The Effect of Public Service Factors on Public Satisfaction with the Delivery and Collection of Evidence at the Banyuwangi District Attorney's Office

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Abstract

This study aims to analyze the influence of public service factors on public satisfaction with the delivery and collection of evidence at the Banyuwangi District Attorney's Office. The factors studied include service quality, service procedures, and policy implementation. The study employs a quantitative descriptive approach using a saturated sampling technique, where all users of the free delivery service for evidence items are included as samples. Data was collected through observation, questionnaires, documentation, and direct interviews. Data analysis utilized research instrument testing, classical assumption testing, and multiple regression analysis. The results of the study indicate that: (1) Service quality significantly influences public satisfaction with a significance value of 0.004; (2) Service procedures significantly influence public satisfaction with a significance value of 0.028; (3) Policy implementation has a significant effect with a significance value of 0.001; and (4) Simultaneously, all three variables have a significant effect on public satisfaction with a calculated F value of 18.395 > table F value of 3.097. The Adjusted R Square value of 0.793 indicates that 79.3% of public satisfaction can be explained by these three independent variables. This study recommends the need to improve service efficiency, consistency of procedures, and strengthen communication aspects and the attitude of service providers to optimize public satisfaction.

Keywords: service quality, service procedures, policy implementation, public satisfaction, public services

1. Introduction

Public satisfaction is an important indicator in assessing the success of public service delivery. Satisfactory services can build public trust in government institutions and enhance the legitimacy and credibility of public institutions. Kotler and Keller (2009) state that satisfaction is a feeling of pleasure or disappointment that arises after comparing one's perceptions or expectations of a product or service with the reality that is received. Therefore, quality public services are key to building public trust and participation in government institutions.

In the context of service quality, Parasuraman, Zeithaml, and Berry (1988) developed the SERVQUAL model, which includes five main dimensions: tangibles (physical evidence), reliability, responsiveness, assurance, and empathy. These five dimensions, when implemented optimally, will have a positive impact on the level of user satisfaction. In line with this, Tjiptono (2014) emphasizes that high-quality public services not only meet public expectations but also encourage loyalty and community involvement in the public service system itself. However, the reality on the ground shows that the implementation of public services still faces various obstacles, including within the District Attorney's Office. One of the most notable issues is in the delivery and retrieval of evidence after a case has obtained final legal standing (inkracht). Evidence that should be promptly returned to the rightful parties instead accumulates, is not promptly retrieved, and has the potential to cause various administrative issues, storage space limitations, risks of damage or loss of items, and a decline in the public perception of the Prosecutor's Office's service quality.

This problem is thought to be influenced by several key factors in public services. First, suboptimal service quality, such as unresponsive service, unfriendly service, and a lack of supporting facilities. Based on the SERVQUAL theory (Parasuraman et al., 1988), low service quality will create a negative perception of the institution among the public. Tjiptono (2014) adds that a mismatch between public expectations and service performance will lead to a decline in satisfaction.

Second, complicated service procedures are also an obstacle. Inefficient and opaque bureaucratic procedures can undermine public trust. Dwiyanto (2006) states that bureaucratic complexity and procedural uncertainty are the main causes of declining public trust in government agencies. Therefore, clear, simple, and accessible procedures are essential elements in improving the efficiency of public services.

Third, policy implementation has not been optimal. According to George C. Edward III's (1980) theory of policy implementation, there are four important factors in policy implementation, namely communication, resources, the disposition (attitude) of implementers, and bureaucratic structure. Inconsistent implementation, weak supervision, and low implementer capacity will lead to failure in the effective application of services.

The urgency of this research is reinforced by a number of previous studies. Siswati Saragih (2018) in her research at the Medan District Attorney's Office showed that the quality of service and employee performance have a significant effect on the quality of public services, especially in terms of timeliness and effectiveness of service delivery. Ira Febriana (2023) revealed that at the Bandar Lampung District Attorney's Office, the low professionalism of officers and the weak evidence management system were the main sources of public complaints. Pujianto Tri Raharjo et al. (2021) in a study at the Semarang District Attorney's Office highlighted human resource limitations and a lack of understanding of regulations as the main obstacles to optimizing evidence services.

