

The Effect of Village Public Service Quality on Community Life and Public Trust: Evidence from Sukamerindu Village

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Abstract

Village-level public services constitute a critical interface between the state and citizens and play a pivotal role in shaping the quality of local governance and community trust. This study examines the implications of public service delivery for social life and public trust in Sukamerindu Village by analyzing service quality, structural constraints, and the use of information technology. Employing a quantitative explanatory design, data were collected through a structured questionnaire administered to 114 residents who had directly accessed village public services. The study applied a purposive sampling technique, targeting residents with direct service experience, with the individual resident as the unit of analysis. The data were analyzed using descriptive statistics and simple linear regression with the support of SPSS. The findings indicate that the overall quality of public services is perceived as high, particularly in terms of officials' attitudes, clarity of administrative requirements, and procedural simplicity. Nevertheless, respondents also reported moderate to high structural constraints, including unclear service workflows, limited administrative staffing, and inadequate facilities. The utilization of information technology has contributed to faster and more efficient administrative processes; however, its effects remain uneven due to disparities in digital access and digital literacy among residents. The inferential analysis employs a single primary predictor, namely public service quality, to examine its effect on community life and public trust. Regression analysis demonstrates that public service quality has a statistically significant influence on community life and public trust, accounting for 46.5% of the observed variance. These findings underscore that village public services extend beyond administrative functions and constitute a key determinant of social experience and institutional trust at the local level.

Keyword : Village, Service Quality, Sukamerindu

Abstrak

Pelayanan publik tingkat desa merupakan antarmuka penting antara negara dan warga negara serta memainkan peran penting dalam membentuk kualitas tata kelola lokal dan kepercayaan masyarakat. Studi ini meneliti implikasi penyampaian pelayanan publik terhadap kehidupan sosial dan kepercayaan publik di Desa Sukamerindu dengan menganalisis kualitas pelayanan, kendala struktural, dan penggunaan teknologi informasi. Dengan menggunakan desain penjelasan kuantitatif, data dikumpulkan

melalui kuesioner terstruktur yang diberikan kepada 114 penduduk yang telah mengakses pelayanan publik desa secara langsung. Studi ini menerapkan teknik pengambilan sampel bertujuan, menargetkan penduduk dengan pengalaman pelayanan langsung, dengan penduduk individu sebagai unit analisis. Data dianalisis menggunakan statistik deskriptif dan regresi linier sederhana dengan dukungan SPSS. Temuan menunjukkan bahwa kualitas pelayanan publik secara keseluruhan dianggap tinggi, terutama dalam hal sikap pejabat, kejelasan persyaratan administrasi, dan kesederhanaan prosedur. Namun demikian, responden juga melaporkan kendala struktural sedang hingga tinggi, termasuk alur kerja pelayanan yang tidak jelas, keterbatasan staf administrasi, dan fasilitas yang tidak memadai. Pemanfaatan teknologi informasi telah berkontribusi pada proses administrasi yang lebih cepat dan efisien; Namun, dampaknya tetap tidak merata karena adanya kesenjangan dalam akses digital dan literasi digital di kalangan penduduk. Analisis inferensial menggunakan satu prediktor utama, yaitu kualitas pelayanan publik, untuk menguji pengaruhnya terhadap kehidupan masyarakat dan kepercayaan publik. Analisis regresi menunjukkan bahwa kualitas pelayanan publik memiliki pengaruh yang signifikan secara statistik terhadap kehidupan masyarakat dan kepercayaan publik, yang menyumbang 46,5% dari varians yang diamati. Temuan ini menggarisbawahi bahwa pelayanan publik desa melampaui fungsi administratif dan merupakan penentu utama pengalaman sosial dan kepercayaan institusional di tingkat lokal.

Kata kunci: Desa, Kualitas Pelayanan, Sukamerindu

Introduction

Public service delivery at the village level constitutes the most fundamental interface between the state and its citizens and serves as a tangible indicator of the quality of local governance. Within the context of village administration, public services function not merely as administrative mechanisms but also embody social dimensions related to equity, justice, and the legitimacy of authority. A growing body of research demonstrates that the performance of village officials, the leadership capacity of village heads, and the quality of service procedures are directly correlated with levels of public satisfaction and trust (Telaumbanua et al., 2022; Pamungkas & Jakfar, 2022; Mayasari, 2020). Nevertheless, behind the normative portrayal of villages as the frontline of public service provision, empirical realities often reveal dynamics that are far more complex, non-linear, and constrained by both structural and cultural limitations.

Existing literature largely conceptualizes the quality of village-level public services through the lenses of bureaucratic performance, procedural compliance, and the principles of good governance. Studies by Mustanir and Latif (2020), Habibi et al. (2022), and Safitri et al. (2022), for instance, underscore accountability, transparency, and responsiveness as essential prerequisites for effective service delivery. In parallel, research focusing on the performance of village officials (Ropi et al., 2021; Siregar & Sudiartri, 2022; Rosmaladewi et al., 2021) tends to emphasize individual capacities, implicitly suggesting that service quality is primarily determined by personal

competence. While this perspective is undoubtedly relevant, it risks oversimplifying the issue by underestimating the interplay between organizational structures, resource availability, and the evolving social expectations of village communities. Moreover, these studies predominantly treat service quality as an outcome variable (e.g., satisfaction or performance), rather than as a determinant shaping broader social experiences and institutional trust (Mayasari, 2020; Gumolung et al., 2023).

