuals (Gulla & Jha, 2019).

Ansari, (2021) defines interpersonal communication as direct interaction between two or more people involving the exchange of information, emotions, and ideas. This communication is important in building and maintaining personal relationships and influencing individual behavior in a social context. Another definition was put forward by Rajesh et al., (2023) that interpersonal communication is a process of exchanging information between individuals that takes place directly and involves immediate feedback. This communication occurs in various contexts, both formal and informal, and is highly dependent on each individual's communication skills.

From the various definitions given by experts, it can be concluded that interpersonal communication is a process of exchanging information, ideas and emotions between two or more individuals that occurs directly and involves immediate feedback. This communication is two-way and aims to achieve mutual understanding, build and maintain interpersonal relationships, both in formal and informal contexts.

The goals of interpersonal communication include various aspects that focus on building and maintaining relationships between individuals. Interpersonal communication is used to build new relationships and maintain existing ones, both in personal, social and professional contexts.

One of the main goals of interpersonal communication is to convey and receive information effectively between individuals, thereby ensuring clear and correct understanding. In addition, interpersonal communication is often used to influence other people's opinions, attitudes, or behavior. This can be done through persuasion, negotiation, or other forms of communication.

Indicators in interpersonal communication are important elements that determine the effectiveness of interpersonal communication and the quality of interactions between individuals. This research uses indicators consisting of Message Clarity, Feedback, Empathy, Openness, Credibility and Appropriate Context.

Service Facilities

According to Kotler & Armstrong, (2023), service facilities are everything provided by an organization or company to support and simplify the service process to customers. This facility includes all facilities and infrastructure used to provide services to consumers or the community.

Kazungu & Kubenea, (2023) defines service facilities as all physical and non-physical devices provided by service providers to support the smooth service process, including in terms of comfort, convenience and customer satisfaction while receiving services.

Service facilities are an important component in the service process which includes physical facilities, technology and infrastructure used to create a positive service experience for customers or the community. Service facilities include all aspects of the physical environment in which services are delivered and in which service providers and customers interact. This

facility functions to support the service process and improve the quality of interaction between service providers and customers (Le et al., 2021).

From the various definitions above, it can be concluded that service facilities are all facilities, infrastructure and infrastructure provided by service providers to support and facilitate the service process to customers or the community. This facility includes physical and non-physical components that aim to increase customer comfort, convenience and satisfaction while they receive services.

The aim of providing service facilities is to provide a better service experience, thereby increasing user or community satisfaction. Adequate facilities can speed up and simplify the service process, thereby reducing waiting times and increasing efficiency. Comfortable and easily accessible facilities make customers feel more satisfied and tend to return to using the service.

In measuring the level of community satisfaction, this research uses the indicators proposed by Kotler & Armstrong, (2023) namely: Completeness of Facilities: facilities needed to support the service process, such as waiting rooms, toilets, parking lots, etc. Facility Comfort: providing comfort for customers, such as comfortable chairs in the waiting room, appropriate room temperature, and cleanliness of facilities. Affordability of Facilities: facilities are easily accessible to customers, both in terms of location and ease of use. Facility Security: facilities must be safe for use by the public. Modernity and Technology: The facilities provided use modern and up-to-date technology to increase service efficiency.

Community Satisfaction

Satisfaction is the accumulation of a person's results in using or obtaining services and using products and services. Individuals feel satisfied if after purchasing a product and using the product they feel that the product is good or in accordance with what the individual expected (Khaddapi et al., 2022)

Zun et al., (2018) stated that satisfaction is the extent to which the benefits of a product are felt (perceived) in accordance with what was expected. If what you feel is the same or better than expected, you will feel satisfied. If what is perceived is lower than expected, the customer will say they are dissatisfied.

According to Ali et al., (2012) Satisfaction is influenced by positive and negative feelings that consumers associate with the products they have purchased and consumed. This theory suggests that customer satisfaction and dissatisfaction is the impact of a comparison between expectations before purchasing and actual performance. When purchasing a product or service, buyers have expectations about the performance of a product, such as (1) it will perform better than expected; (2) has performance as expected; (3) or perform worse than expected.

