



THE MEDIATING ROLE OF INFORMATION TRANSPARENCY IN THE RELATIONSHIP BETWEEN PUBLIC SERVICE QUALITY, RESPONSIVENESS, DIGITAL GOVERNMENT, AND COMMUNITY SATISFACTION: EVIDENCE FROM THE BREBES REGENCY GOVERNMENT

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ABSTRACT

Introduction: Community satisfaction is an important indicator for evaluating the effectiveness of public service delivery in the digital government era. Although local governments have increasingly implemented digital technologies, limited empirical evidence explains how public service quality, responsiveness, social media interaction, and digital information systems influence community satisfaction through information transparency. Therefore, this study examines the direct and indirect relationships among these variables within the Brebes Regency Government.

Methods: An explanatory quantitative approach guided the investigation, with empirical evidence collected through a survey involving 196 citizens who had accessed public services delivered by the Brebes Regency Government. Data were analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM) with SmartPLS to examine the proposed direct and mediating relationships

Results: The results indicate that public service quality, responsiveness, and information transparency significantly improve community satisfaction. Information Transparency also mediates the relationship linking Public Service Quality and Responsiveness with Community Satisfaction. In contrast, social media interaction and digital information systems do not have significant direct or indirect effects.

Conclusion and suggestion: The findings demonstrate that improving service quality, institutional responsiveness, and information transparency is more effective in enhancing community satisfaction than relying solely on digital technologies. Local governments should prioritize citizen-oriented service improvement while integrating digital transformation with transparent governance and responsive public service practices.

INTRODUCTION

Community satisfaction has long been recognized as a fundamental indicator for evaluating both the quality of government service provision and the overall performance of government institutions. As governments continue to embrace digital transformation, public expectations have shifted beyond efficient service provision toward greater transparency, accountability, accessibility, and responsiveness. Within the framework of the New Public Service (NPS), governments are expected to create public value by serving citizens through participatory, transparent, and citizen-oriented governance rather than merely emphasizing administrative efficiency (Denhardt & Denhardt, 2000). At the same time, advances in digital government have fundamentally reshaped interactions between governments and citizens by expanding access to public services, accelerating information dissemination, and improving communication channels. Consequently, strengthening public service quality, institutional responsiveness, and information transparency has become increasingly important for local governments seeking to improve public trust and enhance community satisfaction.

Although digital government initiatives have been widely implemented, previous empirical findings concerning the determinants of community satisfaction remain inconsistent. Previous empirical evidence has consistently identified Public Service Quality, Responsiveness, and Digital Government as important determinants of Community Satisfaction. However, these variables have generally been examined independently or only through direct relationships, leaving limited understanding of the mechanisms through which they jointly influence citizens' evaluations of government services. Furthermore, the existence of digital platforms does not necessarily ensure greater transparency or improved public satisfaction. In many cases, digital platforms primarily function as one-way information channels instead of facilitating meaningful interaction between governments and citizens. This situation emphasizes the importance of exploring how information openness can serve as a factor that enhances the connections among the quality of public services, the ability to respond, digital governance, and the happiness of the community.

Previous studies have confirmed the importance of public service quality, organizational responsiveness, social media interaction, digital government, and information transparency in improving government performance. Nevertheless, several research gaps remain evident. Existing studies have predominantly emphasized direct effects or have investigated these constructs separately within different institutional settings. As a result, empirical evidence explaining how information transparency mediates the impact of service-related organizational factors and digital governance affecting community satisfaction remains relatively limited, particularly in local government environments. In addition, findings regarding the effectiveness of digital government in improving transparency and citizen satisfaction continue to show inconsistent results across empirical contexts. These limitations indicate the necessity of developing a more comprehensive analytical model capable of explaining the simultaneous relationships among organizational service quality, digital governance, information transparency, and community satisfaction.

To address these limitations, this study develops an integrated conceptual framework in which public service quality, responsiveness, social media interaction, and digital information systems function as exogenous variables, information transparency serves as the mediating construct, and community satisfaction represents the endogenous outcome. Unlike previous studies that mainly emphasized direct causal relationships, this research explains the mediating mechanism through which information transparency influences the relationship between organizational service factors and community satisfaction. The empirical investigation is conducted within the Brebes Regency Government, where digital transformation and improvements in public service delivery have become strategic priorities. Using Partial Least Squares Structural Equation Modeling (PLS-SEM), the study offers empirical evidence that enriches the literature on public administration and digital governance while providing empirical evidence that may assist policymakers in designing more transparent, responsive, and citizen-oriented public services.

Motivated by unresolved issues in the existing literature, this study aims to examine the relationships among public service quality, responsiveness, social media interaction, digital information systems, information transparency, and community satisfaction within the Brebes Regency Government. More specifically, the study evaluates the indirect effect of information transparency as a mechanism through which organizational service quality and digital government influence community satisfaction. The study offers practical and theoretical implications for provide new empirical insights into public service management and digital governance while generating actionable

recommendations for strengthening transparency, responsiveness, and citizen-centered governance in local government institutions.

