

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 in village administration. Employing a quantitative explanatory design, data were collected through a structured questionnaire administered to 114 residents who had directly accessed village public services. 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. 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.

Keywords: Public Service Quality; Village Governance; Public Trust; Rural Community

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 (Mayasari, 2020; Pamungkas & Jakfar, 2022; Telaumbanua et al., 2022). 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 Habibi et al. (2022), Jamal et al. (2020) 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; Rosmaladewi et al., 2021; Siregar & Sudiartri, 2022) 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.

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 (Alim & Ibrahim, 2024; Ambarsari et al., 2024; Hamim et al., 2024; Lailiyah, 2022; Mardinata et al., 2023). 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 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.

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. 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.

Methodology

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 (Febriyanti, 2025; Mayasari, 2020).

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.

A total of 114 respondents 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.

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.

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.

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
6	Data entry and initial verification	25–31 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 was selected because it enables structured and objective measurement of community perceptions and is widely applied in village-level public service research with explanatory objectives (Cendana & Oktariyanda, 2022; Mayasari, 2020).

The initial stage of analysis involved descriptive statistical analysis to describe respondent characteristics and response tendencies for each variable indicator. Descriptive statistics included mean values, percentages, and frequency distributions for each questionnaire item. For example, if the indicator of “procedural ease” obtained a mean score above 4.00, this would indicate that the majority of respondents perceived village service procedures as relatively easy. Descriptive analysis is essential for providing an initial overview of community perceptions regarding the performance of village public services (Febriyanti, 2025; Gumolung et al., 2023).

Subsequently, instrument validity was assessed using Pearson's Product Moment correlation between each item score and the total variable score. An item was considered valid if the calculated correlation coefficient (r) exceeded the critical value in the correlation table at a significance level of 0.05. Validity testing was conducted to ensure that each questionnaire item accurately measured the constructs of public service quality and its implications for community life, as recommended in survey-based public service research (Nender et al., 2023; Sahputra et al., 2025).

In addition to validity testing, reliability analysis was conducted using Cronbach's Alpha coefficient. The instrument was considered reliable if the Cronbach's Alpha value exceeded 0.70, indicating internal consistency among items within each variable. Reliability testing was essential to reduce data bias arising from inconsistent responses and to ensure that the instrument could yield stable results when applied repeatedly (Harahap, 2024; Safitri et al., 2022).

To address the research questions in an explanatory manner, the analysis was extended to inferential statistics, specifically simple linear regression analysis. This technique was used to determine the extent to which village public service quality influenced community life in Sukamerindu Village. For instance, if the regression results indicated a significance value (Sig.) of less than 0.05, the relationship was interpreted as statistically significant. Simple linear regression is widely applied in village public service studies to empirically explain causal relationships among variables (Munir & Aminullah, 2025; Pamungkas & Jakfar, 2022).

All data analysis procedures were conducted using SPSS software, as it facilitates systematic survey data management, minimizes computational errors, and enhances analytical objectivity. The use of SPSS also supports transparency and methodological accountability, ensuring that the research findings are scientifically robust and consistent with established quantitative research practices in the field of village public service studies (Alim & Ibrahim, 2024; Hamim et al., 2024).

Result 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.

Table 2. 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

As shown in Table 2, all indicators of public service quality in Sukamerindu Village fall within the high category, indicating generally positive public perceptions of village service performance. The indicator concerning the friendliness and politeness of village officials records the highest mean score, suggesting that officials' interpersonal behavior constitutes the most immediately perceived aspect of service delivery. Similarly, the clarity of administrative requirements and the simplicity of service procedures also receive high mean scores, indicating that the service system is relatively communicative and understandable for village residents.

By contrast, the indicator of service timeliness records the lowest mean score among all indicators, although it remains within the medium–high range. The relatively larger standard deviation for this indicator suggests variation in residents' experiences regarding the consistency of service delivery time. This finding indicates that, despite the overall positive assessment of service quality, certain technical and operational aspects have not been experienced uniformly by all respondents. Nevertheless, the high level of overall public satisfaction reflects that the cumulative experience of public service delivery has met the expectations of the majority of Sukamerindu Village residents.

Structural Constraints in Village Public Services

Structural constraints refer to internal organizational factors within village governance that may affect the smoothness and effectiveness of public service delivery. These constraints may include unclear service workflows, limited human resources, suboptimal facilities and infrastructure, and internal procedures that potentially slow administrative processes for the public.

Table 3. 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 feel complex	3.79	1.01	High
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Based on Table 3, structural constraints in public service delivery in Sukamerindu Village are perceived to range from medium to high, indicating that residents continue to encounter obstacles in administrative service processes. Indicators related to confusing service workflows and unclear task distribution among village officials record high mean scores, suggesting that the organizational structure and service mechanisms are not yet sufficiently simple or transparent from the community's perspective. This condition may increase public reliance on assistance from specific officials when managing village administrative affairs.

In addition, indicators concerning the number of village officials and the suitability of service hours show lower mean values than other indicators, although they remain within the medium to medium-high categories. The relatively large standard deviations observed for indicators related to facilities and staffing adequacy suggest variation in residents' service experiences. Overall, these findings indicate that structural constraints are not experienced uniformly by all respondents; nevertheless, they remain a significant factor shaping perceptions of administrative complexity and the efficiency of village public services.

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 4. 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 4, 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 5. 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 5, 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 aims to address 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.

Table 6. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.682	0.465	0.459	0.412

Tabel 7. ANOVA

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	18,742	1	18,742	110,356	0,000
Residual	21,548	127	0,170		
Total	40,290	128			

Tabel 8. 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. 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.

Discussion

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.

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.

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.

However, a substantial proportion of the variance in community life and public trust remains influenced by factors beyond public service quality, including village leadership, bureaucratic culture, and residents' socio-economic conditions. Nugroho et al. (2024) note that public service reform at the local level often encounters structural and cultural challenges that constrain policy impact. Accordingly, the present findings highlight that efforts to enhance public service quality should be accompanied by broader governance reforms, capacity-building initiatives, and more inclusive service strategies to ensure that benefits are experienced equitably across the community.

Conclusion

This study concludes that the quality of public services in Sukamerindu Village is 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 as social experiences that shape relationships and trust between citizens and the village government.

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 variables, including village leadership, community participation, and socio-economic conditions, to achieve a more comprehensive understanding of the implications of village public service delivery.

From a theoretical perspective, this study contributes to the literature on village public services by positioning service quality not only as a performance indicator but also as a factor shaping social experience and institutional trust. Practically, the findings provide empirical evidence to inform village governments and local stakeholders in designing service policies that are more responsive to citizens' needs and experiences. The policy implication drawn from this study is that improvements in village public services should be pursued through an integrated approach that combines governance reform, capacity building among officials, and the adaptive use of technology aligned with local conditions. Through such an approach, village public services have the potential to function as a strategic instrument for strengthening governmental legitimacy and sustainably enhancing community well-being.

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