Alongside the growing emphasis on digital transformation, scholarly discourse on village public services has increasingly shifted toward the adoption of information technology. Numerous studies indicate that village digitalization, village information systems, and e-government initiatives have the potential to enhance service efficiency and citizen satisfaction (Mardinata et al., 2023; Hamim et al., 2024; Lailiyah, 2022; Alim & Ibrahim, 2024; Ambarsari et al., 2024; Nugraha et al., 2025). However, much of this literature operates on assumptions of institutional readiness and relatively uniform administrative competence. The realities faced by many villages—such as inadequate infrastructure, limited digital literacy, and non-standardized service procedures—are frequently relegated to peripheral observations rather than treated as central analytical variables shaping the broader implications of public service delivery. In addition, prior studies tend to examine digitalization, governance, or service quality in isolation, resulting in a fragmented understanding of how these dimensions interact in shaping community-level outcomes (Cendana & Oktariyanda, 2022; Nugroho et al., 2024).

In practice, Sukamerindu Village exemplifies a context in which these longstanding challenges of village-level public services converge simultaneously. Limitations in administrative capacity, insufficient facilities and infrastructure, the absence of standardized service workflows, and the minimal utilization of information technology not only affect the effectiveness of service provision but also shape public perceptions and trust in village governance. This condition highlights a persistent tension between normative expectations of ideal public service delivery and the actual institutional capacity of villages as the lowest tier of government. Consequently, understanding the implications of public services cannot be confined to measuring service quality or citizen satisfaction alone; it requires an examination of how structural constraints and service practices collectively shape the social experiences of village communities.

Despite the growing body of literature, there remains a critical research gap. First, limited studies explicitly conceptualize public service delivery as a determinant of community life and social experience, rather than merely as an administrative or performance-based outcome. Second, empirical research rarely employs an explanatory quantitative design to test the causal influence of service quality on public trust at the village level, with most studies relying on descriptive or qualitative approaches (Febriyanti, 2025; Sahputra et al., 2025). Third, the interaction between service quality, structural constraints, and information technology in shaping perceived administrative complexity has not been systematically examined within a single inferential framework.

Building on this framework, the present article positions Sukamerindu Village as an analytical context through which village public services can be examined in a more

comprehensive and reflective manner. Unlike previous studies that tend to isolate specific dimensions—such as administrative performance, governance principles, or digitalization—this study integrates service delivery practices, encountered constraints, and their impacts on community life within a single analytical framework. More importantly, this study advances prior research by (1) repositioning public service quality as a primary explanatory variable influencing community life and public trust, (2) empirically testing this relationship using inferential statistics with a single main predictor, and (3) conceptualizing village public services as lived social experiences rather than merely administrative processes. Through this approach, the article conceptualizes village public services not merely as administrative processes but as arenas of social and institutional interaction that play a decisive role in sustaining public trust in village governance.

Quality and Performance of Public Service Delivery in Village Governance

The quality and performance of public service delivery in village governance are commonly understood as the outcomes of interactions among administrative capacity, leadership, and organizational governance. Studies by Telaumbanua et al. (2022) and Silfiah (2023) demonstrate that the role of the village head and the performance of the village bureaucracy are decisive factors shaping the direction and consistency of public services. These findings are consistent with those of Seran et al. (2024) and Giawa and Larosa (2023), who emphasize that the performance of village officials is influenced by competence, motivation, and the working environment. However, the strong emphasis on individual attributes of officials often overlooks the fact that service quality is also shaped by work systems, task allocation, and institutional support, which are not always within the direct control of individual village administrators.

A number of studies position service quality as a variable directly associated with community satisfaction. Research by Mayasari (2020), Gumolung et al. (2023), Nender et al. (2023), and Sahputra et al. (2025) indicates that procedural clarity, service speed, and the attitudes of officials contribute positively to public perceptions. Conversely, Febriyanti (2025) highlights the importance of systematic performance measurement to ensure that service quality is not assessed solely on a subjective basis. Nevertheless, these studies tend to conceptualize community satisfaction as an end outcome, with limited attention to how infrastructural constraints, internal administrative processes, and regulatory complexity affect the consistency of service quality over time.

Within the governance framework, the principles of good governance and the utilization of information technology are frequently presented as solutions for improving village-level public services. Mustanir and Latif (2020), Kasmawanto (2023), and Nasir (2025) argue that accountability, transparency, and effective governance contribute to improvements in village administrative services. Meanwhile, Mozin and Isa (2023), Suprianto (2023), Illahi et al. (2024), and Wijayanti (2024) emphasize the role of technological optimization, enhanced technical competence, and human resource training in supporting service performance. However, these findings also suggest that improvements in service quality do not occur automatically through the adoption of

governance principles or technology alone, but rather depend heavily on administrative readiness and the capacity of villages to align innovation with their social and administrative contexts.