Othman et al., (2020) suggests that community satisfaction includes the overall level of satisfaction, conformity of satisfaction with community expectations, and the level of community satisfaction during relationships with agencies. Community satisfaction is the result of community opinions and assessments of the service performance provided by service providers.

Malelak et al., (2021) stated that the indicator of community satisfaction, namely, Conformity of expectations is the level of conformity between the performance expected by the community and that perceived by the community, including, the service received by employees is in line with or exceeds what was expected, the supporting facilities obtained are in line with or exceed what was expected. Interest in returning to visit is the public's willingness to visit again. Interested in visiting again because the service provided by employees is satisfactory, interested in visiting again because the supporting facilities provided are adequate.

Ofori-boateng & Agyei, (2020) suggests that indicators that influence the level of public satisfaction with service providers or organizations can be viewed at five levels, namely: Core Products or Services; Support Systems and Services; Technical Performance; Elements of Interaction with the community; Emotional Elements. Based on the explanation above, to measure the level of community satisfaction, indicators are used, namely, core services, supporting systems and services, technical performance, interaction elements and emotional elements.

Hypothesis Development

First Hypothesis: The Influence of Service Quality on Community Satisfaction

The relationship between service quality and public satisfaction has been widely studied by experts in various contexts, and most studies find that there is a strong and positive relationship between these two variables. Nor et al., (2022) identified that service quality is the main determinant of community satisfaction, the higher the service quality perceived by the community, the higher their level of satisfaction. Mosimanegape et al., (2020) emphasizes that service quality has a direct influence on public satisfaction. They stated that when people receive quality service, which meets or even exceeds their expectations, they will feel satisfied. Conversely, if the quality of service does not meet expectations, the level of satisfaction will decrease. Lanin et al., (2023) in his research found that all dimensions of service quality contributed significantly to public satisfaction, but with different levels of influence. Based on the relationship between research variables from previous research, the first hypothesis is stated:

H1: Service quality has a positive and significant effect on community satisfaction

Second Hypothesis: The Effect of Interpersonal Communication on Community Satisfaction

Study Zakiah et al., (2020) found that effective communication, which involves clear exchange of information and empathy, significantly increases people's satisfaction. Suraj Abdulkarim et al., (2023) examined interpersonal communication dimensions such as clarity, trust, empathy, and politeness, and found that all of these dimensions contributed positively to people's satisfaction. Study Kazlauskaitė Markelienė et al., (2023) in his research on communication in the public sector found that effective interpersonal communication between service officers and the public is very important to increase public satisfaction with public services. Based on the relationship between research variables from previous research, the second hypothesis is stated:

H2: Interpersonal communication has a positive and significant effect on people's satisfaction

Third Hypothesis: The Influence of Service Facilities on Community Satisfaction

Sri Rejeki & Aceng Abdul Hamid, (2023) in his research found that physical facilities have a significant influence on people's perceptions of service quality and, ultimately, on their satisfaction. Lee & Kim, (2014) states that in the public sector, such as government offices or transportation services, adequate service facilities, including comfortable waiting rooms, availability of information, and ease of access, contribute directly to the level of public satisfaction. Study Swai et al., (2022) examined the influence of service facilities in the context of higher education and found that campus facilities, such as libraries, laboratories, and sports facilities, had a significant impact on student satisfaction. Based on the relationship between research variables from previous research, the third hypothesis is stated:

H3:Service facilities have a positive and significant effect on community satisfaction

Fourth Hypothesis: Simultaneous Influence of Service Quality, Interpersonal Communication and Service Facilities on Community Satisfaction

