

THE INFLUENCE OF PUBLIC INFORMATION DISCLOSURE AND SERVICE QUALITY ON PUBLIC SATISFACTION AT THE MANDALA PUBLIC HEALTH CENTER IN MEDAN CITY

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Abstract:

Public satisfaction can be raised by a number of factors, including service quality and the sharing of public information. This study aims to ascertain how public satisfaction at the Mandala Community Health Center (UPT Puskesmas) in Medan City is impacted by service quality and disclosure of public information. Saturated sampling, also known as a population sample, was used to select 45 responders. The multiple linear regression analysis approach with SPSS 23 software was employed in this investigation, yielding a regression of $Y = 2.709 + 0.970 + 0.102 + ?$. According to these findings, public satisfaction at the Mandala Community Health Center (UPT Puskesmas) in Medan City is positively and significantly impacted by service quality and public information disclosure.

Keywords: Public Information Disclosure, Service Quality, Public Satisfaction

INTRODUCTION

Law Number 14 of 2008 regarding public information transparency aims to facilitate public access to information; however, it first delineates the classification of information, thereby establishing clarity regarding the types of information that are accessible or inaccessible to the public.

Public access is an individual right realized through the availability of information, which must be open and transparent. Openness of information is crucial in government, allowing the public to follow developments and changes and building a relationship of trust between the government and the public. Government information must be disseminated and shared, as access to it is a right of every person. The need for information is a necessity today, as everything must be fast and accurate. To make decisions, we first seek information. Moreover, that is when the information is truly needed.

Public information transparency in government is a public necessity, especially in the current era of reform. Three reasons underscore the importance of transparency: First, power is often abused. The greater the power, the greater the potential for abuse. Secondly, a democratic government is constituted by the populace, operated by the populace, and intended for the populace. Should it succeed, the government will persist in operating for the benefit of the populace. Third, transparency allows citizens free access to information. It provides citizens with clear insight and enables them to actively participate in shaping constructive governance. (Setyani and Hartati in (Suprizal, 2018).

Implementing appropriate public service standards can increase citizen satisfaction as recipients of services. Service providers must comply with the principles of efficiency, effectiveness, innovation, and quality when delivering public services. Because public services prioritize citizen satisfaction, citizens will receive services that meet or even exceed their expectations.



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Public services and public information are interconnected, and transparency is a fundamental principle of public service delivery. Public information and public services are inseparable, but interconnected and governed by applicable laws and regulations. Strengthening public trust in public services is the responsibility of public service providers and must be implemented in line with the aspirations and demands of all citizens and residents regarding public service reform. The objective is to uphold the rights and obligations of all residents and communities, while ensuring the accountability of governmental and private entities in delivering public services. Public information is essential for enhancing the quality of public services and ensuring their delivery aligns with the principles of good governance. Public information must ensure the safeguarding of all citizens and residents against governmental interference in the delivery of public services.

With the development of science and technology, several changes have occurred in health services. These improvements have yielded numerous advantages, including enhanced service quality, evidenced by declining rates of disease, disability, and mortality, with an increase in average life expectancy. However, on the other hand, these changes have also brought many problems, namely the emergence of fragmented health services, closely related to the emergence of specializations and subspecializations within health services. The negative impact is that it makes it difficult for the public to obtain health services, which, if continued, will in turn lead to the community's unmet need for health services (Wijono in (Arifin, Rahman, Wulandari, & Anhar, 2016).

The state of public information disclosure at the Mandala Community Health Center (UPT) in Medan City is unsatisfactory; none of the center's websites offer current information regarding health services. The quality of public services at the Mandala Community Health Center (UPT) in Medan City has not garnered favorable acknowledgment from the community. The disclosure of public information regarding health services at the Mandala Community Health Center reveals a deficiency in transparency concerning patient data management, convoluted procedures for information access, restricted public information availability, inadequate socialization efforts, limited technological access, and scarce resources. The absence of information boards at the Community Health Center causes problems for people who come to the Community Health Center, because it provides limited access to important information in the Community Health Center, such as operating hours, registration procedures, and service fees, which can cause confusion. The transparency of service information provided by the Community Health Center on the internet and social media is incomplete in providing information transparency, causing people not to know the letters when coming to the Community Health Center.