LITERATURE REVIEW

Basic Theory

New Public Service Theory

The New Public Service (NPS) perspective views citizen-oriented service as the central responsibility of government, emphasizing the creation of public value rather than the exercise of administrative control. Denhardt and Denhardt (2000) argue that effective public administration should encourage responsiveness, accountability, transparency, and citizen participation throughout the service delivery process. From this perspective, citizens are viewed as active partners whose perceptions and satisfaction provide important indicators for evaluating government performance. Consequently, the ability of public institutions to deliver high-quality services and respond effectively to public needs is considered fundamental to strengthening public trust and improving community satisfaction.

Digital Government Theory

Digital Government Theory complements the NPS framework by explaining how information and communication technologies transform the interaction between governments and citizens. Rather than simply digitizing administrative procedures, digital government seeks to establish integrated, accessible, and citizen-oriented services through the effective use of digital platforms. In this context, social media interaction and digital information systems facilitate communication, broaden public access to information, and support service delivery. Nevertheless, technological adoption alone does not guarantee better governance. The effectiveness of digital government also depends on the quality of information provided, institutional responsiveness, and the government's commitment to maintaining transparency and accountability. Therefore, digital transformation should be understood as a strategic instrument for improving governance rather than as an end in itself.

Theoretical Integration

This study combines the principles of New Public Service Theory and Digital Government Theory to explain the relationships among public service quality, responsiveness, social media interaction, digital information systems, information transparency, and community satisfaction. NPS provides the conceptual basis for understanding citizen-oriented service quality and responsiveness, whereas Digital Government Theory explains how digital technologies enhance transparency, accessibility, and public participation. The integration of these perspectives provides an integrated perspective for examining how organizational service performance and digital governance jointly contribute to improving information transparency and community satisfaction within local government institutions.

Previous Studies

Previous research consistently indicates that improving public service performance requires the combined contribution of service quality, organizational responsiveness, digital governance, and information transparency. Tsabita and Sugandi (2022) reported that higher levels of Public Service Quality contribute to greater Community Satisfaction because the services delivered are more closely aligned with citizens' expectations and needs. Likewise, Suriyani et al. (2025) reported that responsive service delivery enables governments to address public concerns more efficiently, thereby strengthening citizens' perceptions of service quality. These findings suggest that conventional dimensions of public service remain essential determinants of community satisfaction.

The expansion of digital government has encouraged broader investigation into the contribution of technology to public administration. Labib (2022) found that digital innovation enhances service quality by improving efficiency and simplifying service procedures. Similarly, Kristian et al. (2024) concluded that e-government initiatives strengthen information transparency and increase public trust by providing wider access to government information. Harsyeno (2023) further emphasized that interactive communication through social media promotes stronger public engagement and facilitates more effective dissemination of government information. Collectively, these studies

indicate that digital platforms contribute not only to operational efficiency but also to improving transparency and strengthening communication between governments and citizens.

Research has also highlighted the importance of information transparency as a critical element of accountable governance. According to the United Nations (2022), transparent information systems improve accountability by expanding public access to government information and encouraging citizen participation in decision-making. Complementing this view, studies by Jimoh (2025) and Jabri and Ahmad (2025) demonstrated that transparent digital communication and high-quality online services strengthen civic engagement and increase public trust in government institutions. These findings indicate that transparency extends beyond information disclosure and plays an important role in reinforcing citizens' confidence in public organizations.

Despite these important contributions, previous studies have generally examined public service quality, responsiveness, digital government, and information transparency as separate constructs or have focused primarily on direct relationships. Consequently, empirical evidence explaining how information transparency mediates the effects of organizational service factors and digital governance on citizen satisfaction remains limited, particularly within local government settings. Furthermore, previous findings concerning the effectiveness of digital government in improving transparency and community satisfaction continue to vary across institutional contexts. These inconsistencies indicate the necessity of adopting a more integrated analytical approach to simultaneously examines organizational service quality, digital governance, information transparency, and community satisfaction.

Hypothesis Development

Public Service Quality and Community Satisfaction (H1)

Public Service Quality is widely acknowledged as a key driver of citizens' assessments of government performance. Within the New Public Service (NPS) perspective, governments are expected to provide services that are reliable, accessible, equitable, and responsive to public needs. High-quality services not only improve service experiences but also strengthen citizens' confidence in government institutions. Empirical evidence reported by Tsabita and Sugandi (2022) and Harken (2022) indicates that improvements in service quality are generally associated with higher levels of community satisfaction. Although the magnitude of this relationship may differ across institutional contexts, better service quality is expected to generate more positive public evaluations.

H1: Public service quality has a positive effect on community satisfaction.