Manandhar, (2023) examining the simultaneous influence of these three factors found that when service quality, interpersonal communication, and service facilities were all high, people showed significantly higher levels of satisfaction compared to when one or more of these factors was inadequate. Lanin et al., (2023) also supports these findings by stating that public satisfaction is the result of complex interactions between various service elements, including service quality, interpersonal communication, and physical facilities. All three must be managed simultaneously to achieve optimal community satisfaction. Based on the relationship between research variables from previous research, the third hypothesis is stated:

H4:Service quality, interpersonal communication and service facilities simultaneously have a positive and significant effect on community satisfaction

Conceptual Framework

Based on the theories and research results presented above, the conceptual framework of this research is as follows:

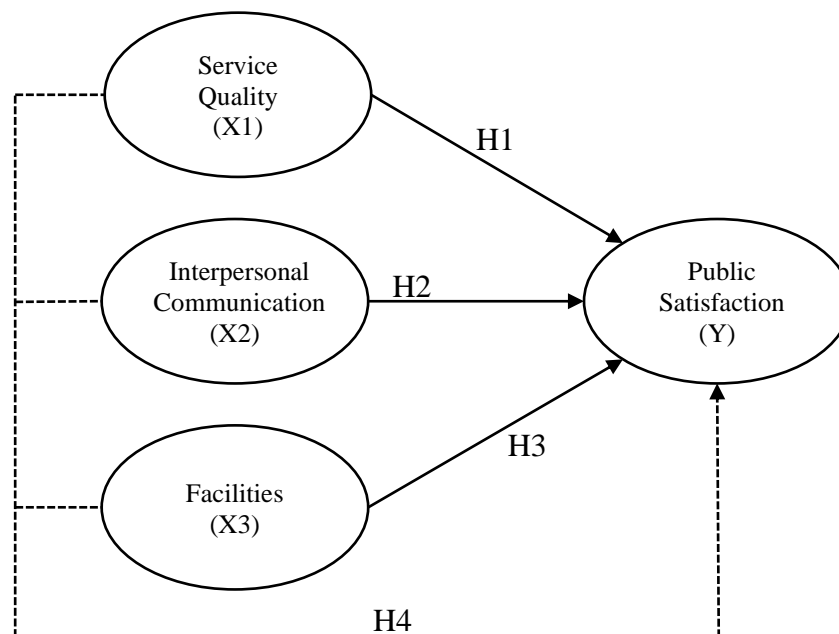


Figure 1: Conceptual Framework

Methodology

This research carries the concept of a quantitative approach. In this research there are four variables, namely service quality, interpersonal communication, facilities and community satisfaction. In this study, the population and sample used were people using the services of the Population and Civil Registry Service, East Luwu Regency. The large population size requires this research to use a sample, so in determining the sample a purposive sampling method was used with the criteria of having visited and experienced the services at the Population and Civil Registry Service, East Luwu Regency. Determining the number of samples used the MoE formula to obtain a sample size of 96 samples.

Data collection was carried out by distributing questionnaires to selected samples, where the measurement scale was scaled *likert* (Sugiyono, 2018). Data analysis was carried out using two analytical approaches, namely descriptive statistics and inferential statistics (Structural Equation Modeling). The analysis tool in this research uses SmartPLS which allows bootstrapping tests to be carried out on structural models that are outer models and inner models.

Data Analysis

Loading Factor

This test is carried out to measure the level of suitability of each indicator to describe the variables used in the instrument. The value of 0.7 is the expected value, while the minimum limit is often used as ≥ 0.6 , the following is a tabulation of factor loadings:

Table 1. Loading Factor

	Interpersonal Communication (X2)	Facilities (X3)	Public Satisfaction (Y)	Service Quality (X1)	Exp
X1.1				0.785	Valid
X1.2				0.748	Valid
X1.3				0.801	Valid
X1.4				0.859	Valid
X2.1	0.731				Valid
X2.2	0.783				Valid
X2.3	0.812				Valid
X2.4	0.807				Valid
X2.5	0.718				Valid
X3.1		0.773			Valid
X3.2		0.865			Valid
X3.3		0.895			Valid
X3.4		0.885			Valid
X3.5		0.738			Valid
Y1.1			0.777		Valid
Y1.2			0.838		Valid
Y1.3			0.827		Valid
Y1.4			0.823		Valid

