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The Effect of Facilities and Infrastructure, and Standard Operating Procedures on Public Satisfaction, Mediated By The Quality of Public Services

Eka Hartati Ningsih[1], M. Zahari[2], Mufidah[3]
[1]Universitas Batanghari, Jambi, Indonesia, ekahartatiningsih70@gmail.com
[2]Universitas Batanghari, Jambi, Indonesia, m.zaharims@gmail.com
[3]Universitas Batanghari, Jambi, Indonesia, mufidah@unbari.ac.id

Corresponding Author: ekahartatiningsih70@gmail.com[1]

Abstract: The facilities and infrastructure, standard operating procedures, public service quality, and public satisfaction are all intended to be described in this study. Additionally, it examines how standard operating procedures, infrastructure, and facilities affect public satisfaction. Additionally, it examines how infrastructure, facilities, and standard operating procedures affect public satisfaction by measuring the quality of public services. The Population and Civil Registration Office of the West Tanjung Jabung Regency in Jambi Province served as the study's site. Both principal and supplemental data were used in this investigation. Out of the 73,266 service users who comprised the study's population, a random sample of 100 respondents was selected. This study used a survey methodology that included both descriptive and quantitative analysis. Path Analysis with a Partial Least Squares (PLS) method was employed for the quantitative analysis. The outcomes demonstrated that public satisfaction was positively and considerably impacted by infrastructure and standard operating procedures. Public satisfaction is impacted by infrastructure and standard operating procedures through the caliber of public services. These findings show that the public's perception of service quality increases with improved infrastructure and standard operating procedures. The key to fulfilling the public's expectations of government services is optimal service quality. As a result, the presence of government representatives will provide the public with observable advantages, leading to increased satisfaction levels.

Keyword: Infrastructure and Facilities, Standard Operating Procedures, Public Service Quality, Public Satisfaction

INTRODUCTION

One of the main ways that the government serves the public's basic necessities and civil rights is through public service. Public service, according to Sinambela et al. (2014), is any action taken by the government on behalf of numerous citizens. Even if the outcomes are not

linked to a tangible object, each activity provides satisfaction and benefits a group or entity. Additionally, as per Zahari et al. (2025), In order to increase public confidence in the government, public service management is strategically important. Convenience, speed, and service certainty are concrete advantages that the public will enjoy when service management is done correctly. On the other hand, ineffective service management frequently leads to complexity and lack of transparency, which eventually undermines the public's trust in the government.

The Population and Civil Registration Service (Disdukcapil) is an corporation that offers the general public strategic services, especially in the area of population management, like the issue of birth certificates, family cards, electronic ID cards (e-KTP), and other demographic papers. Since service facilities are the principal supporting elements that can expedite the service process and improve customer satisfaction, Moenir (2015) asserts that the availability of sufficient infrastructure and facilities has a significant impact on the effectiveness of public services.

Infrastructure and facilities serve as the main source of support for the provision of services. Moenir (2015) defines service facilities as any kind of facilities, equipment, and supplies that serve as principal or auxiliary tools in the execution of service job. Adequate infrastructure and facilities will boost public services' efficacy and efficiency and create a favorable public opinion of government agencies' performance.

Standard Operating Procedures (SOPs) are essential for guaranteeing consistency and predictability in service delivery, together with facilities and infrastructure. Implementing SOPs correctly will reduce service errors and boost public confidence in governmental corporations. According to Tambunan (2013), SOPs function as work guidelines that enable the methodical, transparent, and accountable execution of every service procedure.

Numerous empirical study have demonstrated that SOPs, infrastructure, and facilities have a substantial impact on public satisfaction and service quality. Service facilities have a favorable and considerable impact on the quality of public services, according to study by Sinay et al. (2025). Additionally, study by Situmorang et al. (2024) demonstrates that regular application of SOPs can greatly enhance public satisfaction and service quality.

According to Parasuraman et al. (1991), public impression of service quality has a significant role in determining customer happiness. Additionally, according to Sinambela (2014), quick, accurate, simple, inexpensive, and accountable services are indicative of the quality of public services. As a result, the quality of public services is thought to be a mediating factor that improves the connection between infrastructure and facilities, standard operating procedures (SOPs), and public satisfaction.

The degree of public satisfaction is determined by how satisfied the public is with the service they received in comparison to their expectations. According to Kotler and Keller (2016), satisfaction is the emotion that emerges when an individual compares their expectations with their perceived performance (results).