Based on this background, this study is titled "The Influence of Public Service Factors on Public Satisfaction in the Delivery and Collection of Evidence at the Banyuwangi District Attorney's Office." This study is expected to provide scientific contributions and practical recommendations for improving the quality of public services, particularly in the context of evidence return services, to make them more responsive, efficient, and oriented toward public satisfaction.

2. Methods

This study uses a quantitative descriptive approach, where data analysis is conducted descriptively based on the results of observations, questionnaires, documentation, and direct interviews by the researcher. The collected data will be analyzed systematically to provide an in-depth description of the research focus, namely service quality, service procedures, policy implementation, and public satisfaction at the Banyuwangi District Attorney's Office.

The sampling technique used in this study is saturated sampling, where the sample in the study is the entire population that uses the free evidence delivery service, which will be used as the sample. This study uses several variables, namely Service Quality (X1), Service Procedures (X2), and Policy Implementation (X3) as independent variables, and Public Satisfaction (Y) as the dependent variable. The data analysis techniques used in this study include research instrument testing, classical assumption testing, and multiple regression analysis.

3. Results and Discussion

Variable / Indicator	r_{count}	r_{table}	Description
Service Quality (X1)			
X1.1 Tangibles (Physical Evidence)	0,763	0.2006	Valid
X1.2 Reliability	0,711	0.2006	Valid
X1.3 Responsiveness	0,730	0.2006	Valid
X1.4 Assurance (Assurance and Certainty)	0,730	0.2006	Valid
X1.5 Empathy	0,611	0.2006	Valid
Service Procedures (X2)			
X2.1 Simple (Easy for the Public to Understand)	0,740	0.2006	Valid
X2.2 Transparent (No Hidden Service Procedures)	0,646	0.2006	Valid
X2.3 Efficient (Does Not Take a Long Time)	0,739	0.2006	Valid
X2.4 Standardized (Consistently Implemented in Accordance with Regulations)	0,721	0.2006	Valid
X2.5 Accountable (Accountable for Each Stage of the Procedure)	0,700	0.2006	Valid
Policy Implementation (X3)			
X3.1 Communication	0,886	0.2006	Valid
X3.2 Resources	0,842	0.2006	Valid

| Variable / Indicator		r_{count}	r_{table}	Description
X3.3	Attitude of Implementers	0,897	0.2006	Valid
X3.4	Bureaucratic Structure	0,939	0.2006	Valid
Public Satisfaction (Y)				
Y1	Requirements	0,877	0.2006	Valid
Y2	Procedures	0,781	0.2006	Valid
Y3	Completion Time	0,685	0.2006	Valid
Y4	Cost/Fee	0,712	0.2006	Valid
Y5	Product Specifications Service	0,633	0.2006	Valid
Y6	Competence of Implementers	0,715	0.2006	Valid
Y7	Implementation Behavior	0,738	0.2006	Valid
Y8	Handling of Complaints, Suggestions, and Feedback	0,660	0.2006	Valid
Y9	Facilities and Infrastructure	0,670	0.2006	Valid

Table 1. Validity test
Source: Processed data 2025

The validity test results in Table 1 show that the calculated r value for each independent and dependent variable indicator is > 0.2006. It can therefore be concluded that the indicators used to measure all variables are valid and that the indicators used to measure all variables are highly reliable.

| Number of Instruments	cronbach's alpha	r table	Description
X1	0.762	0.2006	Reliable
X2	0.812	0.2006	Reliable
X3	0.712	0.2006	Reliable
Y	0.882	0.2006	Reliable

Table 2. Reliability Test
Processed data 2025)