Source: Data processed 2024

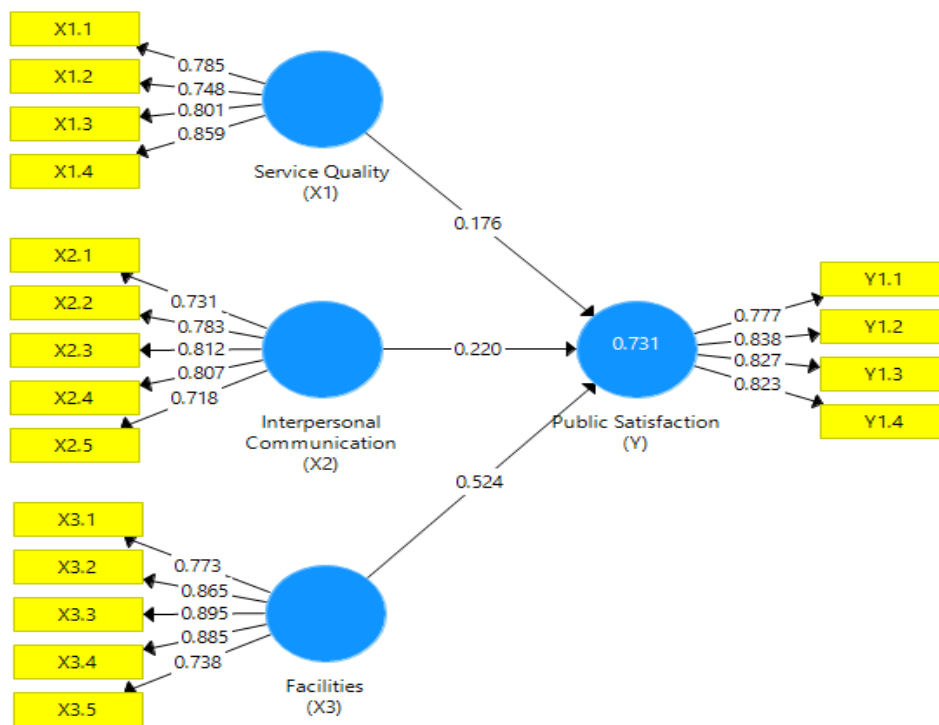


Figure 1. Loading Factor

After calculating the loading factors, it can be seen that the values for all indicators are as expected > 0.7 , so it can be said that all indicators are able to describe the variables and meet the requirements for further analysis.

Convergent Validity

A variable can be said to be valid if it is able to explain the type of indicator with an Average Variance Extracted (AVE) value of 0.5 or more. Based on the analysis results displayed in table 2 below, it can be seen that the AVE values for all constructs are > 0.5 so they are declared to meet the requirements for further analysis.

Table 2. Covergen Validity

Variable	Average Variance Extracted (AVE)	Exp
Facilities_(X3)	0.695	Valid
Interpersonal Communication_(X2)	0.595	Valid
Public Satisfaction_(Y)	0.667	Valid
Service Quality_(X1)	0.639	Valid

Source: Data processed 2024

Model Reliability

This stage aims to measure the consistency of each indicator in explaining the variable construct. To find out how consistent each indicator is in explaining the variable construct, you can see the analysis results in the composite reliability or Cronbach's alpha column which is set at a value of ≥ 0.7 . Based on the analysis results displayed in table 3 below, it can be seen that the Croanbach's alpha and composite reliability values are ≥ 0.7 so that all variables are suitable for use in further analysis.

