

The Influence of Transparency, Accountability, and Participation on Satisfaction with Public Administration Services in Bareng District

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Abstract-Public services in subdistricts represent frontline government interaction with citizens, yet persistent issues like unclear civil registration procedures, opaque costs/timelines, and low evaluation participation in Bareng Subdistrict, Jombang Regency, undermine satisfaction despite good governance principles of transparency, accountability, and participation being theoretically vital (Badan Pusat Statistik Kabupaten Jombang, 2025). This study analyzes their effects on public satisfaction using a quantitative explanatory approach with 100 respondents surveyed via five-point Likert-scale questionnaires processed through SPSS multiple linear regression. Instruments proved valid ($r > 0.195$, $df=98$) and reliable (Cronbach's $\alpha = 0.804-0.909$), satisfying classical assumptions including normality (Kolmogorov-Smirnov $p=0.126$), no heteroscedasticity (Glejser $p>0.05$), no multicollinearity ($VIF<10$), and no autocorrelation (Durbin-Watson= 2.192). Results confirm all hypotheses: transparency ($\beta=0.301$, $t=3.845$, $p<0.001$), accountability ($\beta=0.314$, $t=3.633$, $p<0.001$), and participation ($\beta=0.325$, $t=4.046$, $p<0.001$) positively and significantly influence satisfaction, yielding $Y = 6.870 + 0.199X_1 + 0.241X_2 + 0.269X_3$ (Adjusted $R^2=0.522$, explaining 52.2% variance). Participation exerted the strongest effect, aligning with and extending good governance theory in Indonesian contexts by prioritizing citizen outcomes over agency performance. Findings recommend transparency dashboards, accountability audits, and digital participation platforms for Bareng officials to address procedural gaps, with Jombang Regency scaling these for bureaucratic trust-building; future research should incorporate digital infrastructure to explain remaining 47.8% variance.

Keywords: Transparency; Accountability; Participation; Public Satisfaction; Good Governance; Subdistrict Services

1. INTRODUCTION

Public service represents a core government function, strategically vital for addressing community needs and fostering trust in bureaucratic performance. In Indonesia's decentralized governance system, subdistricts (kecamatan) serve as the primary interface between citizens and government, handling essential administrative services like civil registration, identity cards (E-KTP), business licenses, and land certificates. Service quality extends beyond administrative efficiency measured by speed and accuracy to consistent application of good governance principles like transparency, accountability, and participation, enabling effective, equitable, and citizen-centered delivery (Pratiwi & Santoso, 2022).

Transparency entails governmental openness in sharing clear, comprehensive, and accessible details on procedures, requirements, costs, and timelines through multiple channels. This fosters public understanding and oversight of official actions, reducing information asymmetry that breeds corruption and mistrust (Wulandari et al., 2023). In subdistrict administrative services, such transparency reduces uncertainty and boosts perceptions of quality, particularly for complex processes like E-KTP where applicants often face unclear documentation requirements (Nuriani et al., 2021). Accountability demands that officials answer for their decisions, actions, and outcomes, adhering to Standard Operating Procedures (SOP's), regulations, and timely delivery commitments. It manifests through performance reporting, complaint mechanisms, and sanction systems for maladministration. Accountability builds trust while curbing power misuse, especially in resource-constrained subdistricts vulnerable to rent-seeking behavior (Hidayat & Rahman, 2024). Public participation elevates citizens from passive recipients to active partners in planning, implementation, and oversight through aspirations, feedback, and suggestions via suggestion boxes, digital platforms, or community forums. High participation enhances service quality, ownership, and satisfaction by ensuring services reflect genuine community needs rather than bureaucratic assumptions (S. Depriyani, 2025; Putri et al., 2021).

Recent studies affirm these principles' positive impacts across Indonesian contexts. Pratiwi & Santoso (2022) demonstrate that transparency, accountability, and participation significantly elevate public service performance in provincial governments. Nuriani et al. (2021) specifically link transparency and accountability in E-KTP processes at East Java subdistricts to 28% higher satisfaction scores. S. Depriyani (2025) highlights participation's role in boosting engagement and satisfaction in modern administrative contexts, finding 3.2x greater satisfaction where digital feedback systems operate. However, significant research gaps persist. Prior studies predominantly focus on agency performance (output efficiency) or fund management (financial compliance) rather than public satisfaction as the ultimate outcome that justifies public expenditure. Moreover, empirical analyses of transparency, accountability, and participation's effects specifically at the subdistrict level closest to citizens and frontline for administrative tasks remain scarce despite subdistricts handling 65% of citizen-government interactions (Kementerian Dalam Negeri, 2024). National surveys indicate subdistrict satisfaction lags 15-20% behind provincial levels due to inconsistent governance practices.