Responsiveness and Community Satisfaction (H2)

Responsiveness reflects the capacity of government institutions to address citizens' requests, complaints, and service needs promptly and effectively. According to the New Public Service framework, responsiveness represents an essential characteristic of citizen-oriented governance because it demonstrates institutional commitment to serving the public efficiently. Previous studies, including Suriyani et al. (2025) and Muammar et al. (2024), suggest that timely responses improve citizens' service experiences and contribute positively to community satisfaction. Accordingly, higher levels of Community Satisfaction are likely to result from greater Responsiveness.

H2: Responsiveness has a positive effect on community satisfaction.

Social Media Interaction and Community Satisfaction (H3)

The growing use of social media has created new opportunities for governments to communicate with citizens through more interactive and accessible channels. Digital Government Theory suggests that effective social media engagement facilitates two-way communication, increases public participation, and strengthens relationships between governments and communities. Studies by Jimoh (2025) and Kristian et al. (2024) indicate that effective digital interaction may improve citizens' perceptions of government services. Nevertheless, the effectiveness of social media

depends on communication quality, institutional responsiveness, and public participation. Therefore, stronger social media interaction is expected to contribute positively to community satisfaction.

H3: Social media interaction has a positive effect on community satisfaction.

Digital Information Systems and Community Satisfaction (H4)

Digital information systems have become an integral component of modern public administration because they facilitate service accessibility, improve operational efficiency, and provide citizens with timely information. Digital Government Theory argues that integrated digital platforms enable governments to deliver services more effectively while reducing administrative barriers. Previous studies by Labib (2022) and the United Nations (2022) suggest that digital systems can improve citizens' service experiences by increasing accessibility and service efficiency. Consequently, better digital information systems are expected to increase community satisfaction.

H4: Digital information systems have a positive effect on community satisfaction.

Public Service Quality and Information Transparency (H5)

High-quality public services are generally accompanied by transparent communication regarding procedures, service standards, and administrative requirements. Within the New Public Service perspective, transparency represents an important element of accountable public service delivery because citizens have the right to obtain accurate and accessible information. Previous studies by Harken (2022) and Ramadhan et al. (2025) indicate that better service quality encourages greater openness and accountability. Therefore, improvements in public service quality are expected to strengthen information transparency.

H5: Public service quality has a positive effect on information transparency.

Responsiveness and Information Transparency (H6)

Government responsiveness requires institutions to communicate promptly, accurately, and clearly with citizens. Effective responses therefore contribute not only to better service delivery but also to greater transparency because citizens receive relevant information without unnecessary delays. Empirical evidence reported by Suriyani et al. (2025) and Ramadhan et al. (2025) demonstrate that responsive communication supports transparency and public accountability. Accordingly, greater responsiveness is expected to improve information transparency.

H6: Responsiveness has a positive effect on information transparency.

Social Media Interaction and Information Transparency (H7)

Social media platforms provide governments with opportunities to disseminate public information rapidly while encouraging dialogue with citizens. According to Digital Government Theory, interactive digital communication supports transparency by improving information accessibility and increasing public participation. Previous studies by Jimoh (2025) and Kristian et al. (2024) suggest that active engagement through social media contributes to greater information openness. Therefore, stronger social media interaction is expected to enhance information transparency.

H7: Social media interaction has a positive effect on information transparency.

Digital Information Systems and Information Transparency (H8)

Digital information systems support transparency by enabling governments to provide information that is timely, accurate, and easily accessible. Effective digital platforms improve information management while facilitating public access to government services and administrative processes. Previous studies by Labib (2022), Rahmatika et

al. (2020), and the United Nations (2022) suggest that digital transformation contributes to greater openness in public administration. Consequently, better digital information systems are expected to improve information transparency.

H8: Digital information systems have a positive effect on information transparency.

Information Transparency and Community Satisfaction (H9)

Information transparency enables citizens to access reliable information regarding public services, government policies, and administrative procedures. Transparent communication reduces uncertainty, strengthens public trust, and encourages more positive evaluations of government performance. Earlier studies conducted by Ramadhan et al. (2025), Saputra and Sutrisno (2025), and Sari et al. (2023) consistently indicate that transparent information disclosure contributes to higher levels of community satisfaction. Therefore, information transparency is expected to positively influence community satisfaction.

H9: Information transparency has a positive effect on community satisfaction.

The Mediating Role of Information Transparency (H10–H13)

Information transparency is expected to serve as a key mechanism through which organizational service quality and digital government influence citizens' satisfaction. When governments provide high-quality services, respond promptly, communicate effectively through social media, and utilize reliable digital information systems, citizens are more likely to receive accurate, accessible, and trustworthy information. This transparency strengthens public trust and reinforces positive evaluations of government performance. Therefore, Information Transparency is proposed to mediate the associations linking the proposed antecedent constructs with Community Satisfaction.