In terms of service, there is a lack of facilities and infrastructure. Furthermore, patients who have undergone repeat treatment but have not recovered often request referrals. Furthermore, some patients still request referrals directly without first being examined at a community health center due to a lack of trust in primary care physicians. Delays from staff who fail to arrive at the community health center on time can significantly impact the quality and effectiveness of healthcare services provided.

Enhancing openness, streamlining processes, and offering readily accessible information are anticipated to elevate service quality and public satisfaction.

Public Satisfaction. consumer satisfaction refers to the degree to which a product's performance aligns with consumer expectations (Kotler & Armstrong in Ismanto, 2020). Public services provided by government officials currently do not meet public expectations. Customer satisfaction is an emotional reaction resulting from the assessment of the experience associated with consuming a product or service (Dompak, Sianturi, & Supratama, 2018). Public complaints received



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via mass media and social networks have adversely affected government services and engendered public distrust. An essential initiative to enhance public services is the implementation of a Public Satisfaction Survey among service users (Ministerial Regulation on Administrative and Bureaucratic Reform No. 16/2014).

Satisfaction is an individual's emotional response following the comparison of perceived performance or outcomes with their expectations. According to several experts, satisfaction is defined as the emotional response that occurs after evaluating perceived performance against expectations (Supratno in Nashar, 2020).

Public satisfaction is an attitude that can be assessed based on the experiences of the populace (Lovelock and Wirtz, Subadi, 2020). Public satisfaction is the level of feeling in the public after being able to compare the perceived performance compared to expectations (Fahmi, 2019).

From the previous definition, the author concludes that customer satisfaction is the feeling people experience after receiving a service. This feeling of satisfaction stems from service that meets their expectations. Customer satisfaction can be felt not only from consuming a tangible product or service but also through services, such as those provided by government agencies providing services.

Measuring satisfaction is crucial. This measurement will determine whether the service provided satisfies users. A service is considered satisfactory if it provides the benefits needed by the community. Customer satisfaction can be measured through four methods: (Kotler in Kasmir, 2019):

1. Complaint and Suggestion System. It can be done by asking customers to fill out a suggestion box. These complaints and suggestions are submitted verbally.
2. Customer Satisfaction Survey. This customer satisfaction survey is usually conducted by distributing questionnaires to customers. Include questions related to customer satisfaction.
3. Illegible Customers. Using illegible customers can involve asking an employee/officer to pose as a customer. This way, the undercover employee can directly assess the quality of service provided.
4. Former Customer Analysis. Analyzing customer records to see whether customers who previously used our service are still using our service. This analysis can determine if they are no longer using our service. If they are no longer using our service, the reasons for their discontinuation must be determined.

According to the Decree of the Minister of Administrative and Bureaucratic Reform Number 63/KEP/M.PAN/7/2003, various indices delineate the performance of public service employees. From this regulation, there are 14 things related to public satisfaction with the services provided by employees/service officers, namely (Nashar, 2020):

1. Service Procedures
2. Service Requirements
3. Clarity of Service Officers
4. Discipline of Service Officers
5. Responsibility of Service Officers
6. Competence of Service Officers
7. Speed of Service
8. Fairness of Service Officers
9. Courtesy of Service Officers
10. Reasonableness of Service Fees
11. Certainty of Service Fees



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12. Certainty of Service Schedules
13. Comfortable Environment
14. Security of Service

Public Information Transparency. Public information transparency is one way to achieve good and democratic governance and serves as a tool for public oversight of government policies. Public information transparency in governance is a fundamental human right. The public finds it difficult to access information from government and non-government institutions (Henovanto, Mansur, Ghina, & Zahra, 2020).