The phenomenon in Bareng Subdistrict, Jombang Regency, East Java exemplifies these challenges. Official reports document persistent issues: unclear civil registration procedures (only 62% of applicants understand requirements on first visit), opaque timelines/costs (30% delays beyond 3 days), and minimal community participation in service evaluations (participation rate <12%) (Badan Pusat Statistik Kabupaten Jombang, 2025). These deficiencies result in

satisfaction scores averaging 2.8/5, compared to the provincial target of 4.0/5. Preliminary field observations confirm long queues, inconsistent fee information, and lack of feedback channels exacerbate dissatisfaction, particularly among rural women and micro-entrepreneurs who depend on timely licensing. This situation demands empirical analysis of good governance principles' role in subdistrict services. While theoretical frameworks establish causal linkages, context-specific evidence from frontline administrative units remains limited, hindering targeted policy interventions. Theoretically, findings advance public administration scholarship by validating good governance frameworks in resource-constrained local settings and identifying relative effect sizes (participation expected strongest per prior literature). Practically, results provide actionable strategies for subdistrict governments nationwide: digital transparency dashboards, real-time accountability reporting, participatory service design workshops. Expected contributions include policy briefs for Jombang Regency, replicable models for East Java's 616 subdistricts, and methodological templates for satisfaction-focused governance research. By demonstrating how transparency clarifies procedures, accountability ensures compliance, and participation builds ownership, this study equips subdistrict officials to transform frontline services from bureaucratic hurdles to citizen empowerment platforms, ultimately elevating public trust in Indonesia's decentralized governance system.

2. RESEARCH METHODS

This study uses a quantitative approach with an explanatory research method, which aims to explain the effect of independent variables on dependent variables through empirical hypothesis testing. A quantitative approach was chosen because this study emphasizes the objective measurement of variables and the processing of numerical data to obtain conclusions that can be generalized (Sugiyono, 2022). This study was conducted in Bareng Subdistrict with a focus on public services received by the community. The location was chosen based on the consideration that Bareng Subdistrict is one of the areas that directly interacts with the community in the provision of public services, making it relevant to examine the factors that influence the level of community satisfaction. This study views community satisfaction as an important indicator in assessing the success of public service provision by government officials. The population in this study was the entire community that had ever received public services in Bareng Subdistrict, Jombang Regency. Given the large population size and its distribution across several villages, this study used sampling techniques. Sampling was conducted proportionally, with the aim of ensuring that the selected respondents were representative of the characteristics of the population as a whole (Sugiyono, 2022). The following is the Slovin formula used:

$$n = \frac{N}{1 + Ne^2} \tag{1}$$

The variables in this study consist of one dependent variable and three independent variables. The dependent variable is public satisfaction, which describes the level of public satisfaction with the public services received. Meanwhile, independent variables include transparency, accountability, and community participation. Transparency is defined as the government's openness in providing clear and easily accessible public service information to the community. Accountability is a form of responsibility of government officials in providing services in accordance with applicable standards and regulations. Community participation is defined as the active involvement of the community in the public service process, whether through providing suggestions, complaints, or monitoring services (Sugiyono, 2022).

In line with the objectives of this study, which is to analyze the effect of transparency, accountability, and community participation on community satisfaction with public services in Bareng Subdistrict, the hypothesis proposed in this study is as follows:

- a. H1: Transparency has a positive and significant effect on community satisfaction with public services in Bareng Subdistrict.
- b. H2: Accountability has a positive and significant effect on public satisfaction with public services in Bareng Subdistrict.
- c. H3: Community participation has a positive and significant effect on public satisfaction with public services in Bareng Subdistrict.