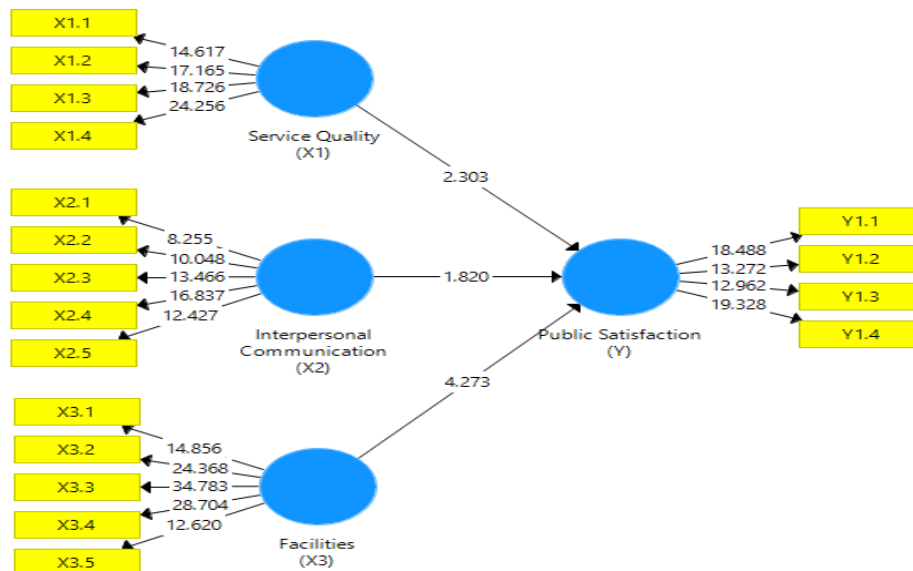
Table 3. Composite Reliability and Cronbach's Alpha

Variable	Cronbach's Alpha	Composite Reliability	Exp
Facilities_(X3)	0.888	0.919	Reliable
Interpersonal Communication_(X2)	0.830	0.880	Reliable
Public Satisfaction_(Y)	0.833	0.889	Reliable
Service Quality_(X1)	0.811	0.876	Reliable

Source: Data processed 2024

Bootstrapping

After testing the PLS Algorithm until it meets all the specified requirements, Bootstrapping testing is then carried out to determine the path coefficients (Path Coefficients) or the significance of the independent variable (X) on the dependent variable (Y) in order to test the research hypothesis. An independent variable can be said to have a significant effect on the dependent variable if the statistical significance value of $T > t$ table (in this study t table = 1.661) and P value < 0.05 , the influence value is shown in table 4 and Figure 2 below:

**Figure 2. SmartPLS SEM model****Table 4. Direct Effect (T-Test)**

Variable	T Stat	P Value	Explanation
Facilities_(X3) -> Public Satisfaction_(Y)	4,273	0,000	Positively Significant
Interpersonal Communication_(X2) -> Public Satisfaction_(Y)	1,820	0.069	Positive Not Significant
Service Quality_(X1) -> Public Satisfaction_(Y)	2,303	0.022	Positively Significant

Source: Data processed 2024

R Square Test

This stage is carried out to see the influence of the independent variable on the dependent variable simultaneously (together). The following are the results of the R Square test of this research:

Table 5. Simultaneous Effect (R-Square)

Variable	R Square	R Square Adjusted
Public Satisfaction_(Y)	0.731	0.723

Source: Data processed 2024

For the R Square value, categorize the measurement using the construction values (< 0.19 as weak), (0.19 to 0.33 as moderate) and (> 0.33 as strong). Based on the table above, the ability of exogenous variables simultaneously to explain endogenous variables is assumed to be at the level of having a strong influence, this can be seen from the results of the smart PLS analysis for R Square which shows a figure of $0.731 > 0.33$ as a standardization of assessment.

Hypothesis Testing

First hypothesis: The results of the T statistical analysis show that the calculated t value = $2.303 > t_{table} = 1.661$ with a P value of 0.02 or smaller than the cut off value of 0.05. This means that the service quality variable has a positive and significant influence on community satisfaction. So the **first hypothesis is declared accepted**.