Public information disclosure is a manifestation of the government's overall responsibility to its citizens. This approach enhances public supervision of government policy implementation, public institutions, and issues pertaining to the public interest or collective interests. The principle of information transparency is one of the pillars of governance in Indonesia.

Public information disclosure encompasses information generated, maintained, administered, transmitted, and received by governmental entities pertaining to state administration and/or other public bodies, in compliance with legal statutes, along with additional information relevant to the public interest (Law of the Republic of Indonesia, 2008).

In the context of rapid globalization, the dissemination of public information has become a crucial issue, particularly in terms of information dissemination. This dissemination aims to strengthen the credibility and accountability of state public institutions and enable them to provide necessary information and documents (Bolton & Nurgiansah, 2020).

The objectives of public information disclosure are as follows:

1. Ensuring citizens' rights to access information regarding public policy plans, public policy initiatives, and the public decision-making process, together with the justification for public decisions.
2. Promoting civic engagement in the formulation of public policy.
3. Enhancing public engagement in policy formulation and the effective administration of public agencies.
4. Attaining exemplary state governance characterized by transparency, effectiveness, efficiency, accountability, and responsibility.
5. Comprehending the justification for public policies that impact the lives of numerous individuals.
6. Cultivating knowledge and enlightening the populace.
7. Enhancing information management and services inside public agencies to deliver high-quality information services.

Indicators of Public Information Disclosure according to Law Number 14 of 2008, as follows:

1. Information that must be disclosed and communicated regularly
2. Information that requires quick announcement
3. Information that must be perpetually accessible.

Service Quality. Service quality is a model that describes a person's expectations of a service, based on past experiences, word-of-mouth, and advertising. This model compares a person's expected service with what they receive or experience (Kotler & Keller, 2016). Service quality is a set of characteristics of a product or service that directly or indirectly support its ability to meet needs (Kotler & Armstrong, 2018).

Service quality is closely related to customer satisfaction. Organizations that demonstrate high levels of customer satisfaction provide quality service (Estamarinda et al., 2021). Service quality is



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fundamentally related to efforts made to meet customer needs and desires and achieve a balance between expectations for each service (Indrasari, 2019).

Based on the definitions above, service quality is an action carried out by an organization in the form of something intangible that can be felt by a person.

Service quality is a very important factor. The factors that influence service quality (Kasmir, 2017) include:

1. Employee count: the total number of personnel inside an organization.
2. Employee quality, encompassing the knowledge and skills of the workforce.
3. Employee motivation: the impetus employees have to engage in a task or occupation.
5. Leadership: the act of influencing individuals, typically executed by superiors towards subordinates, to ensure their actions align with the superior's objectives for the attainment of organizational goals.
6. Organizational culture: a framework within an organization embraced by all members, distinguishing one organization from another.
7. Employee welfare: the organization's satisfaction of employee requirements.
8. Workplace environment and additional elements, encompassing facilities, infrastructure, technology, and spatial arrangement

Indicators in service quality are used to determine the quality of service that is actually felt by the community. There are indicators of service quality that are located in five dimensions of service quality (Kotler & Keller, 2016):

1. Reliability. Reliability is the answer to an organization's ability to provide promised services reliably, accurately, and consistently.
2. Responsiveness. Responsiveness is the ability to provide service to customers quickly and to listen to and resolve public complaints.
3. Assurance. Assurance measures the competence, courtesy, and trustworthiness of employees.
4. Empathy. Empathy is providing genuine, individualized or personal attention to the public by striving to understand their needs.
5. Tangibles. Tangibles are the appearance of physical facilities and equipment used to provide services to the public.

METHODS

This study employs a causal methodology, focusing on cause and effect relationships. This research is quantitative, aiming to ascertain the association between two or more variables to formulate a theory that can explain, predict, and regulate symptoms (Sugiyono, 2018). The sample in this study was the community that visited the Mandala Health Center UPT, Medan City, with as many as 45 patients. Data analysis techniques use statistical techniques to obtain an overview of public information disclosure and service quality towards public satisfaction at the Mandala Health Center UPT, Medan City. Data processing will be carried out using multiple linear regression with the help of SPSS software version 23.0.