According to this explanation, it is crucial to examine how Standard Operating Procedures (SOPs) and facilities and infrastructure affect public satisfaction with the caliber of public services at the Population and Civil Registration Office of West Tanjung Jabung Regency, Jambi Province, as a mediating variable.

METHOD

The Population and Civil Registration Office of West Tanjung Jabung Regency, Jambi Province, was the site of this study. This study made use of both principal and supplemental data. Sugiyono in Sudirman et al. (2020) defines principal data as details that the studyer personally gathers from original sources, whereas supplemental data is details that is published, used by the corporation, or documented. Facilities and infrastructure (X1) and

Standard Operating Procedures (X2) are independent (exogenous) factors in this study; public service quality (Y) is a mediating variable; and public satisfaction (Z) is a dependent (endogenous) variable.

The 73,266 persons who have used population management services at the West Tanjung Jabung Regency's Population and Civil Registration Office comprised the study's population. The studyer employed a purposive sampling technique, in which respondents were specifically chosen because they satisfied the requirements for having utilized public services, due to the population's size and the impossibility of reaching them all. With a 10% error rate, the sample size of 100 respondents was calculated using the Slovin formula (Sugiyono, 2023).

Structural path analysis utilizing the Structural Equation Modeling-based Partial Least Squares (SEM-PLS) approach was the data analysis technique employed. Because SEM-PLS can test complex models, explain latent variable correlations, and continue to be effective in relatively small samples, it was selected (Hair et al., 2019).

RESULT AND DISCUSSION

Descriptive Analysis of Study Variables

Structural path examination using the Structural Equation Modeling-based Partial Least Squares (SEM-PLS) approach was the data analysis technique employed. SEM-PLS was selected because to its ability to test intricate models, explain latent variable interactions, and continue to function well in comparatively small datasets (Hair et al., 2019):

Table 1. Results of Descriptive Analysis Per Variable

No	Variables	Item	Total Score	Scale Range	Category
1	Facilities and infrastructure (X1)	12	5265	5040 – 6000	Excellent
2	Standard operating procedures (X2)	11	4753	4620 – 5500	Very High
3	Quality of public services (Y)	12	5101	5040 – 6000	Excellent
4	Public satisfaction (Z)	12	4924	4080 – 5039	Satisfied

Source: Principal data, processed, 2025

According to the study's findings, every member of the public has a favorable opinion of the variables of infrastructure and facilities, standard operating procedures, public service quality, work satisfaction, and public satisfaction. Infrastructure and facilities received a total score of 5265, which is considered very good; standard operating procedures received a score of 4753, which is considered very high; and public service quality received a score of 5101, which is considered very good. 4924, which was classified as satisfied, was the public satisfaction variable.

Measurement Model Test (Outer Model)

a. Congruent Validity Test

1) Loading Factor

The as follows graphic displays the findings of the preliminary study model computations using SmartPLS 3,0 software:

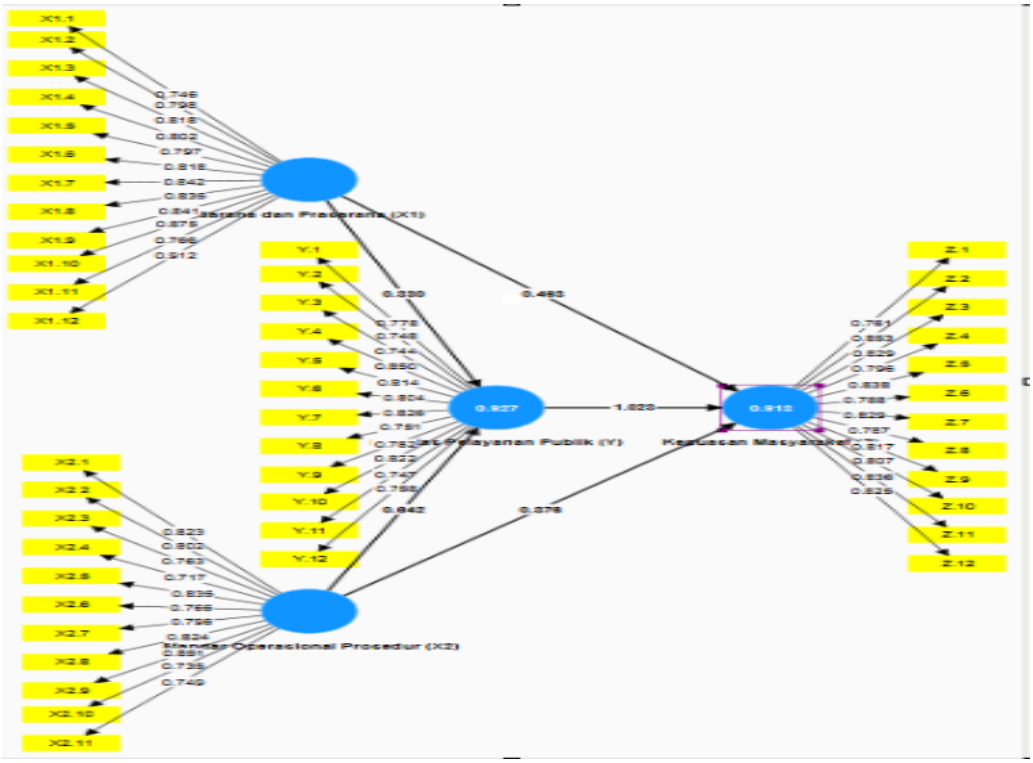

Figure 1. Outer Loading

It is evident from Figure 1's outer loading results that every indicative for every study variable—Facilities and Infrastructure (X1), Standard Operating Procedures (X2), Public Service Quality (Y), and Public Satisfaction (Z)—I, possess loading values greater than 0.7, signifying a high degree of strength in assessing their corresponding constructs. Congruent validity is shown by outer loading, which should ideally be more than 0.70. As a result, every indicative in this study is deemed legitimate and statistically significant for expressing the hidden variables examined.

2) Average Variance Extracted (AVE)

The average variance extracted (AVE) is another metric for demonstrating congruent validity at the construct level. If the AVE value is higher than 0.50, the measurement model (outer model) states that the AVE has satisfied congruent validity. The AVE values are listed below:

Table 2 Average Variance Extracted Values

Variables	AVE Value	Description
Facilities and infrastructure (X1)	**0,676**	Valid
Standard operating procedures (X2)	**0,622**	Valid
Quality of public services (Y)	**0,618**	Valid
Public satisfaction (Z)	**0,663**	Valid

Source: Data Processing with SmartPLS 3,0 (2025)

Based on Table 2, it is known that all variables, namely The AVE scores for Facilities and Infrastructure (X1), Standard Operating Procedures (X2), Public Service Quality (Y), and Public Satisfaction (Z) are higher than the suggested minimum threshold of 0.50. AVE values greater than 0.5 show that each concept effectively explains the variation of the indicatives. Consequently, the validity test at the congruent stage has been satisfied by the four variables in this study.

b. Distinctive Validity Test

Combining loads values are used in the Distinctive validity test to make sure that each latent variable's idea is different from the others. If an indicative's Combining loads value for its variable is larger than 0.7 or the largest when compared to the other variables, it is deemed to meet Distinctive validity. The as follows are the Distinctive validity test findings:

Table 3. Combining loads

Item	Facilities and infrastructure (X1)	Standard operating procedures (X2)	Quality of public services (Y)	Public satisfaction (Z)
X1.1	0,746	0,773	0,757	0,678
X1.2	0,798	0,790	0,780	0,749
X1.3	0,818	0,794	0,830	0,773
X1.4	0,802	0,780	0,807	0,748
X1.5	0,797	0,754	0,768	0,697
X1.6	0,818	0,799	0,726	0,633
X1.7	0,842	0,825	0,774	0,727
X1.8	0,835	0,749	0,718	0,631
X1.9	0,841	0,799	0,791	0,707
X1.10	0,875	0,798	0,787	0,690
X1.11	0,766	0,730	0,725	0,713
X1.12	0,912	0,835	0,828	0,748
X2,1	0,794	0,823	0,793	0,743
X2,2	0,736	0,802	0,747	0,745
X2,3	0,696	0,763	0,758	0,751
X2,4	0,624	0,717	0,705	0,751
X2,5	0,820	0,835	0,773	0,687
X2,6	0,739	0,766	0,714	0,617
X2,7	0,810	0,796	0,802	0,754
X2,8	0,845	0,824	0,754	0,665
X2,9	0,871	0,851	0,798	0,729
X2,10	0,626	0,735	0,705	0,714
X2,11	0,728	0,749	0,744	0,750
Y.1	0,694	0,702	0,778	0,773
Y.2	0,642	0,692	0,748	0,753
Y.3	0,769	0,722	0,744	0,648
Y.4	0,798	0,804	0,850	0,800
Y.5	0,788	0,799	0,814	0,763
Y.6	0,752	0,716	0,804	0,768
Y.7	0,765	0,785	0,826	0,768
Y.8	0,755	0,742	0,751	0,700
Y.9	0,755	0,737	0,782	0,713
Y.10	0,755	0,763	0,822	0,739
Y.11	0,736	0,802	0,747	0,745
Y.12	0,696	0,763	0,758	0,751
Z.1	0,638	0,726	0,721	0,761
Z.2	0,684	0,740	0,783	0,853
Z.3	0,682	0,703	0,759	0,829
Z.4	0,709	0,743	0,771	0,796
Z.5	0,702	0,742	0,771	0,838
Z.6	0,663	0,726	0,754	0,788
Z.7	0,739	0,771	0,795	0,829
Z.8	0,743	0,746	0,746	0,787
Z.9	0,741	0,775	0,799	0,817