Data collection was conducted using questionnaires as research instruments. The questionnaire was developed based on indicators for each variable that refer to previous theories and research as described in this thesis. The measurement scale used was a five-point Likert scale, which was used to measure respondents' perceptions of the statements provided (Sugiyono, 2022). The collected data was then analyzed using multiple linear regression analysis with the help of SPSS. Before testing the hypothesis, the data is first tested through validity and reliability tests to ensure the suitability of the research instrument. Next, classical assumption tests were conducted as a prerequisite for regression analysis. Hypothesis testing was performed using the t-test to determine the partial effect of independent variables on the dependent variable, and the F-test to determine the simultaneous effect of independent variables. The significance level used in this study was 5% (Ghozali, 2020).

Table 1. Operational Definitions

Variable	Indicator	Reference Sources
Transparency	Information Disclosure, Ease of Access to Information, Clarity and Completeness of Information	(Nurhayati, 2017)

Variable	Indicator	Reference Sources
Accountability	Accountability of Officials, Compliance with Rules and Standards	(Auliyah & Praptoyo, 2016)
Participation	Participation in Planning, Participation in Implementation, Participation in Supervision	(M. Depriyani, 2025)
Public Satisfaction	Speed of Service, Accuracy of Service Results, Friendliness and Attitude of Staff, Quality of Service Products	(Andika, 2023)

3. RESULTS AND DISCUSSION

3.1 Results

3.1.1 Validity and Reliability

a. Validity Test

Validity testing is a process to measure how accurately a research instrument measures what it is supposed to measure. In validity testing, if the calculated *r* value is greater than the table *r* value, the item is declared valid. Validity indicates that the items in the research instrument are appropriate and relevant to the variables being studied. With a number of respondents (*N*) = 100, the degree of freedom (*df*) = *N*-2=98, resulting in a table *r* greater than 0.195 at a significance level of 0.05. Based on the validity test results of all variables, it was found that all statement items had an *r* value greater than the table *r* value (0.195). This means that each statement item was declared valid, so that it could measure variable X1 accurately and consistently.

b. Uji Reliabilitas

Reliability testing is a process to measure the consistency and stability of the results of a research instrument in measuring each variable. Reliability refers to how well the instrument provides the same results in repeated measurements under the same conditions. Based on the reliability test results, Cronbach's Alpha values were obtained for variable (X1) of 0.909, variable (X2) of 0.861, variable (X3) of 0.846, and variable (Y) of 0.804. These values are greater than the minimum limit of 0.60, so it can be concluded that the research instrument is reliable.

3.1.2 Classical Assumption Test

a. Normality

Table 2. Normality Results

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual	
	N	100	
Normal Parameters ^{a,b}	Mean	0.000000	
	Std. Deviation	1.42647536	
Most Extreme Differences	Absolute	0.079	
	Positive	0.048	
	Negative	-0.079	
Test Statistic		0.079	
Asymp. Sig. (2-tailed) ^c		0.126	
Monte Carlo Sig. (2-tailed) ^d	Sig.	0.124	
	99% Confidence Interval	Lower Bound	0.116
		Upper Bound	0.133

a. Test distribution is Normal.
 b. Calculated from data.
 c. Lilliefors Significance Correction.
 d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

This analysis is important because the regression model meets the normality assumption if the Asymp. Sig (2-tailed) value is greater than 0.05, which indicates that the residual values are normally distributed. Based on the table above, it is known that the results of the normality test using the One Sample Kolmogorov-Smirnov (K-S) show a significance level greater than 0.05, namely 0.126. Thus, it can be concluded that the processed data is normally distributed.

b. Heteroscedasticity

Table 3. Multicollinearity Results

Model	Coefficients ^a		t	Sig.
	Unstandardized Coefficients	Standardized Coefficients		
	B	Std. Error	Beta	
1 (Constant)	0.594	0.916		0.648 0.519

Model	Coefficients ^a				
	Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
transparansi (X1)	0.008	0.032	0.029	0.253	0.801
akuntabilitas (X2)	0.018	0.041	0.055	0.437	0.663
partisipasi (X3)	-0.002	0.041	-0.005	-0.044	0.965

a. Dependent Variable: ABS_RES

Based on the results of the Glejser test, it is known that the dependent variable used is ABS_RES (absolute residual). The results of this test show that all independent variables have a significance greater than 0.05, namely transparency of 0.801, accountability of 0.663, and participation of 0.965. Because the significance value of each variable is greater than 0.05, it can be concluded that there are no symptoms of heteroscedasticity in the regression model. Thus, the residual variance is constant and the regression model used meets the assumption of heteroscedasticity, making it suitable for further regression analysis.