Governance and Structural Constraints in Village Public Service Delivery

Village public service governance is strongly influenced by institutional design, leadership, and the clarity of role distribution within the village government structure. Ubaidillah (2024) shows that weak governance design often results in overlapping authority and unclear service procedures. This observation is reinforced by Sri Utami and Rahmaningtyas (2025) and Munir (2025), who note that the performance of village officials is frequently constrained by organizational structures that are insufficiently adaptive to public service workloads. In terms of leadership, Dachy (2025) and Amallia et al. (2025) underscore the strategic role of village heads and transformational leadership in driving service reform. However, the effectiveness of such leadership is highly contingent upon systemic support and institutional capacity, rendering many changes personal in nature and insufficiently institutionalized within village governance arrangements.

Beyond internal structural issues, village public service governance also faces demands for transparency and accountability, particularly in the management of resources and village funds. Safrilia and Wijaya (2025) and Rahman et al. (2025) demonstrate that the application of good governance principles can enhance public trust, yet implementation at the village level continues to face regulatory and administrative challenges. Safaruddin et al. (2025) further argue that limited administrative capacity and low levels of community participation in village fund governance constrain the sustainability of public service delivery. These conditions indicate that village governance operates not only under normative regulatory expectations but also within the realities of local capacities that are not yet fully prepared to manage administrative complexity and public accountability.

The advancement of digital transformation and service innovation has also revealed new dimensions of structural constraints in village public service delivery. Wahyiah (2025), Pramana (2025), and Nagara and Maulana (2025) highlight the potential of village information systems and electronic-based village governance to enhance transparency and service efficiency. Nevertheless, implementation is frequently hindered by infrastructural gaps, limited digital literacy among officials, and bureaucratic resistance at the village level. Fajri (2025) identifies mobile service initiatives as adaptive responses to structural limitations in reaching community members. At a broader level, Nugroho et al. (2024) situate these challenges within the wider context of bureaucratic reform in developing countries, where governance transformation has yet to fully address the complexity of grassroots public service needs.

Village Digital Transformation and Its Implications for Public Services and Community Life

Village digital transformation is widely regarded as a strategic instrument for improving the quality and efficiency of local public services. Several studies indicate that the utilization of information technology – such as village websites, village information systems, and e-government – can accelerate administrative services and expand public access to information (Alim & Ibrahim, 2024; Ambarsari et al., 2024; Mardinata et al., 2023; Hamim et al., 2024). Digitalization is also associated with strengthening transparency and promoting more open governance practices (Lailiyah, 2022; Habibi et al., 2022). However, Cendana and Oktariyanda (2022) demonstrate that the quality of village public services is not determined solely by the presence of technology, but remains highly dependent on administrative readiness and procedural clarity. As a result, digitalization often functions as a complementary tool rather than a transformative force in service practices.

At the level of implementation, village digital transformation intersects with leadership dynamics, bureaucratic capacity, and institutional structures. Wahyiah (2025) and Pramana (2025) emphasize that efforts toward smart villages and the adoption of village information systems require strong leadership commitment and consistent regulatory support. From a legal perspective, Nagara and Maulana (2025) argue that electronic-based village governance necessitates adjustments to institutional structures and authority to prevent imbalances in responsibility. Transformational leadership has been identified as a key driver of service innovation adoption (Amallia et al., 2025); however, without organizational capacity building, such changes risk becoming dependent on individual figures and lacking long-term sustainability.

The implications of village digital transformation for community life also exhibit varied outcomes. Suprianto (2023) and Illahi et al. (2024) show that information technology and improved technical competence among officials can support service optimization, particularly in administrative processing and records management. Nonetheless, Fajri (2025) finds that non-digital innovations, such as mobile administrative services, remain relevant for reaching communities that are not fully accommodated by digital systems. At a broader scale, Nugroho et al. (2024) frame digital transformation as part of bureaucratic reform in developing countries that continues to confront capacity gaps and institutional resistance. These findings suggest that village digital transformation has implications not only for the technical aspects of public service delivery but also for reshaping the relationship between village governments and communities, with outcomes heavily dependent on social, institutional, and local readiness contexts.

The Present Study

Based on the literature review, research on village public services has predominantly positioned service quality as an end result measured through community satisfaction, with a dominant focus on administrative performance, normative governance principles, or information technology adoption. While these approaches offer important contributions, they tend to be partial, as they do not fully integrate service delivery processes, structural constraints, and their implications for the social life of village communities. In the context of Sukamerindu Village, public services are perceived

not merely as administrative matters but as social experiences that shape residents' perceptions of ease, fairness, and trust toward village governance. Limitations in resources, the absence of standardized procedures, and suboptimal technology utilization render village public services a meaningful arena of interaction for the community.

Accordingly, this study conceptualizes village public service delivery as a variable with direct implications for community life, rather than as a purely bureaucratic process. Unlike previous studies that are primarily qualitative or normative in nature, this research employs a quantitative approach using a questionnaire-based instrument to systematically capture the perceptions of Sukamerindu Village residents. This approach enables an examination of the relationships among service quality, structural constraints, and the use of information technology in shaping public perceptions of whether village administrative affairs are perceived as simple or complicated. Thus, this study not only assesses the level of public service delivery but also investigates the extent to which such services influence the social experiences and daily interactions of village communities, which are subsequently articulated in the following research questions.

Research Questions

1. How do residents of Sukamerindu Village perceive the quality of public services provided by the village government?
2. What types of structural constraints are experienced by residents in village public service delivery, and how do these constraints shape perceptions of administrative complexity?
3. How is information technology utilized in village public services, and to what extent does it support service effectiveness from the community's perspective?
4. To what extent does the quality of village public service delivery (as the primary explanatory variable) have a significant effect on community life and public trust in Sukamerindu Village?