Item	Facilities and infrastructure (X1)	Standard operating procedures (X2)	Quality of public services (Y)	Public satisfaction (Z)
Z.10	0,670	0,712	0,757	0,807
Z.11	0,703	0,751	0,774	0,836
Z.12	0,764	0,791	0,815	0,825

Source: Data Processing with SmartPLS 3,0 (2025)

Table 3 demonstrates that the Combining loads values for every indicative in the study variables are higher than 0.7. Since all of the indicatives had Combining loads values higher than the Combining loads values of the other variables, it can be inferred from these results that the indicatives utilized in this study have good Distinctive validity when collecting their variables.

c. Reliability Test

A composite reliability test is used to assess how reliable a measurement tool is. All variables are deemed dependable if their loading values are more than 0.70 (Hair et al., 2019). Each variable's composite reliability and Cronbach's Alpha values are displayed in the as follows table:

Table 4. Composite Reliability and Cronbach's Alpha

Variables	Composite Reliability	Description	Cronbach Alpa	Description
Facilities and infrastructure (X1)	**0,961**	Reliabel	**0,956**	Reliabel
Standard operating procedures (X2)	**0,947**	Reliabel	**0,939**	Reliabel
Quality of public services (Y)	**0,951**	Reliabel	**0,944**	Reliabel
Public satisfaction (Z)	**0,959**	Reliabel	**0,954**	Reliabel

Source: Data Processing with SmartPLS 3,0 (2025)

All variables are dependable, according to Table 4's composite reliability and Cronbach's alpha test results, since their composite reliability values are higher than 0.70. This indicates that all of the variables—Public Service Quality (Y), Facilities and Infrastructure (X1), Standard Operating Procedures (X2), and Public Satisfaction (Z)—are dependable and trustworthy, and the study data may be utilized to generate the best possible study.

Structural Model Test (Inner Model)

The direct effects value, sometimes referred to as the path coefficient, in SEM PLS analysis reveals the structural model value in this investigation. The relevance and strength of the associations are then ascertained, and the hypotheses are tested, by measuring the path coefficients between constructs.

1) R Square

The model's capacity to explain the variance in the dependent variables is gauged by the coefficient of determination (R2). According to Hair et al. (2019), the coefficient of determination quantifies how well exogenous latent variables work together to predict an endogenous variable construct. In other words, the coefficient shows how much of the variance in the endogenous construct can be accounted for by all related external constructs. The amount of exogenous variable constructs determines how this criterion is adjusted. The R-square estimation results using SmartPLS 3,0 are displayed in Table 5:

Table 5. R-Square Values

Variables	R-Square
Quality of public services (Y)	0,924
Public satisfaction (Z)	0,913

Source: Data Processing with SmartPLS 3,0 (2025)

The R-square values for public service quality and public satisfaction are 92,4% and 91.3%, respectively, in Table 5. These findings show a substantial correlation between public service quality, standard operating procedures, and infrastructure and amenities. In a similar vein, there is a substantial correlation between infrastructure and facilities, standard operating procedures, and public satisfaction.

2) Q-Square

According to Ghozali & Latan (2015), if the Q-square value is more than 0 (> 0), the model is deemed to have predictive relevance. The formula below is used to determine the predictive relevance value:

$Q^2=1 – (1- R1^2) (1- R2^2)$

$Q^2= 1 - (1- 0,927^2) (1 – 0,913^2)$

$Q^2= 1 – (1- 0,859) (1- 0,833)$

$Q^2= 1 – (0,141)(0,167)$

$Q^2= 1 – 0,023$

$Q^2= 0,977$

Because the value of 0.977 is more than 0, the Q-square calculation result in this study was 0.977, suggesting that the model in this study sufficiently describes the endogenous variables.

Structural Model

The direct effects value, commonly referred to as the path coefficient in SEM-PLS analysis, reveals the structural model value in this investigation. The hypothesis was then tested by measuring the path coefficients between constructs to ascertain the significance and strength of the link.