This study employed multiple linear regression analysis to investigate the impact of public information disclosure and service quality on public satisfaction at the Mandala Community Health Center (UPT) in Medan City. The equation for multiple linear regression can be expressed as follows.

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \varepsilon$$



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Description:

Y: Public satisfaction

X1: Public information disclosure

X2: Service quality

α : Constant

β : Regression coefficient

The coefficient of determination can assess the impact of variable X on variable Y. An R² value approaching one indicates that the independent variables account for nearly all the information required to predict the variance of the dependent variable (Ghozali, 2018). If the coefficient of determination (R²) equals 0, it indicates an absence of correlation between the independent variable and the dependent variable. If the coefficient of determination (R²) equals 1, a perfect relationship exists. Adjusted R² serves as the coefficient of determination when the regression analysis includes many independent variables.

RESULT AND DISCUSSION

Validity Testing. A validity test is essential to assess the suitability of the items in the questionnaire administered to respondents. The questionnaire is deemed valid if the validity of each question exceeds 0.30.

Table 1. Validity Test of Public Information Disclosure

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1.1	35,4222	60,431	,617	,821	,894
X1.2	35,5333	61,391	,528	,844	,898
X1.3	35,8889	56,192	,655	,594	,893
X1.4	35,4667	59,300	,642	,838	,893
X1.5	35,4889	61,256	,536	,859	,898
X1.6	35,5778	63,431	,467	,497	,900
X1.7	35,3556	59,734	,700	,917	,891
X1.8	36,1333	56,527	,736	,874	,888
X1.9	36,1778	57,559	,643	,813	,893
X1.10	35,4444	59,298	,643	,880	,893
X1.11	36,0667	56,064	,735	,950	,888
X1.12	35,9556	59,089	,585	,858	,896

Source: Results of SPSS Processing Version 23.0

The SPSS output in Table 1 presents the validity value in the Corrected Item-Total Correlation column, reflecting the correlation between each item's score and the total score in the respondent's tabulation. The validity test results for the twelve items in the public information disclosure variable are confirmed as valid, since all coefficient values are above 0.30.

Table 2. Service Quality Validity Test

Item-Total Statistics					
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	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X2.1	41,8889	151,374	,708	,650	,919
X2.2	41,7556	144,598	,804	,926	,916
X2.3	41,2889	158,756	,462	,603	,926
X2.4	41,5111	147,028	,764	,790	,917
X2.5	41,1778	153,922	,622	,692	,922
X2.6	41,5333	143,573	,828	,835	,915
X2.7	41,7556	143,871	,828	,932	,915
X2.8	41,6444	153,416	,661	,573	,921
X2.9	41,9111	151,537	,729	,678	,919
X2.10	41,0222	162,613	,342	,458	,928
X2.11	41,5333	154,618	,468	,405	,927
X2.12	41,4222	153,613	,584	,610	,923
X2.13	41,5333	149,345	,606	,646	,922
X2.14	42,2222	154,677	,553	,507	,923
X2.15	41,5778	145,749	,736	,715	,918

Source: Results of SPSS Processing Version 23.0

The SPSS result in Table 2 displays the validity value in the Corrected Item-Total Correlation column, reflecting the correlation between each item's score and the total score in the respondent's tabulation. The validity test results for the 15 items in the service quality variable are confirmed as valid, since all coefficient values above 0.30.