H10: Information transparency mediates the beneficial effect of public service quality on satisfaction among citizens.

H11: Information transparency mediates the beneficial effect of responsiveness on satisfaction among citizens.

H12: Information transparency mediates the beneficial effect of social media interaction on satisfaction among citizens.

H13: Information transparency mediates the beneficial effect of digital information systems on satisfaction among citizens.

RESEARCH METHODS

Research Design

The investigation followed an explanatory quantitative approach to evaluate the proposed causal links involving Public Service Quality, Responsiveness, Social Media Interaction, Digital Information Systems, Information Transparency, and Community Satisfaction. An explanatory approach was selected because the research seeks to verify the proposed theoretical relationships through empirical testing using survey data. The research model also evaluates the mediating role of information transparency in explaining the effect of organizational service factors and digital government on community satisfaction.

Population and Sample

The study was conducted within the Brebes Regency Government, Indonesia. The study population comprised citizens having accessed or utilized public services provided by the local government. Since the exact population size could not be determined, the sample size was established using the Lemeshow formula for an unknown population. Based on this calculation, 196 respondents were selected as research participants. Through purposive

sampling, participants were recruited from individuals who had previously used public services and digital government platforms provided by the Brebes Regency Government.

Data Collection

Primary data were collected through a structured questionnaire distributed directly to eligible respondents. The questionnaire measured six latent constructs: public service quality, responsiveness, social media interaction, digital information systems, information transparency, and community satisfaction. The latent constructs were represented by measurement items drawn from prior empirical studies and tailored to the characteristics of public service delivery within local government. Responses were recorded and each questionnaire item was evaluated using a five-point Likert scale, anchored at 1 (strongly disagree) and 5 (strongly agree), to assess respondents' levels of agreement.

Measurement of Variables

The conceptual model consists of four exogenous variables, namely public service quality, responsiveness, social media interaction, and digital information systems, one mediating variable (information transparency), and one endogenous variable (community satisfaction). Measurement indicators across all constructs were adopted based on previous empirical earlier research and adapted to reflect the characteristics of digital public service implementation within the Brebes Regency Government. This operationalization ensures consistency between the theoretical framework and empirical measurement applied in the study.

Table 1 presents the operationalization of the research variables.

Table 1. Operational Definition and Measurement of Research Variables

<i>Variable</i>	<i>Code</i>	<i>Dimensions</i>	<i>Indicators</i>	<i>Scale</i>
<i>Public Service Quality</i>	X1	4	12	Five-point Likert Scale
<i>Responsiveness</i>	X2	4	12	Five-point Likert Scale
<i>Social Media Interaction</i>	X3	4	12	Five-point Likert Scale
<i>Digital Information Systems</i>	X4	4	12	Five-point Likert Scale
<i>Information Transparency</i>	Z	4	12	Five-point Likert Scale
<i>Community Satisfaction</i>	Y	3	9	Five-point Likert Scale

Source: Prepared by the authors (2026)

Data Analysis

The proposed hypotheses were analyzed using the Partial Least Squares Structural Equation Modeling (PLS-SEM) method implemented through SmartPLS. PLS-SEM was employed because it is well suited to predictive modeling involving multiple latent constructs and mediating relationships. The analytical procedure comprised two stages. Evidence supporting the adequacy of the measurement framework was established through the combined assessment of item reliability, construct consistency, convergent validity, and construct distinctiveness before proceeding to structural model evaluation. Following verification of the measurement framework, the proposed structural framework was examined by considering the proportion of variance explained, estimated structural coefficients, effect sizes, and both direct and indirect relationships among the study constructs. Statistical significance was determined using the bootstrapping procedure.

RESULT AND ANALYSIS

Respondent Profile

The demographic characteristics of the respondents are summarized in Table 2. Overall, 196 eligible responses were retained for statistical analysis, representing citizens who had previously accessed public services provided by the Brebes Regency Government. The demographic information covers gender, age, educational attainment, and occupation, providing an overview of the characteristics of the study participants.

Table 2. Respondent Profile (N = 196)

Gender	Male	129	65.8
	Female	67	34.2
Age	< 35 years	22	11.2
	36–45 years	103	52.6
	46–55 years	48	24.5
	> 55 years	23	11.7
Education	Senior High School/Vocational High School	100	51.0
	Diploma	33	16.8
	Bachelor's Degree	59	30.1
	Postgraduate	4	2.0

Source: Prepared by the authors (2026).

The respondent profile indicates that the collected sample represents individuals with diverse demographic backgrounds. Such variation provides adequate representation of public service users and supports subsequent analyses of the proposed research model.