c. Multicollinearity

Table 4. Multicollinearity Results

Model	Coefficients ^a		
	Collinearity Statistics Tolerance	VIF	
1 transparansi (X1)	0.789	1.268	
akuntabilitas (X2)	0.647	1.545	
partisipasi (X3)	0.750	1.334	

a. Dependent Variable: kepuasan masyarakat (Y)

The multicollinearity test aims to determine whether there is a strong relationship between independent variables. To detect multicollinearity, the Tolerance and VIF (Variance Inflation Factor) values can be examined. If the tolerance value is greater than 0.10 and the VIF is less than 10, it can be concluded that there is no multicollinearity in the regression model. Based on the results of the multicollinearity test in the Collinearity Statistics table, it is known that the transparency variable has a tolerance value of 0.789 and a VIF of 1.268, the accountability variable has a tolerance of 0.647 and a VIF of 1.545, and the participation variable has a tolerance of 0.75 and a VIF of 1.334. All independent variables have a Tolerance value greater than 0.10 and a VIF less than 10, so it can be concluded that there is no multicollinearity between the independent variables in the regression model. Thus, the relationship between the independent variables is not strongly correlated and the regression model is suitable for further analysis.

d. Autocorrelation

Table 5. Autocorrelation Results

Model	Model Summary ^b					
	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson	
1	.733 ^a	0.537	0.522	1.44859	2.192	

a. Predictors: (Constant), partisipasi (X3), transparansi (X1), akuntabilitas (X2)
b. Dependent Variable: kepuasan masyarakat (Y)

Based on the table, the Durbin-Watson value is 2.192. The Durbin-Watson value is around 2, which indicates that there is no autocorrelation in the regression model residuals. Thus, the residuals are independent and the classical assumption of autocorrelation has been fulfilled. This means that the regression model used is suitable for further analysis because there is no problem of relationships between errors in consecutive observation periods.

e. Hypothesis Testing

1. Multiple Linear Regression

Table 6. Multiple Linier Regression Result

Model	Coefficients ^a					
	Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	
1 (Constant)	6.870	1.490		4.610	0.000	Based on the results of
transparansi (X1)	0.199	0.052	0.301	3.845	0.000	
akuntabilitas (X2)	0.241	0.066	0.314	3.633	0.000	
partisipasi (X3)	0.269	0.066	0.325	4.046	0.000	

a. Dependent Variable: kepuasan masyarakat (Y)

multiple linear regression analysis, the following regression equation was obtained:

$$Y = 6,870 + 0,199X_1 + 0,241X_2 + 0,269X_3 + e$$

2. Interpretation

Based on the results of multiple linear regression analysis, it can be concluded that transparency, accountability, and participation simultaneously have a positive effect on public satisfaction. All linear regression coefficients are positive, indicating that an increase in each independent variable will be followed by an increase in public satisfaction. Among the three variables, participation has the greatest influence, followed by accountability and transparency. Thus, the regression model formed is able to explain that public satisfaction is significantly influenced by the level of transparency, accountability, and participation.

3. T-test

The results of the partial test show that transparency, accountability, and participation each have a positive and significant effect on public satisfaction. This is evidenced by the t-value of all variables being greater than the table value (1.984) and a significance value of <0.05. Thus, H1, H2, and H3 are accepted, which means that any increase in transparency, accountability, and participation individually can increase public satisfaction.

4. Coefficient of Determination Test

Table 7. Coefficient of Determination Test Results

Model Summary ^b						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson	
1	.733 ^a	0.537	0.522	1.44859	2.192	
a. Predictors: (Constant), partisipasi (X3), transparansi (X1), akuntabilitas (X2)						
b. Dependent Variable: kepuasan masyarakat (Y)						

5. Interpretation

Based on the results of the analysis in the Model Summary table, an Adjusted R Square value of 0.522 was obtained. This value indicates that 52.2% of the variation in public satisfaction can be explained by the variables of transparency, accountability, and participation used in the research model. Meanwhile, the remaining 47.8% is influenced by variables outside this research model that were not studied, such as other public services, individual characteristics of the community, and different environmental and policy factors.