Table 3. Public Satisfaction Validity Test

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y.1	41,9778	72,931	,693	,838	,895
Y.2	41,4889	79,028	,601	,788	,899
Y.3	41,6667	79,727	,539	,510	,901
Y.4	41,6222	82,286	,453	,705	,904
Y.5	41,5111	79,528	,586	,842	,900
Y.6	42,1333	74,027	,696	,929	,895
Y.7	42,2889	74,028	,706	,932	,894
Y.8	41,7111	80,392	,500	,685	,903
Y.9	41,4889	76,937	,678	,863	,896
Y.10	42,0889	74,810	,625	,751	,898
Y.11	42,2000	72,664	,755	,959	,892
Y.12	41,7111	81,074	,533	,813	,902
Y.13	41,5556	78,843	,524	,757	,902
Y.14	42,1333	76,436	,577	,779	,900

Source: Results of SPSS Processing Version 23.0

The validity value is located in the Corrected Item-Total Correlation column of SPSS output table 3, indicating the correlation between each item's score and the total score in the respondent's



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answer tabulation. The validity test results for the fourteen statement items concerning the public satisfaction variable are deemed valid, as all coefficient values above 0.30.

Reliability Test. A questionnaire item is considered reliable if a person's responses are consistent. In this study, Cronbach's alpha was used to determine whether the questionnaire was reliable. A questionnaire is considered reliable if its Cronbach's alpha is >0.60 and unreliable if it is equal to or below 0.60. (Ghozali, 2018).

Table 4. Reliability Test for Public Information Disclosure

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,902	,902	12

Source: Results of SPSS Processing Version 23.0

From Table 4 above, the SPSS output shows a Cronbach's Alpha value of $0.902 > 0.60$. Therefore, the 12 questions presented to respondents regarding the public information disclosure variable are reliable.

Table 5. Service Quality Reliability Test

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,926	,925	15

Source: Results of SPSS Processing Version 23.0

From Table 5 above, the SPSS output shows a Cronbach's Alpha value of $0.926 > 0.60$, thus concluding that the 15-item questionnaire presented to respondents on the service quality variable is reliable.

Table 6. Public Satisfaction Reliability Test

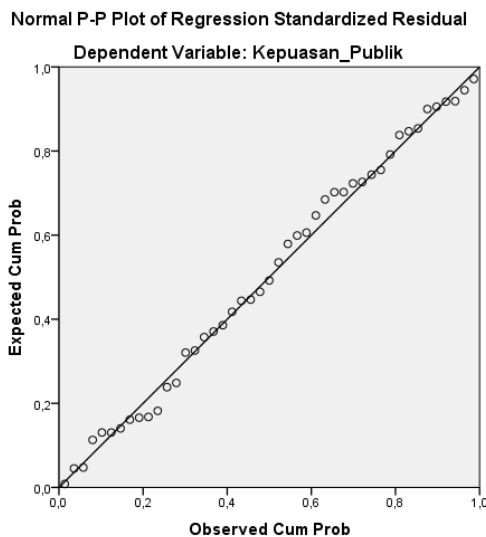
Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,905	,906	14

Source: Results of SPSS Processing Version 23.0

The SPSS output in Table 6 indicates a Cronbach's Alpha value of 0.905, which exceeds 0.60. Therefore, it can be stated that the 14 statement items about the public satisfaction variable are credible.

Classical Assumption Testing, Data Normality Test.





Source: Processed Results from SPSS Version 23.0

Figure 1. PP Plot for Normality Test

Based on Figure 1 above, the results of the data normality test using the PP Plot show that the data points are spread around the diagonal line, indicating that the data are normally distributed.

Multicollinearity Test. The multicollinearity test results from the questionnaire distributed to respondents can be seen in the following table.

Table 7. Multicollinearity Test

		Coefficients ^a				Collinearity Statistics	
Model		Unstandardized Coefficients	Standardized Coefficients	t	Sig.		
		B	Std. Error	Beta		Tolerance	VIF
1	(Constant)	2,709	1,591		1,702	,096	
	KIP	,970	,063	,859	15,324	,000	,396
	Quality of Service	,102	,040	,142	2,534	,015	,396

a. Dependent Variable: Public Satisfaction

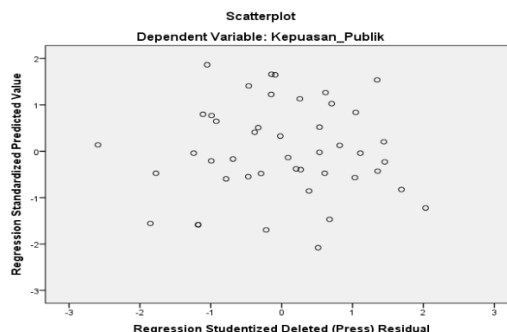
Source: Results of SPSS Processing Version 23.0