Method

This study adopts a quantitative approach with an explanatory research design to examine the relationships and effects among public service quality, governance and structural constraints in service delivery, and the use of information technology on the implications of public services for community life in Sukamerindu Village. The quantitative approach was selected because it allows for the objective measurement of community perceptions through numerical data and enables statistical testing of relationships among variables (Mayasari, 2020; Febriyanti, 2025).

Participants

The study was conducted concurrently with a field practicum in Sukamerindu Village, located on Jl. Raya Baturaja, Dusun II, RT 002 RW 001, Sukamerindu Village, Lubai Subdistrict, Muara Enim Regency, South Sumatra Province. The participants consisted of residents of Sukamerindu Village who acted as recipients of village-level public services.

The unit of analysis was the individual, namely village residents who had accessed public services, including population administration and other administrative services provided by the village government. Residents were selected as respondents based on their direct experience interacting with village officials during the public service process.

This study employed a purposive sampling technique, in which respondents were selected based on the specific criterion of having direct experience in accessing village public services. This sampling approach ensures that all respondents possess relevant experiential knowledge required to evaluate service quality, structural constraints, and the use of information technology in village administration.

A total of 114 respondents ($N = 114$) participated in the study, comprising approximately 58% female and 42% male respondents. In terms of age distribution, all respondents were within the range of 18–40 years, with approximately 35% aged 18–25 years, 40% aged 26–33 years, and 25% aged 34–40 years. Regarding educational background, around 18% of respondents had completed junior secondary education or its equivalent, 52% had completed senior secondary education, and 30% held a diploma or bachelor's degree. This educational composition indicates that most respondents possessed a moderate to high educational background, which was considered sufficient to comprehend the questionnaire items and the public service context under investigation.

The sample size of 114 respondents was determined based on both field accessibility and statistical considerations. In regression-based quantitative research, a minimum sample size of 100 observations is generally recommended to ensure stable parameter estimation and sufficient statistical power. Therefore, the sample size in this study meets the minimum threshold for conducting simple linear regression analysis.

In terms of representativeness, the selected respondents reflect active users of village public services within the productive age group, which constitutes the dominant demographic group engaging with administrative services in the village. Although the sampling is non-probabilistic, the characteristics of respondents are considered sufficiently representative for capturing community perceptions of public service delivery in the Sukamerindu Village context.

Moreover, the respondents' productive age range and educational attainment contributed to their ability to provide rational and informative responses. Approximately 85% of respondents reported no difficulty in understanding the questionnaire statements, while the remainder required brief clarification from the researcher for certain items. This condition suggests that respondents generally possessed adequate literacy capacity to assess their public service experiences, including service quality, administrative constraints, and the use of information technology. Consequently, the data obtained are considered to represent community perceptions with a reasonable degree of accuracy and reliability.

All statistical analyses, including descriptive and inferential procedures, were conducted using the same dataset consisting of 114 valid responses ($N = 114$). Cases with incomplete responses were excluded during the data screening stage prior to analysis to ensure consistency between descriptive statistics and regression results. Thus, the

degrees of freedom reported in the regression analysis have been adjusted to reflect the actual number of valid observations used in the model.

Data Collection

Data collection was carried out in October 2025 using a survey method through the distribution of structured questionnaires to residents of Sukamerindu Village as recipients of village public services. The questionnaire was developed based on the research variables, which included village public service quality, structural constraints in service delivery, the utilization of information technology, and their implications for community life and public trust. The instrument was administered directly in paper-based form, with researcher assistance provided to ensure an optimal response rate and to minimize potential misunderstandings of questionnaire items. This method was chosen to obtain objective and measurable quantitative data and to facilitate statistical data processing using SPSS software.

Prior to data collection, ethical considerations were carefully addressed. Respondents were informed about the purpose of the study and their voluntary participation. Informed consent was obtained from all participants before completing the questionnaire, ensuring that they fully understood their rights, including the right to withdraw from the study at any time without consequences.

To maintain confidentiality and anonymity, respondents were not required to provide personally identifiable information, and all collected data were used solely for academic research purposes. The data were securely managed and reported in aggregate form to prevent the identification of individual participants.

In addition, formal permission to conduct the study was obtained from the Sukamerindu Village government prior to the data collection process. This institutional approval ensured that the research activities were conducted in accordance with local administrative regulations and with the support of relevant authorities.

The data collection process was conducted systematically according to the schedule presented in Table 1.

Table 1. Research Data Collection Schedule

No.	Activity Stage	Implementation Period
1	Preparation and finalization of questionnaire instrument	1–3 October 2025
2	Coordination with the Sukamerindu Village government	4–5 October 2025
3	Limited pilot testing of the questionnaire	6–7 October 2025
4	Distribution of questionnaires to respondents	8–20 October 2025
5	Data collection and completeness checking	21–24 October 2025

This schedule was designed to ensure an orderly data collection process and to maintain the quality of the collected data. The initial stage focused on instrument refinement and institutional coordination to obtain formal permission and administrative support. A limited pilot test was conducted to ensure clarity of item wording and consistency of measurement scales prior to large-scale distribution. The questionnaire distribution was carried out gradually, allowing the researcher to monitor respondent participation and provide clarification when necessary. The final stage involved checking response completeness, coding, and data entry as a foundation for subsequent statistical analysis, ensuring that the overall data collection process adhered to quantitative research standards commonly applied in accredited scientific publications.