From Table 2 above, it can be concluded that all research instruments with a total of 31 statements produced a Cronbach Alpha value > 0.2006, which is considered reliable.
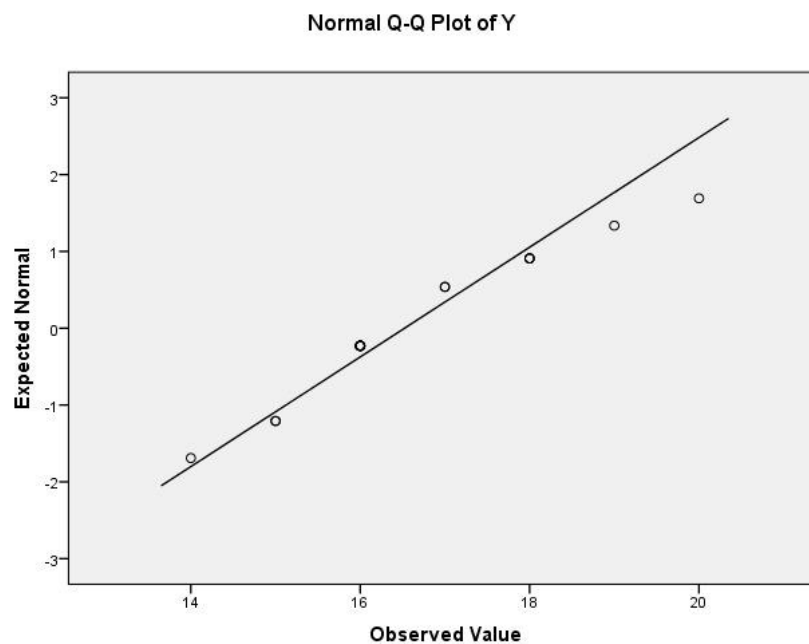
Figure 1. P-P Plot Normal P-P plot of standardized residual regression
Source: Processed data 2025

It can be seen from Figure 1 Normal P-P plot of Regression Standardized residual that the data points are scattered close to the diagonal line, so it can be concluded that the data is normally distributed.
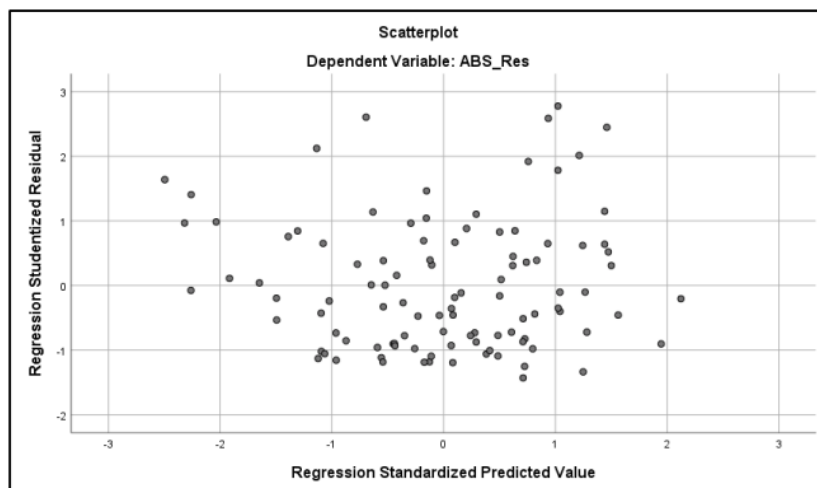
Figure 2. Scatterplots
Source: Processed data 2025

It can be seen in Figure 4.4 above that there is no clear pattern, nor are there points scattered above and below the number 0 on the y-axis, so there is no heteroscedasticity.