Second hypothesis: The results of the T statistical analysis show that the calculated t value = $1.820 > t_{table} = 1.661$ with a P value of 0.06 or greater than the cut off value of 0.05. This means that the interpersonal communication variable has a positive but not significant influence on people's satisfaction. So **the second hypothesis is rejected**.

Third hypothesis: The results of the T statistical analysis show that the calculated t value = $4.273 > t_{table} = 1.661$ with a P value of 0.000 or smaller than the cut off value of 0.05. This means that the service facility variable has a positive and significant influence on community satisfaction. So the **third hypothesis is declared accepted**.

The fourth hypothesis: The results of the analysis obtained an r-square value = $0.731 > 0.33$ as a standardization of assessment. This means that simultaneously the variables of service quality, interpersonal communication and service facilities simultaneously have a positive and significant influence on community satisfaction. So **the fourth hypothesis is declared accepted**.

Discussion

The Influence of Service Quality on Community Satisfaction

The research results show that service quality has a positive and significant influence on the satisfaction of people using the services of the East Luwu Regency Population and Civil Registry Service. The good quality of service at the East Luwu Regency Dukcapil Office meets or exceeds community expectations and needs in terms of reliability, responsiveness, assurance, empathy and physical facilities. High quality service creates a positive experience for the community. When people feel that the services provided are effective, efficient and friendly, they tend to feel satisfied. These positive experiences increase people's trust in the institution, leading to higher levels of satisfaction.

High quality service can also reduce the number of complaints and problems faced by the community. When service quality is good, service providers can handle requests and complaints better, thereby reducing public frustration and dissatisfaction. Professionalism and

high operational performance of service personnel contribute to good service quality. In addition, the East Luwu Regency Dukcapil Office also applies high standards in training and service management which tends to provide better and more consistent services, which contributes to community satisfaction.

These results are in line with previous research such as research Nor et al., (2022) identified that service quality is the main determinant of community satisfaction. Study Mosimanegape et al., (2020) also found that service quality has a direct influence on public satisfaction. Lanin et al., (2023) in his research found that all dimensions of service quality contributed significantly to public satisfaction, but with different levels of influence.

The Influence of Interpersonal Communication on Community Satisfaction

The results of this research show that interpersonal communication has a positive but not significant influence on the satisfaction of people using the services of the East Luwu Regency Population and Civil Registry Service. Although interpersonal communication contributes to people's satisfaction, other factors such as service quality and service facilities may have a greater influence. If the quality of services and facilities already meets or exceeds community expectations, then the additional influence of interpersonal communication may not be very significant.

Not all interpersonal communication interactions may be carried out with the same quality. Variations in officers' communication skills, time constraints, and high workloads can affect the effectiveness of interpersonal communication. If communication is inconsistent or of insufficient quality, the impact on people's satisfaction may not be significant. People's perceptions of the quality of interpersonal communication can vary. Some service users may feel communication is adequate, while others may feel it is inadequate. If most people feel that communication is not a major factor in their service experience, its effect on satisfaction may not be significant.

Interpersonal communication that is irrelevant or inappropriate to people's specific needs can also reduce its impact on satisfaction. If the information conveyed does not meet people's needs or expectations, interpersonal communication will not contribute significantly to satisfaction. If the quality of service received by the community is already very good, then the addition of interpersonal communication may not make a significant difference in terms of satisfaction. In this case, interpersonal communication may act more as a complement than as the main factor determining satisfaction.

These results are not in line with previous research which found that interpersonal communication had a positive and significant effect on people's satisfaction (Zakiyah et al., 2020) (Suraj Abdulkarim et al., 2023) (Kazlauskaitė Markelienė et al., 2023). However, these results are in line with research findings Bostan et al., (2021) which shows that the effectiveness of this communication depends on the context and quality of communication in the specific situation. These findings suggest that although interpersonal communication has the potential to increase satisfaction, its effect may vary depending on other factors.