3.2 Discussion

The research instruments exhibited robust validity and reliability, with all transparency (X1) items surpassing the r-table threshold of 0.195 (df=98, α=0.05) and Cronbach's Alpha values from 0.804 (public satisfaction, Y) to 0.909 (X1), exceeding the 0.60 standard for consistent measurement across repeated applications. Regression analysis satisfied all classical assumptions: normality (Kolmogorov-Smirnov p=0.126>0.05), no heteroscedasticity (Glejser p-values: X1=0.801, X2=0.663, X3=0.965), no multicollinearity (Tolerance>0.10; VIF<10 across variables), and no autocorrelation (Durbin-Watson=2.192), confirming model suitability for Bareng Subdistrict public services. Multiple linear regression produced the equation $Y = 6.870 + 0.199X1 + 0.241X2 + 0.269X3$ (all p<0.001), where participation (X3) showed the strongest effect (β=0.325, t=4.046), followed by accountability (X2: β=0.314, t=3.633) and transparency (X1: β=0.301, t=3.845)—each exceeding t-table (1.984) to accept H1-H3—while Adjusted R²=0.522 indicated the model explained 52.2% of satisfaction variance, with 47.8% attributable to unexamined factors like infrastructure or demographics.

These results affirm good governance theory in Indonesian subdistrict contexts, where transparency reduces information asymmetry in civil registration by clarifying procedures, costs, and timelines, directly mirroring Nuriani et al. (2021) findings on E-KTP services. Accountability's significant partial effect (β=0.314) supports Hidayat & Rahman (2024), as officials' adherence to standards curbs maladministration, building trust in frontline bureaucracy amid Bareng's reported procedural opacity. Participation's dominance (β=0.325) aligns with S. Depriyani (2025) and Putri et al. (2021), elevating citizens to active overseers via feedback mechanisms, which fosters ownership and addresses low evaluation involvement in Jombang. The integrated model's explanatory power (R=0.733) extends Pratiwi & Santoso (2022) by prioritizing satisfaction over agency performance, novel for subdistricts as closest public interfaces. Participation's lead effect underscores citizen-centric shifts in local governance, consistent with recent implementations emphasizing responsiveness in Pidie Jaya and Bandung services (Marsidy, 2025). Limitations include the 47.8% unexplained variance, suggesting future inclusion of digital access or staff competence variables.

Theoretical contributions validate good governance as a unified framework for satisfaction in administrative services, bridging gaps in subdistrict-level empirics. Practically, Bareng officials should prioritize participation platforms (e.g., digital suggestion boxes) alongside transparency dashboards and accountability audits, enhancing equity per clean governance models. Policymakers in Jombang Regency can replicate this for scalable improvements, aligning with national reforms.

4. CONCLUSION

This study confirms that transparency, accountability, and participation exert positive and significant effects on public satisfaction with administrative services in Bareng Subdistrict, Jombang Regency, accepting all hypotheses (H1-H3).

Multiple linear regression analysis yielded the equation $Y = 6.870 + 0.199X_1 + 0.241X_2 + 0.269X_3$, with participation demonstrating the strongest influence ($\beta=0.325$), followed by accountability ($\beta=0.314$) and transparency ($\beta=0.301$), collectively explaining 52.2% of satisfaction variance (Adjusted $R^2=0.522$) (Pratiwi & Santoso, 2022). Instruments proved valid ($r > 0.195$) and reliable (Cronbach's $\alpha > 0.80$), while classical assumptions held firm, ensuring robust findings applicable to frontline subdistrict services where procedural clarity gaps persist (Nuriani et al., 2021). Results align with good governance theory, extending prior work by S. Depriyani (2025) and Putri et al. (2021) through an integrated model prioritizing citizen outcomes over agency metrics. Barend officials should implement transparency dashboards for civil registration timelines, accountability audits for procedural compliance, and participation platforms like digital feedback systems to elevate satisfaction (Hidayat & Rahman, 2024). Jombang Regency policymakers can scale these strategies, fostering trust and equity in local bureaucracy. Future research might incorporate digital infrastructure or staff competence to address the 47.8% unexplained variance, enhancing generalizability across Indonesian subdistricts (Wulandari et al., 2023).

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