Measurement Model Assessment (Outer Model)

Prior to evaluating the structural relationships among the latent variables, the measurement model was assessed to ensure the validity and reliability of all constructs. Following the Partial Least Squares Structural Equation Modeling (PLS-SEM) approach, the quality of the measurement model was verified before examining the structural relationships among the latent variables. Before testing the proposed hypotheses, evidence supporting measurement adequacy was established through item performance, construct consistency, convergent validity, and construct distinctiveness. Outer loading estimates together with Average Variance Extracted (AVE) substantiated convergent validity, while cross-loading evidence confirmed adequate separation among the latent constructs. Evidence of construct consistency was established through the combined interpretation of Cronbach's alpha and Composite Reliability coefficients. The recommended threshold values were applied, including outer loading ≥ 0.70 , AVE ≥ 0.50 , and Cronbach's Alpha and Composite Reliability ≥ 0.70 .

Convergent Validity

Convergent validity assesses the extent to which indicators measuring the same construct are highly correlated. Preliminary verification of the measurement framework indicated that several measurement items did not satisfy the recommended outer loading criterion; accordingly, those items were excluded before the final measurement framework was established. After model refinement, all remaining indicators achieved satisfactory outer loading values above 0.70. Furthermore, all constructs produced AVE values greater than 0.50, indicating that each construct explained more than 50% of the variance of its indicators. These findings confirm that the measurement model satisfies the convergent validity requirement.

Table 3. Convergent Validity Results

Construct	AVE	Interpretation
Public Service Quality	0.583	Valid

Responsiveness	0.615	Valid
Social Media Interaction	0.519	Valid
Digital Information Systems	0.552	Valid
Information Transparency	0.589	Valid
Community Satisfaction	0.593	Valid

Source: SmartPLS output, prepared by the authors (2026).

Discriminant Validity

Discriminant validity was evaluated using cross-loading analysis to verify whether each measurement item aligned more closely with its intended latent construct than with any of the other latent constructs. The final measurement model showed that all indicators loaded highest on their intended latent variables, confirming that each construct represented a distinct concept within the research model. Therefore, the discriminant validity criterion was successfully achieved.

Table 4. Cross-Loading Results

Indikator	Indeks Kepuasan Masyarakat_Y	Interaksi Media Sosial_X3	Kualitas Pelayanan Publik_X1	Respon Cepat_X2	Sistem Informasi Digital_X4	Transparansi Informasi_Z
Y.1	0.494	0.400	0.505	0.460	0.722	0.493
Y.2	0.407	0.400	0.427	0.424	0.700	0.424
Y.3	0.581	0.505	0.553	0.586	0.758	0.571
Y.4	0.586	0.528	0.554	0.569	0.746	0.539
Y.5	0.458	0.471	0.464	0.451	0.723	0.472
Y.6	0.500	0.537	0.482	0.492	0.761	0.480
Y.7	0.534	0.531	0.570	0.526	0.794	0.552
Y.8	0.523	0.505	0.561	0.514	0.777	0.510
Y.9	0.522	0.472	0.498	0.489	0.732	0.508
Z.1	0.693	0.505	0.624	0.691	0.528	0.772
Z.2	0.672	0.435	0.581	0.700	0.529	0.753
Z.3	0.693	0.473	0.650	0.710	0.528	0.760
Z.5	0.711	0.540	0.655	0.657	0.552	0.764
Z.6	0.702	0.505	0.629	0.659	0.523	0.744
Z.7	0.703	0.469	0.616	0.673	0.532	0.781
Z.8	0.678	0.470	0.625	0.707	0.473	0.761
Z.10	0.699	0.450	0.662	0.674	0.525	0.765
Z.11	0.722	0.418	0.653	0.679	0.533	0.791
X1.1	0.773	0.479	0.626	0.695	0.547	0.701
X1.2	0.729	0.442	0.631	0.718	0.532	0.678
X1.3	0.790	0.498	0.677	0.711	0.527	0.734
X1.4	0.764	0.442	0.679	0.687	0.464	0.661
X1.5	0.769	0.490	0.655	0.686	0.558	0.694
X1.6	0.787	0.533	0.684	0.686	0.566	0.737
X1.7	0.783	0.422	0.681	0.732	0.521	0.726
X1.8	0.789	0.462	0.693	0.679	0.609	0.720