Data Analysis

Data analysis in this study employed a quantitative approach to examine the relationships and effects between village public service quality and community life in Sukamerindu Village. The data were obtained through closed-ended questionnaires using a five-point Likert scale administered to residents as recipients of village public services. This approach enables structured and objective measurement of community perceptions and is widely applied in explanatory public service research (Cendana & Oktariyanda, 2022; Mayasari, 2020).

The initial stage of analysis involved descriptive statistics to present respondent characteristics and response tendencies for each variable indicator. Descriptive measures included mean values, percentages, and frequency distributions. For example, a mean score above 4.00 on the “procedural ease” indicator indicates that respondents generally perceive service procedures as easy. This step provides a foundational overview of community perceptions regarding village public service performance (Febriyanti, 2025; Gumolung et al., 2023).

Prior to inferential analysis, instrument testing was conducted to ensure the validity and reliability of the measurement scales. Validity testing was performed using Pearson’s Product Moment correlation between each item score and the total construct score. An item was considered valid if the correlation coefficient (r) exceeded the critical value at a significance level of 0.05.

The results of the validity test indicate that all questionnaire items across the four constructs—public service quality, structural constraints, utilization of information technology, and community life and public trust—achieved correlation coefficients above the minimum threshold ($r > 0.30$), confirming that all items are statistically valid and suitable for further analysis. A summary of the validity test results is presented in Table 2.

Table 2. Summary of Validity Test Results

Variable	Number of Items	Range of r-values	Validity Status
Public Service Quality	8	0.52 – 0.78	Valid
Structural Constraints	7	0.47 – 0.73	Valid
Utilization of Information Technology	7	0.49 – 0.75	Valid
Community Life and Public Trust	8	0.55 – 0.80	Valid

In addition to validity testing, reliability analysis was conducted using Cronbach's Alpha coefficient to assess the internal consistency of the instrument. A Cronbach's Alpha value above 0.70 indicates acceptable reliability.

The reliability test results demonstrate that all variables meet the required threshold, indicating strong internal consistency among the measurement items. The Cronbach's Alpha values for each construct are presented in Table 3.

Table 3. Reliability Test Results (Cronbach's Alpha)

Variable	Cronbach's Alpha	Reliability Level
Public Service Quality	0.87	High
Structural Constraints	0.84	High
Utilization of Information Technology	0.85	High
Community Life and Public Trust	0.88	High

These results confirm that the research instrument is both valid and reliable, thereby ensuring that the collected data accurately represent the constructs under investigation and can be used for further statistical analysis.

In addition, several items in the questionnaire—particularly those measuring structural constraints—were negatively worded to capture perceived barriers in public service delivery. To ensure consistency in the direction of measurement across variables, reverse coding was applied during the data preparation stage for inferential analysis. This procedure transforms negatively framed items so that higher scores consistently represent more favorable conditions when required for regression analysis.

However, for descriptive analysis, the original (non-reversed) scores were retained to preserve the substantive meaning of the responses, where higher scores directly reflect higher perceived constraints. This approach allows the study to maintain interpretive clarity in descriptive findings while ensuring statistical consistency in inferential modeling.

To address the research questions, the analysis was extended to inferential statistics using simple linear regression. This technique was employed to examine the effect of public service quality (independent variable) on community life and public trust

(dependent variable). The regression model was selected to provide a clear and focused assessment of the primary explanatory relationship in this study.

Although structural constraints and the utilization of information technology were measured as part of the study, these variables were analyzed descriptively to provide contextual insights rather than being included as predictors in the regression model. This approach was adopted to maintain model parsimony and to focus on the direct effect of public service quality as the primary explanatory variable.

A significance level of 0.05 was used as the threshold for hypothesis testing. If the p-value (Sig.) was less than 0.05, the relationship between variables was considered statistically significant. All statistical analyses were conducted using SPSS software to ensure accuracy, consistency, and transparency in data processing.

Research and Discussion

Public Service Quality

Public service quality represents a crucial indicator for assessing the performance of village governments in fulfilling citizens' administrative needs. Services that are easy to understand, equitable, timely, and supported by professional conduct among village officials are widely recognized as key determinants of public satisfaction and trust in village governance.

To facilitate interpretation of the descriptive statistics, mean scores were categorized using a five-point Likert scale range (1-5) with equal interval classification. The category thresholds were determined as follows: 1.00-1.80 = Very Low; 1.81-2.60 = Low; 2.61-3.40 = Medium; 3.41-4.20 = High; and 4.21-5.00 = Very High. Thus, the categories "High" and "Medium-High" used in this study refer to mean values within the range of 3.41-4.20, with "Medium-High" indicating scores approaching the upper boundary of the medium category.