Based on Table 7 above, it can be seen that the Variance Inflation Factor (VIF) value is less than 5, including public information disclosure ($2.526 < 5$), service quality ($2.526 < 5$), and the Tolerance value for public information disclosure ($0.396 > 0.10$) and service quality ($0.396 > 0.10$), thus free from multicollinearity.

Heteroscedasticity Test.



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Source: Processed Results of SPSS Version 23.0

Figure 2. Scatterplot of Heteroscedasticity Test

According to Figure 2, the scatterplot illustrates that the data points are haphazardly dispersed, lacking any discernible pattern or trend line. The illustration further indicates that the data is distributed around the zero point. The test results demonstrate that this regression model is devoid of heteroscedasticity concerns. The variables examined in this study exhibit homoscedasticity.

Multiple Linear Regression. The multiple regression analysis formula is as follows:

$$Y = \alpha + b_1X_1 + b_2X_2 + \varepsilon$$

Table 8. Multiple Linear Regression

Table 3. Multiple Linear Regression								
Model		Coefficients ^a			t	Sig.	Collinearity Statistics	
		Unstandardize d Coefficients	Standardized Coefficients	Beta			Tolerance	VIF
1	(Constant)	2,709	1,591		1,702	,096		
	KIP	,970	,063	,859	15,324	,000	,396	2,526
	Quality of Service	,102	,040	,142	2,534	,015	,396	2,526

a. Dependent Variable: Public Satisfaction

Source: Results of SPSS Processing Version 23.0

Based on Table 7 above, the multiple linear equation is;

$$Y = 2.709 + 0.970 + 0.102 + \varepsilon$$

The interpretation of the multiple linear regression equation is:

- b0: The constant (b0) of 2.709 indicates the level of public satisfaction if public information disclosure and service quality are equal to 0.
- b1: 0.970. The first regression coefficient (b1) of 0.970 indicates the significant effect of public information disclosure on public satisfaction, assuming constant service quality. It means that if the public information disclosure factor increases by 1 unit, public satisfaction is predicted to increase by 0.970 units, assuming constant service quality.
- b2: 0.102 The second regression coefficient (b2) of 0.102 indicates the significant influence of service quality on public satisfaction, assuming constant public information disclosure. It means that if



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the service quality factor increases by 1 value unit, public satisfaction is predicted to increase by 0.102 value units, assuming constant public information disclosure.

Simultaneous Significance Test (F Test)

Table 9. Simultaneous Test

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	3713,158	2	1856,579	380,831	,000 ^b
	Residual	204,753	42	4,875		
	Total	3917,911	44			

a. Dependent Variable: Public Satisfaction

b. Predictors: (Constant), Service Quality, Public Information Disclosure

Source: Results of SPSS Processing Version 23.0

From Table 9, the data description shows that the Fcount value is 380.831 with a significance level of 0.000. Furthermore, the method for obtaining the F-table value with a significance level of 95% ($\alpha = 0.05$) is to use the formula $Df (1) = K-1$, $3-1 = 2$, $Df (2) = n-k$, $45-3 = 42$, so the F-table value is 3.22. It can be concluded that the Fcount value of $380.831 > F_{table}$ value of 3.22. It means that simultaneously, there is a significant influence between the public information disclosure variable (X1) and the service quality variable (X2) on the dependent variable of public satisfaction (Y).

Partial Significance Test (t-Test).