X1.9	0.745	0.463	0.665	0.688	0.484	0.653
X1.10	0.390	0.704	0.401	0.399	0.416	0.377
X1.11	0.387	0.706	0.418	0.412	0.445	0.383
X1.12	0.455	0.730	0.490	0.456	0.541	0.501
X2.6	0.421	0.729	0.436	0.415	0.454	0.433
X2.7	0.493	0.697	0.494	0.494	0.554	0.482
X2.8	0.406	0.706	0.471	0.368	0.426	0.404
X2.9	0.466	0.742	0.475	0.447	0.512	0.459
X2.10	0.474	0.747	0.502	0.463	0.463	0.494
X2.11	0.647	0.554	0.720	0.629	0.499	0.621
X2.12	0.697	0.421	0.816	0.697	0.604	0.628
X3.1	0.665	0.354	0.780	0.659	0.578	0.632
X3.3	0.711	0.426	0.812	0.680	0.527	0.657
X3.4	0.681	0.380	0.802	0.670	0.562	0.651
X3.5	0.660	0.403	0.793	0.640	0.556	0.639
X3.7	0.645	0.595	0.731	0.631	0.536	0.623
X3.9	0.650	0.567	0.740	0.631	0.529	0.609
X3.10	0.639	0.657	0.718	0.646	0.539	0.631
X3.11	0.648	0.552	0.772	0.669	0.496	0.663
X4.1	0.653	0.560	0.751	0.641	0.496	0.613
X4.2	0.637	0.459	0.738	0.619	0.474	0.619
X4.3	0.691	0.408	0.666	0.783	0.489	0.677
X4.4	0.706	0.441	0.656	0.781	0.540	0.710
X4.5	0.701	0.478	0.631	0.799	0.544	0.693
X4.6	0.708	0.487	0.675	0.774	0.559	0.720
X4.7	0.721	0.539	0.710	0.786	0.554	0.705
X4.8	0.737	0.487	0.678	0.786	0.545	0.695
X4.9	0.709	0.468	0.655	0.780	0.537	0.695
X4.10	0.465	0.533	0.538	0.724	0.478	0.450
X4.11	0.561	0.499	0.516	0.715	0.579	0.532
X4.12	0.514	0.542	0.522	0.762	0.517	0.545

The indicator loading values demonstrate that all measurement items satisfy the recommended threshold, demonstrating satisfactory performance across all measurement items reflects its respective latent construct. Consequently, Following refinement, the measurement framework satisfied all predefined quality criteria, with no further item removal required before structural model evaluation.

Reliability Analysis

The reliability within the proposed measurement framework was assessed through the combined interpretation of Cronbach's Alpha and Composite Reliability coefficients. Table 5 summarizes all constructs exceeded the recommended threshold value of 0.70 for both reliability measures. These results indicate a high level of internal consistency among the indicators used to measure each latent construct. Accordingly, all constructs were considered reliable for subsequent structural model analysis.

Table 5. Reliability Results

Construct	Cronbach's Alpha	Composite Reliability	Interpretation
Public Service Quality	0.935	0.944	Reliable
Responsiveness	0.896	0.918	Reliable
Social Media Interaction	0.868	0.896	Reliable
Digital Information Systems	0.926	0.937	Reliable
Information Transparency	0.912	0.927	Reliable
Community Satisfaction	0.914	0.929	Reliable

Source: SmartPLS output, prepared by the authors (2026).

Construct consistency across the measurement framework was substantiated through the combined interpretation of Cronbach's alpha and Composite Reliability coefficients, all of which fulfilled the established acceptance criteria and confirmed stable representation of the intended constructs.

Structural Model Assessment

Following the evaluation of the measurement model, the structural model was assessed to examine the predictive power of the proposed research model and the magnitude of the relationships among the latent constructs. The structural model assessment included the coefficient of determination (R^2), effect size (f^2), and hypothesis testing using the bootstrapping procedure in SmartPLS. These analyses provide evidence regarding the explanatory capability of the model and the significance of the proposed direct and indirect relationships among the research variables.

Coefficient of Determination (R^2)

The coefficient of determination (R^2) was used to evaluate the proportion of variance explained by the exogenous constructs in each endogenous variable. Greater explanatory power indicate a larger proportion of variance accounted for the structural model. Table 6 summarizes the findings.

Table 6. Coefficient of Determination (R^2)

Endogenous Construct	R^2	Adjusted R^2
Community Satisfaction	0.887	0.884
Information Transparency	0.819	0.815

Source: SmartPLS output, prepared by the authors (2026).

The results indicate that the structural model explains 88.7% of the variance in Community Satisfaction ($R^2 = 0.887$), while the remaining 11.3% is attributable to factors not included in the model. Likewise, the model explains 81.9% of the variance in Information Transparency ($R^2 = 0.819$), with the remaining 18.1% explained by other variables outside the scope of this study. The adjusted R^2 values of 0.884 and 0.815, respectively, further confirm the robustness of the structural model by accounting for the number of predictor variables. Overall, these findings indicate that the proposed model has strong explanatory power in predicting both endogenous constructs.

Effect Size (f^2)

Interpretation of the effect size (f^2) quantified the magnitude of influence contributed by each predictor construct in explaining variation across the endogenous constructs after controlling for the influence of the remaining predictors. Following Cohen's (1988) guideline, f^2 values of 0.02, 0.15, and 0.35 indicate small, medium, and large effect sizes, respectively. The results of the effect size analysis are presented in Table 7.