Variable	Tolerance	VIF
X1	0.352	2.844
X2	0.358	2.795
X3	0.343	2.912

Table 3. Multicollinearity Test Results
Sumber : Data diolah

Based on Table 4.10 above, it can be concluded that a tolerance value > 0.10 means that there is no multicollinearity, and a VIF value < 10.00 means that there is no multicollinearity. Furthermore, using SPSS Statistics 22 software, the results of multiple linear regression were obtained, so that the linear regression model obtained was:

		Coefficients^a				
		Unstandardized Coefficients		Standardized Coefficients		
	Model	B	Std. Error	Beta	t	Sig.
1	(Constant)	2.216	1.133		1.957	.054
	X1	.108	.081	.112	1.339	.004
	X2	.182	.082	.186	2.236	.028
	X3	.626	.081	.654	7.725	.001

Table 4. Multiple Linear Regression Analysis Results
Source: Processed data 2025

Based on the regression measurement results shown in Table 4, the following regression equation was obtained:

$Y = +b_1X_1 + b_2X_2 + b_3X_3 + e$
$Y = 2.216 + 0{,}108X1 + 0{,}182 X2 + 0{,}626 X3 + e$

The interpretation of the regression equation is as follows:
1. The intercept (constant) 2.216 is positive, meaning that if service quality, service procedures, policy implementation, employee competence, and service transparency are assumed to be constant (unchanged), service quality is positive or good.
2. The regression coefficient for the Service Quality variable (X1) is positive at 0.108. This means that if Service Quality is improved, Service Quality will increase further, assuming that service procedures, policy implementation, employee competence, and service transparency remain unchanged
3. The regression coefficient for Service Procedures (X2) is positive at 0.182. This means that if Service Procedures are improved, service quality will increase, assuming that performance

quality, efficiency, job satisfaction, performance capability, and performance development remain unchanged.

4. The regression coefficient for the Policy Implementation variable (X3) is positive at 0.626. This means that if policy implementation is improved, service quality will increase, assuming that service quality, service procedures, employee competence, and service transparency remain unchanged.

The coefficient of determination in this study will be used to determine the extent of the influence of independent variables on dependent variables. The results of the coefficient of determination test are described in Table 4.12 as follows:

Model Summary[b]				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.895[a]	.801	.793	.76046

a. Predictors: (Constant), X3, X2, X1
b. Dependent Variable: Y

Table 5. Results of the Coefficient of Determination Test (R2)
Source: Processed data 2025

An Adjusted R Square (R^2) value of 0.793 means that 0.793 (or 79.3%) of the service quality variable can be explained by service quality, service procedures, policy implementation, employee competence, and service transparency. The value of 0.793 or 79.3% indicates that the regression model has Very Strong explanatory power, with only 20.7% of the remaining variance explained by factors outside the model.

ANOVA[a]						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	188.052	3	62.684	18.395	0001[b]
	Residual	46.842	81	.578		
	Total	234.894	84			

a. Dependent Variable: Y
b. Predictors: (Constant), X3, X2, X1

Table 6. F-test results (Simultan)
Source: Processed data 2025

The results of simultaneous testing show that the significance value is 0.001 < 0.05 and 18.392 > 3.097, meaning that the independent variables simultaneously or collectively have a significant effect on the dependent variable.

The Effect of Service Quality on Public Satisfaction

Based on the SERVQUAL theory developed by Parasuraman et al., service quality is understood as the gap between customer expectations and perceptions of the service received. The five main dimensions in SERVQUAL tangibles (physical evidence), reliability, responsiveness, assurance, and empathy are the primary indicators in determining the level of service quality. When all five dimensions are optimally fulfilled, the level of public satisfaction with public services will increase significantly.

The results of this study indicate that service quality has a significant impact on public satisfaction, as evidenced by quantitative data and survey results from the Banyuwangi District Prosecutor's Office, where 97.87% of respondents strongly agreed that service facilities such as waiting rooms, counters, and transportation vehicles were clean and well-maintained. This indicates that a comfortable, neat, and professional physical environment leaves a strong positive impression on the public and enhances their satisfaction when accessing services.