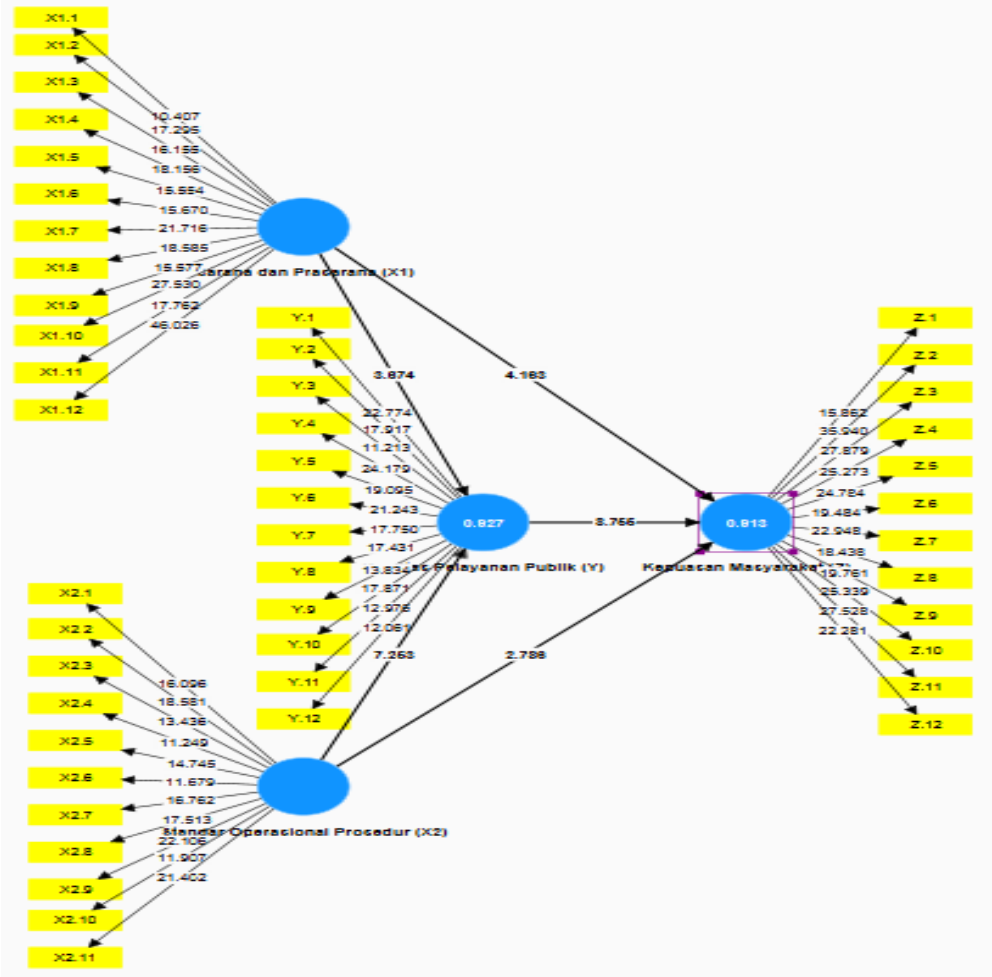

Figure 2, Bootstrapping

Hypothesis Testing

A structural model (inner model) test can be used to confirm a presented hypothesis. The relationships between the study model's constructs are investigated using inner model testing. The value determined in the output findings for inner weights serves as the foundation for hypothesis testing (Riyanto and Setyorini, 2024).

By comparing the p-values of the path coefficients with a significance level of $\alpha = 0.05$, hypothesis testing of the impact of exogenous variables on endogenous variables is carried out. If the p-value is less than or equal to 0.05 (p-value ≤ 0.05) or the t-table value is 1.96, the test is deemed highly significant. The hypothesis is rejected if the t-statistic is more than the computed t-value, and it is accepted if the t-statistic is less than the calculated t-value.

The bootstrapping results (path coefficients) for both direct and indirect impacts can be seen as follows in order to address the hypothesis put forward in this study:

a. Direct Effect

The direct effect is a test to determine the direct relationship between variables.