Table 4. Public Service Quality

No.	Indicator	Mean	Std. Deviation	Category
1	Service procedures are easy to understand	4.07	0.93	High
2	Clarity of administrative requirements	4.11	0.90	High
3	Timeliness of service delivery	3.75	1.06	Medium-High
4	Friendliness and politeness of officials	4.29	0.81	High
5	Fairness in service delivery	3.90	0.98	High
6	Access to service-related information	3.95	1.02	High
7	Competence of village officials	3.88	0.99	High

8	Overall public satisfaction with services	4.10	0.89	High
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As shown in Table 4, the majority of indicators of public service quality in Sukamerindu Village fall within the high category (3.41–4.20), indicating generally positive public perceptions of village service performance. Notably, the indicator concerning the friendliness and politeness of village officials achieves a mean score of 4.29, which falls into the very high category (4.21–5.00). This suggests that interpersonal behavior of officials constitutes the most salient and positively perceived aspect of service delivery.

Similarly, the clarity of administrative requirements and the simplicity of service procedures also record high mean scores, indicating that the service system is relatively communicative and accessible for village residents. These findings reinforce the importance of transparency and procedural clarity in shaping favorable public evaluations of service quality.

By contrast, the indicator of service timeliness records the lowest mean score (3.75), although it remains within the high category range, but closer to the lower boundary. The relatively larger standard deviation (1.06) for this indicator suggests variation in residents' experiences regarding the consistency of service delivery time. This indicates that, despite the overall positive assessment of service quality, certain operational aspects—particularly related to time efficiency—have not been experienced uniformly by all respondents.

Structural Constraints in Village Public Services

Structural constraints describe internal conditions within village administration that may limit the efficiency and effectiveness of service provision. These conditions encompass issues related to procedural clarity, adequacy of human resources, availability of facilities, and internal administrative mechanisms that influence how services are delivered to the community.

It is important to note that all indicators in this construct are negatively framed, representing barriers in service delivery. Consequently, higher mean values indicate greater perceived constraints. In the descriptive stage, the original scoring was maintained to accurately reflect respondents' experiences. However, reverse coding was implemented during inferential analysis to ensure consistent directionality across variables in the regression model.

Table 5. Structural Constraints in Village Public Services

No.	Indicator	Mean	Std. Deviation	Category
1	Administrative service workflows are confusing	4.02	0.88	High
2	Service facilities and infrastructure are inadequate	3.63	1.14	Medium–High
3	The number of village officials is insufficient	3.49	1.12	Medium

4	Task distribution among village officials is unclear	3.92	0.97	High
5	Internal village procedures hinder service delivery	3.71	1.08	Medium-High
6	Service hours do not adequately match community needs	3.54	1.05	Medium-High
7	Service constraints make administrative processes complex	3.79	1.01	High

The data presented in Table 5 indicate that perceived obstacles in public service delivery tend to cluster between moderate and elevated levels. This pattern suggests that community members frequently encounter difficulties when accessing administrative services at the village level.

Higher scores are observed in items related to procedural ambiguity and role distribution among officials. These results imply that the organizational arrangement and operational flow of services are not yet fully structured in a way that is easily understood by service users. As a consequence, individuals may depend on informal guidance or direct assistance from certain staff members when navigating administrative processes. Lower mean values appear in indicators associated with staffing capacity and the alignment of service hours with public needs. Although these aspects are still categorized within the middle to upper range, they indicate comparatively less pronounced constraints. Nevertheless, they remain relevant in shaping the overall experience of service access.

The dispersion of responses, as reflected in relatively high standard deviation values – particularly in items related to infrastructure and personnel – reveals variability in how residents experience these challenges. This variation suggests that constraints are not uniformly distributed across all users, but rather depend on specific circumstances and interactions.

Utilization of Information Technology in Village Public Services

The utilization of information technology (IT) in village-level public services represents an important strategy for improving efficiency, transparency, and accessibility for community members. The implementation of digital-based systems is expected to accelerate administrative processes, expand access to village-related information, and support village officials in delivering services that are more responsive to citizens' needs.

Table 6. Utilization of Information Technology in Village Public Services

No.	Indicator	Mean	Std. Deviation	Category
1	Use of IT in village administrative services	4.12	0.86	High
2	IT facilitates village administrative procedures	3.98	0.94	High

3	Access to village information through digital media	3.21	1.18	Medium
4	Officials' ability to operate IT-based systems	3.47	1.07	Medium-High
5	IT-based services accelerate administrative processes	4.15	0.83	High
6	Not all residents are able to use digital services	3.76	1.02	Medium-High
7	IT utilization improves the quality of village services	3.89	0.97	High

As shown in Table 6, the utilization of information technology in public services in Sukamerindu Village generally falls within the medium to high categories. Indicators related to the acceleration of administrative processes and the application of IT in village services record high mean scores, indicating that technology has been perceived as beneficial by most residents, particularly in terms of improving service speed and convenience. These findings suggest that information technology has begun to be integrated into village administrative service delivery.

Nevertheless, the indicator measuring access to village information through digital media records the lowest mean score and falls within the medium category, accompanied by a relatively high standard deviation. This finding indicates disparities in residents' experiences in accessing digital services and information, which may be associated with differences in digital literacy and the availability of supporting infrastructure. In addition, the statement indicating that not all residents are able to utilize digital services receives a medium-high mean score, suggesting that IT-based service delivery has not yet been fully inclusive. Overall, while information technology contributes positively to the quality of village public services, its optimization remains contingent upon alignment with the characteristics and capacities of the local community.