Table 10. Partial Test

Coefficients ^a							
Model		Unstandardize d Coefficients	Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error			Tolerance	VIF
1	(Constant)	2,709	1,591	1,702	,096		
	KIP	,970	,063	,859	15,324	,396	2,526
	Quality of Service	,102	,040	,142	2,534	,015	2,526

a. Dependent Variable: Public Satisfaction

Source: Results of SPSS Processing Version 23.0

Based on Table 10 above, it can be seen that:

1. The effect of public information disclosure on public satisfaction. The calculated t is 15.324, while the t table is 1.681, and is significant at 0.000. Therefore, H_a is accepted and H_0 is rejected, indicating that public information disclosure has a partial and significant effect on public satisfaction.
2. The effect of service quality on public satisfaction. The calculated t is 2.354, while the t table is 1.681, and is significant at 0.015. Therefore, H_a is accepted and H_0 is rejected, indicating that service quality has a partial and significant effect on public satisfaction.

Coefficient of Determination

Table 11. Coefficient of Determination



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Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,974 ^a	,948	,945	2,20796
a. Predictors: (Constant), Service Quality, Public Information Disclosure				
b. Dependent Variable: Public Satisfaction				

Source: Results of SPSS Processing Version 23.0

According to Table 11, the modified R Square value is 0.945, representing the coefficient of determination. This indicates that 94.5% of public satisfaction may be attributed to public information disclosure and service excellence. Consequently, the residual 5.5% of the total, derived from 100% - 94.5%, is attributed to external factors or variables not examined within the model. An R value of 0.948 signifies a strong correlation between public information disclosure and service quality in relation to public satisfaction.

The Effect of Public Information Disclosure on Public Satisfaction. Based on the data processing results, the calculated t-value was 15.324, while the t-table value was 1.681, with a significance level of 0.000. Therefore, Ha is accepted and H0 is rejected, indicating that public information disclosure has a partial and significant effect on public satisfaction. Obtaining public information is the right of every citizen. Public information disclosure is an important characteristic of a democratic country like Indonesia. Public information disclosure is a concrete manifestation of the public's oversight system of state administration and government administration. Public information disclosure serves as a benchmark in efforts to realize public accountability of state administrators to the public. It aligns with our shared ideals of realizing good governance, thereby increasing public satisfaction.

Public information disclosure provides public access to relevant information, strengthens government transparency and accountability, and encourages public participation in decision-making. Ultimately, public information disclosure increases public trust in government and citizen satisfaction with public services.

Public information disclosure can strengthen public trust in government. When citizens perceive that government information is clear, accurate, and easily accessible, they will have greater trust and satisfaction with its services. Therefore, public information disclosure is crucial for increasing public satisfaction. A transparent, accountable, and citizen-centered government will foster public trust and support.

The Effect of Service Quality on Public Satisfaction. Based on the data processing results, the calculated t value was 2.354, while the t table value was 1.681, with a significance level of 0.015. Therefore, Ha was accepted and H0 was rejected, indicating that service quality has a partial and significant effect on public satisfaction. Good service, whether in terms of quality, speed, or response time, increases public satisfaction with the organization or institution providing it. Conversely, poor service can reduce satisfaction and even create a negative image of the service provider.

Good service can create a positive image for an institution or organization and thus strengthen public trust. Public satisfaction can encourage community participation in development because they feel valued and supported by the government or relevant institutions. Overall, service quality is a key factor in creating public satisfaction. By providing quality service, agencies or organizations can build trust, reduce complaints, and encourage public participation in development.



CONCLUSION

Based on the analysis of the research results and discussion, the following conclusions can be drawn:

1. Public information disclosure has a positive and significant effect on public satisfaction at the Mandala Community Health Center (UPT Puskesmas Mandala). It is evidenced by the calculated t-value of $15.324 > t\text{-table } 1.681$ and a significance level of $0.000 < 0.05$.
2. Service quality has a positive and significant effect on public satisfaction at the Mandala Community Health Center (UPT Puskesmas Mandala). It is evidenced by the calculated t-value of $2.354 > t\text{-table } 1.681$ and a significance level of $0.015 < 0.05$.

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