Table 6. Results for Inner Weights (Path Coefficients)

Direct Effect	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Facilities and infrastructure (X1) -> Quality of public services (Y)	0,330	0,329	0,090	3,674	0,000

Direct Effect	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Standard operating procedures (X2) -> Quality of public services (Y)	0,642	0,642	0,089	7,253	0,000
Facilities and infrastructure (X1) -> Public satisfaction (Z)	0,463	0,458	0,111	4,163	0,000
Standard operating procedures (X2) -> Public satisfaction (Z)	0,376	0,380	0,135	2,786	0,005
Quality of public services (Y) -> Public satisfaction (Z)	1,023	1,015	0,117	8,755	0,000

Source: Data Processing with SmartPLS 3,0 (2025)

Based on Table 6 and Figure 2, the hypothesis testing can be explained as follows:

1. The Influence of Facilities and Infrastructure on the Quality of Public Services
   With a t-statistic of 3,674 > 1.96 and a P-value of 0.000, less than 0.05 (0.000 < 0.05), the findings of the hypothesis testing show that the facilities and infrastructure variable affects the quality of public services, supporting hypothesis H1. These findings show that infrastructure and facilities have a favorable and substantial impact on the standard of public services. This implies that the quality of public services will increase as infrastructure and facilities improve.
2. The Effect of Standard Operating Procedures on Public Service Quality
   With a t-statistic of 7.253 > 1.96 and a P-value of 0.000, less than 0.05 (0.000 < 0.05), the findings of the hypothesis test show that the standard operating procedure variable affects public service quality, supporting hypothesis H1. This finding suggests that public service quality is positively and considerably impacted by standard operating procedures. Therefore, a rise in standard operating procedures will have a substantial impact on the quality of public services.
3. The Effect of Facilities and Infrastructure on Public Satisfaction
   The facilities and infrastructure variable has an impact on public satisfaction, according to the hypothesis test results, with a t-statistic of 4.163 > 1.96 and a P-value of 0.000, less than 0.05 (0.000 < 0.05), supporting hypothesis H1. This finding suggests that infrastructure and facilities have a substantial and favorable impact on public satisfaction. This implies that improvements to infrastructure and facilities will have a big impact on public satisfaction.
4. The Effect of Standard Operating Procedures on Public Satisfaction
   With a t-statistic of 2,786 > 1.96 and a P-value of 0.005, less than 0.05 (0.005 < 0.05), the hypothesis test findings show that the standard operating procedure variable affects public satisfaction, supporting hypothesis H1. This finding suggests that public satisfaction is positively and considerably impacted by standard operating procedures, indicating that these procedures have an effect on public satisfaction.
5. The Effect of Public Service Quality on Public Satisfaction
   With a t-statistic of 1.023 > 1.96 and a P-value of 0.000, less than 0.05 (0.000 < 0.05), the hypothesis test findings show that public satisfaction is influenced by the quality of public service characteristics, supporting hypothesis H1. This finding suggests that public satisfaction is positively and considerably impacted by the caliber of public services. This implies that public contentment will rise in tandem with improvements in public service quality.

b. Indirect Effect

To test mediating variables, the indirect effect is employed. Consequently, the mediating variable is used to examine the indirect effect of the exogenous variable on the

endogenous variable. The findings of the indirect effect calculation are shown in the as follows table:

Table 7. Results for Inner Weights (Specific Indirect Effect)

Indirect Effect	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Facilities and infrastructure (X1) -> Quality of public services (Y) -> Public satisfaction (Z)	0,337	0,335	0,102	3,317	0,001
Standard operating procedures (X2) -> Quality of public services (Y) -> Public satisfaction (Z)	0,658	0,651	0,114	5,776	0,000

Source: Data Processing with SmartPLS 3,0 (2025)

Based on Table 7, the test using mediating variables can be explained as follows:

1. The Influence of Facilities and Infrastructure on Public Satisfaction Through Public Service Quality
   With a t-statistic value of 3,317 > 1.96 and a P-value of 0.001, less than 0.05 (0.001 < 0.05), the hypothesis test results show that the facilities and infrastructure variable influences public satisfaction with public service quality as a mediating variable, thereby accepting hypothesis H1. These findings show that public service quality acts as a mediator between infrastructure and facilities and public satisfaction, which is positively and considerably impacted.
2. The Effect of Standard Operating Procedures on Public Satisfaction Mediated by Public Service Quality
   The hypothesis test results show that public satisfaction is considerably impacted by the standard operating procedure variable, with public service quality acting as an intervening variable. With a t-statistics value of 5.776 > 1.96 and a P-value of 0.000, less than 0.05 (0.000 < 0.05), hypothesis H1 is accepted. This finding suggests that public service quality acts as a mediating factor in the positive and considerable impact of standard operating procedures on public satisfaction.