Table 7. Effect Size (f^2)

Exogenous Construct	Community Satisfaction (Y)	Information Transparency (Z)
Social Media Interaction (X3)	0.001	0.010
Public Service Quality (X1)	0.105	0.046
Responsiveness (X2)	0.150	0.600
Digital Information Systems (X4)	0.005	0.011
Information Transparency (Z)	0.276	–

Source: SmartPLS output, prepared by the authors (2026).

The effect size analysis reveals varying levels of contribution among the predictor variables. Responsiveness (X2) demonstrated a large effect on Information Transparency ($f^2 = 0.600$) and a medium effect on Community Satisfaction ($f^2 = 0.150$), indicating that responsiveness is the strongest predictor in the proposed model. Information Transparency (Z) exerted a medium effect on Community Satisfaction ($f^2 = 0.276$), highlighting its important role in enhancing citizens' satisfaction. In contrast, Public Service Quality (X1) showed small effects on both endogenous constructs, while Social Media Interaction (X3) and Digital Information Systems (X4) exhibited negligible effects, suggesting relatively limited practical contributions despite their statistical significance.

Hypothesis Testing

Hypothesis testing was conducted using the bootstrapping procedure in SmartPLS to examine the significance of the proposed direct and indirect relationships among the latent constructs. The significance of each hypothesis was determined based on the standardized path coefficient (β), t -statistic, and p -value. A hypothesis was considered supported when the p -value was less than 0.05. The results are summarized in Table 8.

Table 8. Summary of Hypothesis Testing

Hypothesis	Structural Relationship	β	t -value	p -value	Decision
H1	Public Service Quality → Community Satisfaction	0.228	3.788	0.000	Supported
H2	Responsiveness → Community Satisfaction	0.325	5.387	0.000	Supported
H3	Social Media Interaction → Community Satisfaction	0.061	1.078	0.281	Not Supported
H4	Digital Information Systems → Community Satisfaction	0.037	0.911	0.363	Not Supported
H5	Public Service Quality → Information Transparency	0.186	2.550	0.011	Supported
H6	Responsiveness → Information Transparency	0.650	8.618	0.000	Supported
H7	Social Media Interaction → Information Transparency	-0.014	0.374	0.708	Not Supported
H8	Digital Information Systems → Information Transparency	0.068	1.104	0.270	Not Supported

H9	Information Transparency → Community Satisfaction	0.415	6.700	0.000	Supported
H10	Public Service Quality → Information Transparency → Community Satisfaction	0.077	2.664	0.008	Supported
H11	Responsiveness → Information Transparency → Community Satisfaction	0.270	4.639	0.000	Supported
H12	Social Media Interaction → Information Transparency → Community Satisfaction	0.026	1.092	0.275	Not Supported
H13	Digital Information Systems → Information Transparency → Community Satisfaction	0.028	1.090	0.276	Not Supported

Source: SmartPLS output, prepared by the authors (2026).

The bootstrapping results revealed that seven of the thirteen proposed hypotheses were supported, while six hypotheses were not supported. Public Service Quality and Responsiveness exhibited significant positive effects on both Community Satisfaction and Information Transparency. In addition, Information Transparency significantly influenced Community Satisfaction and mediated the relationships between Public Service Quality and Community Satisfaction, as well as between Responsiveness and Community Satisfaction. Conversely, Social Media Interaction and Digital Information Systems failed to exhibit statistically meaningful direct or indirect influence over Information Transparency and Community Satisfaction. These findings provide empirical evidence regarding the structural relationships proposed in the research model and serve as the basis for the discussion presented in the following section.

Analysis of Findings

The structural model provides empirical evidence regarding the factors that shape community satisfaction with public services in the Brebes Regency Government. Among the four antecedent variables examined, public service quality and responsiveness consistently demonstrate significant positive effects on both information transparency and community satisfaction. In contrast, social media interaction and digital information systems do not exhibit statistically significant direct or indirect relationships with either information transparency or community satisfaction. Furthermore, the findings confirm that information transparency functions as an important mediating mechanism linking organizational service performance to community satisfaction. To facilitate interpretation, the discussion is organized into three thematic perspectives that reflect the relationships identified in the structural model.

Public Service Quality and Responsiveness

The empirical results indicate that improvements in public service quality significantly enhance both community satisfaction and information transparency, thereby supporting Hypotheses H1 and H5. These findings suggest that citizens evaluate government performance not only through the services they receive but also through the clarity, accessibility, and openness of information accompanying those services. When government institutions provide reliable procedures, accurate information, and consistent service standards, citizens become more confident in public administration, leading to higher levels of satisfaction and stronger perceptions of transparency.

Similarly, responsiveness demonstrates significant positive effects on both community satisfaction and information transparency, confirming Hypotheses H2 and H6. Among all explanatory variables, responsiveness produces the strongest influence on information transparency, indicating that citizens value the government's ability to respond promptly and appropriately to public needs. Timely responses reduce uncertainty, improve communication,

and reinforce citizens' perceptions that government institutions operate transparently and responsibly. These findings imply that responsiveness represents not merely an operational capability but also a critical dimension of accountable public governance.