The Reliability indicator shows that most respondents (98.94%) strongly agree that the evidence sent or collected remains consistent with the initial data and conditions. This indicates a high level of public trust in the integrity and consistency of services, which is an important factor in building satisfaction.

Responsiveness Indicator: Respondents agreed (67.02%) and strongly agreed (32.98%) that staff responded quickly to public inquiries and needs. Although the strongly agree score is not as high

as in other dimensions, this still indicates that staff speed and readiness in serving the public are adequate, though there is room for improvement to maximize public satisfaction.

Assurance Indicator 97.87% of respondents strongly agree that officers provide a sense of security and trust during the service process. This proves that the competence, integrity, and professional attitude of officers are able to create a comfortable and reassuring atmosphere, which is very important in legal services.

Empathy Indicator 100% of respondents strongly agree that staff demonstrate concern and care for the community's well-being. This score is the highest indicator, reflecting that humanistic, personalized, and empathetic service is the key to customer satisfaction in the public sector.

This finding is also in line with previous research, such as by Rukayah & Wahyuni (2022) and Rahmawati & Pramono (2019), which concluded that service quality has a significant influence on community satisfaction. The dimensions of responsiveness and assurance are referred to as the most dominant factors, and this is also reflected in the results of this study. In addition, referring to PermenPAN-RB No. 14 of 2017, service quality is the main indicator in the Community Satisfaction Index (IKM). Thus, the findings in this study reinforce the strategic role of service quality in creating high public satisfaction.

Overall, the results of the study show that the higher the quality of service provided by the Banyuwangi District Attorney's Office, the higher the level of satisfaction among the people receiving the service. Fast, accurate, professional, and empathetic public service performance has proven to be able to meet and even exceed public expectations, which ultimately shapes positive perceptions and loyalty toward the service institution.

The Effect of Service Procedures on Public Satisfaction

Based on the results of testing the effect of service procedures on public satisfaction, a significance value of 0.001 was obtained, which is much smaller than the threshold value of 0.05. This means that service procedures have a significant effect on public satisfaction.

This finding is consistent with Dwiyanto's (2006) statement that simple, clear, and easy-to-understand service procedures will increase public satisfaction because good procedures reduce confusion, speed up the service process, and create trust. When the public knows what to do and understands each stage of the service process, their perception of the efficiency and fairness of the service will increase.

Theoretical support is further reinforced by Kotler & Keller (2009), who state that public satisfaction arises when actual service performance meets or exceeds expectations. In this context, concise, transparent, and consistent service procedures are key factors in meeting public expectations.

This finding is also supported by previous studies such as those by Fitriyani & Wahyuni (2021) and Sari & Amalia (2020), which state that systematic, non-discriminatory, and standard-compliant service procedures have a positive influence on the perception of quality and level of public satisfaction.

Additionally, Ministry of Administrative and Bureaucratic Reform Regulation No. 14 of 2017 also identifies service procedures as a key indicator in measuring the Public Satisfaction Index (PSI). This underscores that the quality of a procedure directly influences how the public evaluates the overall performance of public services.

Overall, service procedures at the Banyuwangi District Prosecutor's Office have demonstrated good performance in terms of clarity, transparency, efficiency, and accountability, which directly impact public satisfaction levels. Although the public is generally satisfied, two aspects that still need improvement are the efficiency of service time and the consistency of procedure implementation, so that the entire public is not only satisfied but also highly confident in the quality and fairness of the services provided.

The Effect of Policy Implementation on Public Satisfaction

Based on the results of the test of the effect of policy implementation on public satisfaction, it is known that the significance value is 0.001 < 0.05. This means that policy implementation has a significant effect on public satisfaction with the delivery and collection of evidence at the Banyuwangi District Attorney's Office.