The Influence of Service Facilities on Community Satisfaction

The results of this research show that service facilities have a positive and significant influence on the satisfaction of people using the services of the East Luwu Regency Population and Civil

Registry Service. Good service facilities, such as comfortable waiting rooms, easy access, and adequate equipment, create a more pleasant experience for the community. Convenience and ease of access can reduce stress and discomfort felt by service users, thereby increasing their satisfaction.

Good facilities reinforce positive perceptions of overall service quality. People tend to judge that services provided in a clean and orderly environment are high quality services. Therefore, adequate service facilities can increase public perception about the quality of services received. In addition, good service facilities directly influence customer experience. For example, clean and well-organized facilities not only increase comfort but also demonstrate professionalism and attention to detail, which in turn increases public satisfaction.

Good service facilities often meet or even exceed people's expectations. When facilities meet the standards expected or desired by service users, their satisfaction increases. Good facilities can meet people's practical and emotional needs, contributing to higher levels of satisfaction. These results are in line with previous research which found a positive and significant influence between service facilities and community satisfaction (Sri Rejeki & Aceng Abdul Hamid, 2023; Lee & Kim, 2014; Swai et al., 2022).

The Influence of Service Quality, Interpersonal Communication and Service Facilities on Public Satisfaction

The results of this research show that service quality, interpersonal communication, and service facilities simultaneously have a positive and significant influence on the satisfaction of people using the services of the East Luwu Regency Population and Civil Registry Service. Quality service quality, effective interpersonal communication, and adequate service facilities together create a holistic and positive service experience. When these three factors are managed well, they complement each other to provide a comprehensive and satisfying experience for people.

When service quality, interpersonal communication, and service facilities function well, they support and strengthen each other. Good facilities will improve the customer's experience in receiving service, while effective interpersonal communication can address problems or needs that arise during interactions, thereby increasing overall satisfaction.

These three factors, when managed well, form positive perceptions about the quality of services received by the community. Good facilities increase comfort, quality service ensures people's needs are met, and good interpersonal communication improves understanding and relationships with the community. The correspondence between these three aspects provides a consistent and positive perception of the service, which contributes to people's satisfaction.

These results are still in line with previous research which found that simultaneously the combination of service quality, interpersonal communication and service facilities had a positive and significant effect on community satisfaction with East Luwu Regency Population and Civil Registry Services (Manandhar, 2023; Lanin et al., 2023) .

Implications

Disdukcapil needs to provide regular training to service officers to ensure that service quality remains high. This training should include technical skills as well as customer service skills, such as empathy and problem-solving abilities.

Improving officers' interpersonal communication skills through special training can help improve interactions with the public. This training should focus on active listening skills, providing information clearly, and handling complaints effectively.

Investments in improvements and maintenance of physical facilities such as waiting rooms, service areas, and equipment can increase public comfort and satisfaction. Clean, comfortable and well-functioning facilities will support a positive experience for service users.

The Population and Civil Registry Service of East Luwu Regency must focus on improving these three factors simultaneously through training, investment in facilities, and feedback systems to improve service experiences and community satisfaction. Implementing these recommendations will not only increase community satisfaction but also strengthen trust and relationships between institutions and service users.

Conclusion

Service quality has a positive and significant influence on community satisfaction. Good service quality, involving dimensions such as reliability, responsiveness, assurance, empathy, and physical facilities, contributes to positive experiences, trust, and reduced problems, which overall increases people's satisfaction. Interpersonal communication has a positive but not significant influence on people's satisfaction. Interpersonal communication can increase satisfaction, but its influence can be reduced by other factors such as service quality and facilities.

Service facilities have a positive and significant influence on community satisfaction. Good facilities contribute to a more positive service experience, increase comfort, and meet people's expectations, which ultimately has a significant impact on their level of satisfaction. Service quality, interpersonal communication, and service facilities simultaneously have a positive and significant influence on community satisfaction. The combination of these three factors creates a holistic and satisfying service experience, increasing perceived service quality and overall community satisfaction.

Acknowledgments

The authors would like to acknowledge Global Academic Excellence (M) Sdn Bhd, who granted the Publication Grant Scheme for this project.

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