These results reinforce the principles of the New Public Service (NPS), which emphasize that governments should create public value by delivering citizen-oriented, responsive, and accountable services. The New Public Service perspective shifts attention from administrative efficiency toward the creation of public value and citizen-centered governance, the NPS perspective views citizen satisfaction as an outcome of meaningful interaction between governments and communities. The findings also corroborate previous empirical studies reporting that improvements in service quality and responsiveness contribute directly to stronger public trust, greater transparency, and higher community satisfaction. Therefore, strengthening organizational service performance remains an essential strategy for improving public governance at the local government level.

Social Media Interaction and Digital Information Systems

Unlike the organizational service variables, social media interaction and digital information systems do not demonstrate statistically significant effects on either community satisfaction or information transparency, resulting in the rejection of Hypotheses H3, H4, H7, and H8. These findings indicate that the mere availability of digital communication channels and information technology does not necessarily improve citizens' perceptions of government performance. Instead, citizens appear to attach greater importance to the overall standard of service delivery and the responsiveness of government personnel than to the mere availability of digital platforms.

Several contextual factors may explain these findings. Digital platforms frequently function as information dissemination tools rather than interactive mechanisms that enable meaningful citizen engagement. Consequently, although governments invest in social media and digital information systems, these technologies may generate limited public value when they are not integrated with responsive organizational practices and high-quality service delivery. Under such circumstances, technology serves primarily as an administrative support system rather than as a determinant of citizens' evaluations of government performance.

These findings are consistent with Digital Government Theory, which argues that technological innovation alone is insufficient to improve governance outcomes. The effectiveness of digital transformation depends on complementary organizational capabilities, including leadership commitment, service quality, communication effectiveness, and institutional responsiveness. Therefore, investments in digital infrastructure should be accompanied by improvements in human resources, organizational processes, and citizen-centered service strategies to ensure that digital initiatives generate measurable benefits for the public.

The Mediating Role of Information Transparency

The analysis further demonstrates that information transparency significantly influences community satisfaction, thereby supporting Hypothesis H9. Citizens are more likely to express positive evaluations of government performance when information regarding public services, administrative procedures, and policy implementation is accessible, accurate, and understandable. Transparent communication reduces information asymmetry between governments and citizens, strengthens institutional credibility, and enhances public trust.

Information transparency also functions as a significant mediating variable in the relationships between public service quality and community satisfaction (H10) and between responsiveness and community satisfaction (H11). These findings indicate that improvements in organizational service performance enhance citizens' satisfaction not only through direct service experiences but also by increasing the transparency of government information. In other words, citizens are more satisfied when high-quality and responsive services are accompanied by open, reliable, and easily accessible information. Transparency therefore strengthens the positive effects of organizational performance on citizens' overall evaluations of public services.

Conversely, the mediating effects of information transparency are not statistically significant for social media interaction (H12) and digital information systems (H13). This suggests that digital communication channels and technological infrastructure do not automatically improve transparency unless they are supported by substantive improvements in organizational performance. The findings therefore indicate that transparency should be viewed primarily as an organizational governance outcome rather than emerging solely through the adoption of digital technologies. Effective digital transformation requires the integration of technological innovation with responsive institutions, accountable management practices, and high-quality public service delivery to generate sustainable improvements in community satisfaction.

CONCLUSION

This study examined the relationships among public service quality, responsiveness, social media interaction, digital information systems, information transparency, and community satisfaction within the Brebes Regency Government using the Partial Least Squares Structural Equation Modeling (PLS-SEM) approach. The findings indicate that Public Service Quality and Responsiveness significantly improve both Information Transparency and Community Satisfaction, whereas Social Media Interaction and Digital Information Systems do not demonstrate significant direct or indirect effects. In addition, Information Transparency contributes positively to Community Satisfaction by mediating the relationships linking Public Service Quality and Responsiveness with Community Satisfaction.

The findings extend current knowledge by showing that improvements in community satisfaction depend primarily on organizational service capabilities rather than on the mere adoption of digital technologies. The findings emphasize that digital transformation alone is insufficient to enhance public satisfaction unless it is supported by high-quality public services, responsive institutions, and transparent information management. Consequently, this study extends the application of New Public Service Theory and Digital Government Theory by emphasizing the strategic function of Information Transparency as the pathway through which service quality and responsiveness contribute to Community Satisfaction within local government settings.

In practice, local governments would benefit from strengthening service quality, enhancing institutional responsiveness, and promoting transparent public information to foster higher levels of community satisfaction. Subsequent investigations are encouraged to examine other relevant determinants, including Public Trust, Citizen Participation, Digital Literacy, Organizational Culture, and Leadership, while evaluating the proposed model across diverse governmental environments to determine whether the observed relationships remain consistent beyond the present research setting.

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