This finding is consistent with George C. Edward III's (1980) theory, which states that the success of policy implementation is influenced by four main factors: communication, resources, disposition (attitude of implementers), and bureaucratic structure. If these four factors are managed well and continuously, policy implementation will be effective and have a positive impact on public

satisfaction. Additionally, Zeithaml, Berry, & Parasuraman (1990) explain that public satisfaction is the result of evaluating service performance against expectations. Therefore, if policy implementation is conducted consistently, fairly, responsively, and in line with public needs, the public will feel satisfied and place greater trust in the service-providing institution.

This finding is reinforced by the results of previous research, namely Lestari & Sunaryo (2022), who stated that good policy implementation will improve the quality and satisfaction of public services. Nurani & Baharuddin (2020) emphasize that fairness, transparency of information, and service speed are crucial aspects of implementation that influence public satisfaction. Nugroho (2017) notes that participation, responsiveness, and social context are key elements of successful policy implementation.

In the context of the Banyuwangi District Attorney's Office, the implementation of the policy of delivering and collecting evidence has generally been running well, but it is not yet fully optimal in the eyes of the community. Clarity of communication, improvement in the attitude of officers, and bureaucratic coordination can still be improved to produce services that are truly perceived as high quality by the public.

Policy implementation plays an important role in determining the level of public satisfaction with public services. The Banyuwangi District Attorney's Office has implemented service policies fairly well, but this study shows that improvements in more effective communication, a more proactive attitude among staff, and stronger coordination between units will enhance public perception and significantly increase satisfaction. With continuous improvements in these three key areas, it is hoped that public services in the legal sector will become more responsive, fair, and user-oriented.

The Influence of Service Quality, Service Procedures, and Policy Implementation on Public Satisfaction

In the context of public services, public satisfaction is the result of various factors that work together and cannot be separated. Variables such as service quality, service procedures, and policy implementation are key components that together shape the public's perception of the services they receive. Previous studies have consistently shown that each of these variables has a significant partial influence on public satisfaction, as stated by Zeithaml, Berry, and Parasuraman (1990), LAN-RI and BPKP (2000), Edward III (1980), Spencer and Spencer (1993), and Mardiasmo (2002). However, in practice, these five factors operate simultaneously and integrally, forming a comprehensive public service system. Therefore, this study proposes a simultaneous hypothesis stating that service quality, service procedures, and simultaneously have a significant effect on public satisfaction.

In general, the level of public satisfaction with the delivery and collection of evidence at the Banyuwangi District Attorney's Office is very high. This is demonstrated by very positive assessments of the ease of requirements and procedures, timeliness of service, transparency of costs, competence of staff, handling of complaints, and service facilities. However, certain aspects such as the clarity of evidence conditions, the attitude of staff, and the speed of response to complaints still require further attention.

The results of the simultaneous test indicate that the significance value of 0.001 is smaller than the significance level of 0.05, and the calculated F value of 52.182 is greater than the table F value of 3.097. This indicates that there is a significant simultaneous effect between the variables of service quality, service procedures, and policy implementation on public satisfaction. This finding reinforces the theoretical assumption and empirical evidence that optimal public service must consider all these aspects in an integrated and sustainable manner.

4. Conclusion

Based on the results of the analysis and discussion outlined above, several conclusions can be drawn from the overall research results, as follows: a) Service quality has a significant effect on public satisfaction. All dimensions of SERVQUAL, especially empathy and assurance, have been proven to be the main drivers of increased satisfaction. Clean, reliable, responsive, reassuring, and attentive service has created a positive perception among the public, b) Service procedures have a significant influence on public satisfaction. Simple, clear, transparent, and accountable procedures make it easier for the public to understand and follow the service process, although time efficiency and consistency of implementation can still be improved, c) Policy implementation has also been shown to significantly influence public satisfaction. Communication, the disposition of implementers, and bureaucratic structure play important roles in policy effectiveness. However, communication and the

attitude of implementers still need to be strengthened in order to increase public satisfaction, d) Simultaneously, the five independent variables have a significant effect on public satisfaction. This confirms that quality public services require synergy between technical, procedural, structural, and ethical aspects in an integrated manner to form a responsive and reliable service system.

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