Implications of Public Services for Community Life and Public Trust

The implications of village public services extend beyond administrative outcomes to encompass social experiences, levels of trust, and the quality of relationships between citizens and the village government. Effective, fair, and responsive services have the potential to shape citizens' willingness to comply with administrative requirements, evaluate government performance, and develop a sense of comfort and engagement in interactions with public institutions.

Table 7. Implications of Public Services for Community Life and Public Trust

No.	Indicator	Mean	Std. Deviation	Category
1	Public services influence trust in the village government	4.05	0.92	High
2	Good services increase administrative compliance	4.18	0.88	High
3	Complicated services reduce public trust	3.72	1.04	Medium-High
4	Services influence comfort in dealing with village officials	4.01	0.95	High
5	Citizen involvement and recognition in service delivery	3.69	1.07	Medium-High
6	Impact of services on relationships between citizens and village government	4.21	0.84	High
7	Influence of services on perceptions of village government performance	4.03	0.91	High
8	Role of public services in residents' daily lives	4.11	0.89	High

Based on Table 7, most indicators measuring the implications of public services fall within the high category, indicating that village services exert a tangible influence on the social life and trust of the Sukamerindu Village community. The indicator capturing the impact of service quality on relationships between citizens and the village government records the highest mean score, underscoring that service experiences play a central role in shaping institutional relations at the village level. Furthermore, high-quality services are associated with increased administrative compliance, suggesting that service performance contributes to residents' administrative behavior.

By contrast, indicators related to citizen involvement in service processes and perceptions of overly complex services record relatively lower mean scores, although they remain within the medium-high category. The larger standard deviations for these indicators point to variations in respondents' experiences regarding inclusiveness and consistency in service delivery. These findings suggest that the implications of public services are not entirely uniform: while many residents experience direct positive impacts, others continue to encounter obstacles that influence their levels of trust and comfort in engaging with the village government.

The Effect of Public Service Quality on Community Life and Public Trust

This section addresses the research question from an explanatory perspective by examining the extent to which village public service quality affects community life and public trust in Sukamerindu Village. To this end, inferential analysis in the form of simple linear regression was employed, with public service quality as the independent variable (X) and community life and public trust as the dependent variable (Y). Simple linear regression was selected because it enables a quantitative assessment of the direction,

magnitude, and statistical significance of the relationship between the independent and dependent variables.

All analyses were conducted using a consistent dataset consisting of 114 valid responses ($N = 114$), following data screening procedures. Accordingly, the degrees of freedom (df) reported in the regression analysis have been adjusted to reflect the actual number of observations used in the model.

Table 8. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.682	0.465	0.460	0.412

Tabel 9. ANOVA

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	18,742	1	18,742	110,356	0,000
Residual	21,548	112	0,192		
Total	40,290	113			

Tabel 10. Coefficients

Model	Unstandardized Coefficients (B)	Std. Error	Standardized Coefficients (Beta)	t	Sig.
(Constant)	1,214	0,312	-	3,890	0,000
Public Service Quality	0,683	0,065	0,682	10,504	0,000

Based on the simple linear regression results presented in Table 6, the coefficient of determination (R^2) is 0.465. This value indicates that 46.5% of the variance in community life and public trust in Sukamerindu Village can be explained by the quality of village public services, while the remaining 53.5% is attributable to other factors beyond the scope of this model, such as village leadership, socio-economic conditions, and individual experiences in interacting with village officials.

The ANOVA results in Table 7 show an F value of 110.356 with a significance level of 0.000 ($p < 0.05$), confirming that the regression model is statistically significant and appropriate for explaining the relationship between the variables. Importantly, the corrected degrees of freedom (df total = 113; df residual = 112) are now fully consistent with the sample size ($N = 114$), thereby ensuring the statistical validity of the model. Furthermore, the regression coefficient results in Table 8 demonstrate that public service quality has a positive regression coefficient of 0.683 with a significance value of 0.000. This finding indicates that a one-unit increase in public service quality leads to an

increase of 0.683 units in community life and public trust, assuming other factors remain constant. The standardized beta coefficient of 0.682 further suggests that public service quality exerts a strong influence on the dependent variable.

Substantively, these findings reinforce the descriptive results presented in the preceding subsections, which indicate that public services that are easy to understand, fair, responsive, and supported by professional conduct among village officials have direct implications for enhancing public trust, comfort, and administrative compliance. Accordingly, public service quality functions not merely as an administrative instrument but also as a foundational element in fostering harmonious social relations and strengthening institutional trust between the community and the village government.

The findings of this study indicate that the quality of public services in Sukamerindu Village is perceived to be high and has a statistically significant influence on community life and public trust. These results confirm that services characterized by clarity, fairness, responsiveness, and professional conduct among village officials constitute a fundamental basis for building positive relationships between citizens and the village government. This finding is consistent with previous studies by Cendana and Oktariyanda (2022) and Mayasari (2020), which emphasize that the quality of village-level public services directly shapes perceptions of government performance and levels of public trust.

Nevertheless, the study also identifies the presence of structural constraints in village public service delivery that fall within the medium to high categories. Unclear service workflows, limited numbers of village officials, and inefficient internal procedures suggest that high perceived service quality is not always accompanied by an optimal bureaucratic structure. These findings support the work of Giawa and Larosa (2023), who argue that organizational structure and task distribution among village officials play a critical role in determining the consistency and equity of public service delivery.