DISCUSSION

Description of Study Variables

Based on respondents' responses to all study variables, it is clear that the services provided by the Population and Civil Registration Office of West Tanjung Jabung Regency have generally been very good. The Facilities and Infrastructure variable is in the Very Good category, indicating that service facilities are adequate, functioning optimally, and providing comfort and convenience for the public in accessing services.

The Standard Operating Procedure variable is in the Very High category. These results indicate that service SOPs are not only formally available but also consistently implemented by employees. Good SOP implementation reflects adherence to work procedures and uniformity in service delivery to the public.

The Public Service Quality variable also falls into the Very Good category. This finding indicates that the services provided have met public expectations, both in terms of facilities, speed, clarity of details, and the attitudes and behavior of officers in serving the public.

The Public Satisfaction variable falls into the Satisfaction category. This result indicates that the public is generally satisfied with the service they receive. However, this level of satisfaction remains in the Satisfaction category and has not yet reached "Very Satisfied," indicating that there is still room for improvement, particularly in aspects of timeliness and consistency of service.

The Influence of Facilities and Infrastructure on Public Service Quality

The findings demonstrate that infrastructure and facilities considerably and favorably affect the quality of public services. This result supports the findings of Jufrisen (2021) and Thomas et al. (2018), who claimed that infrastructure and facilities had a major impact on the quality of public services.

At the West Tanjung Jabung Regency's Population and Civil Registration Office, the availability of facilities and infrastructure that can facilitate the efficient and successful process of providing services to the public has an impact on the quality of public services. The quality of public services at the West Tanjung Jabung Regency's Population and Civil Registration Office is therefore considerably influenced by adequate, functional, and well-managed buildings and infrastructure. Complete facilities boost comfort, convenience, and public confidence in the services offered in addition to improving worker performance.

The Influence of Standard Operating Procedures on Public Service Quality

The study's findings show that the standard operating procedure variable considerably and favorably affects the standard of public services. This result is consistent with study by Telaumbanua et al. (2024), which discovered that service quality is enhanced by the application of effective SOPs. Anggraini (2023) found that SOPs greatly enhance service quality in another study.

Standard Operating Procedures (SOPs) have an impact on the quality of public services because they serve as work standards that systematically and clearly govern the processes, mechanisms, and flow of service delivery. Because SOPs not only govern administrative work procedures but also mold employee conduct, discipline, and professionalism in service delivery, they have an impact on the quality of public services. In the end, punctuality, public faith in public services, and the clarity of service procedures are all enhanced by the consistent and efficient application of SOPs.

The Influence of Facilities and Infrastructure on Public Satisfaction

The study's findings suggest that public satisfaction is not positively and considerably impacted by the interaction between infrastructure and facilities. These findings are consistent with studies by Romi et al. (2024), Melda et al. (2025), and Sinaga & Nurfita (2025), which discovered that infrastructure and facilities had a big impact on public satisfaction.

Facilities and infrastructure have an impact on public satisfaction since they are the main supporting elements that the public immediately experiences when services are provided. Thus, infrastructure and amenities that are comprehensive, sufficient, and operating at peak efficiency greatly enhance public happiness. In addition to boosting worker productivity, adequate facilities make the public's experience at the West Tanjung Jabung Regency's Population and Civil Registration Office straightforward, pleasant, and comfortable.

The Effect of Standard Operating Procedures on Public Satisfaction

The results of the study indicate that the relationship between standard operating procedure variables and public satisfaction has a positive and significant effect. This finding aligns with study conducted by Telaumbanua et al. (2024), which showed that the implementation of Standard Operating Procedures (SOPs) has a positive and significant effect on public satisfaction because SOPs can provide certainty regarding the process, time, and results of services.

The impact of standard operating procedures (SOPs) on public satisfaction is due to the fact that SOPs serve as the principal guideline for employees in providing orderly, consistent services in accordance with applicable regulations. Implementing SOPs also plays a role in minimizing errors and problems during the service process. With clear work guidelines, employees can avoid administrative errors and complete services within established time standards. This provides certainty to the public regarding the service process and outcomes, which is a crucial factor in shaping public satisfaction.

Therefore, consistently and effectively implemented standard operating procedures considerably impact public satisfaction. SOPs not only improve the order and efficiency of services but also provide a sense of security, certainty, and fairness for the public, thus ensuring that the services received are deemed to meet the expectations and needs of the public at the Population and Civil Registration Office of West Tanjung Jabung Regency.

The Influence of Public Service Quality on Public Satisfaction

The study's findings show that public satisfaction is positively and considerably impacted by the quality of public services. These findings are consistent with studies by Romi et al. (2024), Melda Melda et al. (2025), Juharni & Bahri, 2025, Dewi & Muhsin, 2019, and Lufitasari et al. (2023), which discovered that public satisfaction is positively and considerably impacted by the quality of public services.