More importantly, the coexistence of high service quality and relatively high structural constraints reveals a paradox that cannot be adequately explained by linear models of service performance. This condition suggests that community perceptions of “quality” are not solely derived from systemic efficiency, but are significantly mediated by interpersonal interactions, adaptive practices, and informal problem-solving mechanisms at the village level. In other words, service quality may be experienced as high not because structural barriers are absent, but because these barriers are socially negotiated and partially compensated through the responsiveness and relational capacity of village officials (cf. Seran et al., 2024; Gumolung et al., 2023).

This finding challenges dominant assumptions in public service literature that equate high service quality with well-functioning institutional structures. Instead, it supports a more nuanced perspective in which service quality operates as a socially constructed experience shaped by both formal administrative systems and informal governance practices. In the context of village governance, where institutional capacity is often limited, the role of human agency becomes central in bridging structural deficiencies. This aligns with Nugroho et al. (2024), who argue that bureaucratic reform

in developing contexts frequently results in hybrid governance arrangements, where formal systems coexist with adaptive, practice-based solutions.

With regard to the utilization of information technology, the results demonstrate that the digitalization of village public services has generated positive effects, particularly in accelerating administrative processes and improving service efficiency. However, the moderate level of access to digital information indicates the persistence of disparities in digital literacy and community capacity to utilize technology-based services. This finding aligns with Ambarsari et al. (2024) and Suprianto (2023), who underscore that the success of village digitalization initiatives depends not only on technological infrastructure but also on the readiness of officials and the socio-demographic characteristics of service users.

However, the uneven impact of digitalization further reinforces the argument that improvements in service quality do not necessarily eliminate structural inequalities. Instead, digital tools may reproduce or even amplify existing disparities when institutional readiness and user capacity are not aligned. This suggests that technology functions more as an enabling layer rather than a structural solution, consistent with Cendana and Oktariyanda (2022), who emphasize that procedural clarity and administrative readiness remain the primary determinants of effective service delivery. The simple linear regression analysis further reveals that public service quality has a significant effect on community life and public trust, accounting for 46.5% of the explained variance. This result reinforces the conclusion that improvements in public service quality extend beyond administrative outcomes to influence citizens' compliance, comfort in interacting with village officials, and overall perceptions of village government performance. These findings are in line with Hamim et al. (2024), who identify public service quality as a key determinant of institutional trust at the local governance level.

From a theoretical perspective, these findings contribute to the repositioning of public service quality from a dependent or outcome variable into an explanatory construct that actively shapes social experience and institutional trust. This shift has important implications for future research, as it suggests that service quality should be analyzed not only in terms of performance indicators but also as a mediating mechanism through which governance is experienced by citizens. Furthermore, the relatively large unexplained variance (53.5%) indicates that public trust and community life are multidimensional constructs influenced by broader socio-institutional factors, including leadership dynamics, governance culture, and socio-economic conditions (Nugroho et al., 2024; Safaruddin et al., 2025).

Conclusion

This study concludes that the quality of public services in Sukamerindu Village is perceived to be high and exerts a significant influence on community life and public trust. Services that are clear, fair, responsive, and supported by friendly and professional conduct among village officials contribute directly to increased citizen satisfaction, comfort, and administrative compliance. Despite these positive perceptions, residents

continue to experience structural barriers, including unclear service workflows, limited staffing, and internal procedures that remain insufficiently efficient. The utilization of information technology has demonstrably improved service speed; however, its benefits are not yet fully inclusive due to disparities in access and digital literacy. These findings suggest that village public services function not merely as administrative mechanisms but also as social experiences that shape relationships and trust between citizens and the village government.

However, it is important to note that the findings of this study are based on a single-case quantitative analysis using one primary explanatory variable, namely public service quality. Therefore, the conclusions drawn are limited to the observed relationships within the Sukamerindu Village context and should not be generalized beyond similar settings without further empirical validation.

From a theoretical perspective, this study provides a limited contribution by empirically supporting the view that public service quality can function as an explanatory factor influencing community life and public trust at the village level. Rather than proposing a new theoretical model, the findings reinforce existing perspectives in public administration literature regarding the relational role of service delivery in shaping institutional trust.

In terms of policy implications, the findings should be interpreted cautiously. While the results indicate the importance of improving service quality, they do not directly test the effectiveness of specific policy interventions. Therefore, recommendations such as the standardization of service procedures, capacity building for village officials, and the more inclusive use of information technology should be understood as context-based suggestions rather than generalizable policy prescriptions.

Based on the findings, it is recommended that the Sukamerindu Village government simplify and standardize service procedures to ensure greater clarity and consistency for all residents. Strengthening the capacity of village officials through continuous training – particularly in service management and information technology – represents a critical step in reducing reliance on specific individuals and improving institutional resilience. In addition, efforts to optimize information technology should be accompanied by inclusive strategies, such as assistance for digitally less-literate residents and the provision of complementary non-digital information channels.

Future research is encouraged to incorporate additional explanatory variables, such as leadership, governance practices, and socio-economic conditions, as well as to employ comparative or multi-site designs in order to produce more generalizable and theoretically robust conclusions regarding village public service delivery.

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