The ability of the services to satisfy the needs, expectations, and perceptions of the public as beneficiaries is what determines the impact of public service quality on public satisfaction. Therefore, the degree of public satisfaction increases with the quality of public services rendered. Public satisfaction and trust in the West Tanjung Jabung Regency's Population and Civil Registration Office are fostered by prompt, accurate, transparent, and amiable service that is backed by sufficient facilities and processes.

The Influence of Facilities and Infrastructure on Public Satisfaction Through Public Service Quality

The findings of the study demonstrate that public satisfaction is positively and considerably impacted by infrastructure and amenities through the quality of public services. These findings support the claims made by Moenir (2015) and Dwiyanto (2015) that proper infrastructure and facilities will raise the caliber of public services, and that high-quality services will eventually raise public satisfaction as service users. In a similar vein, studies by Pratama et al. (2021) demonstrate that the impact of infrastructure and facilities on public satisfaction is mediated by service quality. These findings highlight the need for quality service management in tandem with service facility improvements in order to maximize public satisfaction.

The availability and state of sufficient facilities and infrastructure, which are essential supporting elements in attaining the best possible public service quality, have an impact on public satisfaction through public service quality. The service process can function more smoothly, swiftly, and effectively with the help of good infrastructure and facilities, such as supportive service facilities, clean and comfortable waiting areas, the use of details technology, and the availability of special facilities for the elderly and people with disabilities. The public's perception of service quality is immediately improved as a result. As a result, infrastructure and facilities have both direct and indirect effects by raising the standard of public services and increasing customer satisfaction at the West Tanjung Jabung Regency's Population and Civil Registration Office.

The Influence of Standard Operating Procedures on Public Satisfaction Through Public Service Quality

The findings of the study demonstrate that public satisfaction is positively and considerably impacted by standard operating procedures (SOPs) through public service quality. This result is consistent with studies by Situmorang et al. (2024), which also showed that SOPs had a major positive impact on public satisfaction and service quality.

Because standard operating procedures (SOPs) are the main source of guidance for staff in delivering organized, consistent services in compliance with relevant rules, SOPs have an impact on public satisfaction through public service quality. Every step of the service, from details transmission and administrative procedures to service completion, is executed in accordance with the same method when explicit and regularly followed SOPs are implemented. This promotes the development of high-quality public services that are distinguished by prompt service delivery, transparent procedures, and few administrative process errors.

SOPs have a significant influence on how employees behave and perform when serving the public through public service quality. Workers that adhere to SOPs are typically more professional, disciplined, and careful in their job, which enables them to deliver prompt, transparent, and equitable service. The quality of public services, which is regarded as very high, reflects this state. For example, officers are able to provide clear explanations of procedures, immediately follow up on complaints, and serve the public with a courteous and moral attitude.

Public satisfaction is ultimately impacted by the continued quality of public services brought about by the application of these SOPs. The public is content because the services they receive are clear, simple, prompt, and carried out in an equitable and transparent manner. grade operating procedures therefore have an indirect impact on public satisfaction by raising the grade of public services provided by the West Tanjung Jabung Regency's Population and Civil Registration Office.

CONCLUSION

Overall, the survey's findings show that respondents' opinions of the four variables—public satisfaction at the West Tanjung Jabung Regency's Population and Civil Registration Office, standard operating procedures, facilities and infrastructure, and quality of public services—show positive synergy. The application of standard operating procedures is rated as very high, the infrastructure and facilities that are available are rated as very good, and the public's level of satisfaction is rated as satisfactory, all of which support the best possible service delivery. The quality of public services and public satisfaction are positively and considerably impacted by infrastructure, facilities, and standard operating procedures, according to the study's findings. This proves that higher-quality public services will result from better infrastructure and amenities. Effective and legally compliant services will result from this enhancement, which will eventually raise public satisfaction. Additionally, the relationship between public service quality and public satisfaction shows that better public services will boost public contentment, which will raise public trust.

For a more thorough analysis of additional variables that could affect public happiness, this study requires more study. This is essential so that government corporations, especially the West Tanjung Jabung Regency's Population and Civil Registration Office, can comprehend the different factors that enhance their ability to provide the public with high-quality services. Other factors that could have a big impact, such staff commitment and the usage of details technology, could be investigated in more detail. As a result, the outcomes will offer a more thorough assessment of upcoming initiatives to raise the standard of public services.

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