The Influence of Apparatus Competence and Information Systems on Service Quality Impacts on Public Satisfaction at the Tourism, Youth and Sports Office of West Tanjung Jabung Regency

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Abstract: This study aims to describe and analyze the picture of competence, information systems, service quality, and public satisfaction at the Department of Tourism, Youth, and Sports of West Tanjung Jabung Regency, as well as to analyze the influence of apparatus competence and information systems through service quality on public satisfaction. This study was conducted at the Department of Tourism, Youth, and Sports of West Tanjung Jabung Regency. With a population of 1,121 people in 2025, while the sample size in this study uses Slovin's theory with a margin of error of 10% so that 92 people are obtained. This study uses a quantitative approach with a survey method and uses Partial Least Square (PLS) data analysis. The results of the study indicate that competence and information systems have an influence on public satisfaction, both directly and indirectly through service quality at the Department of Tourism, Youth, and Sports of West Tanjung Jabung Regency. This finding indicates that the positive influence of competence and information systems on public satisfaction does not occur directly, but is carried out (mediated) through improving service quality.

Keywords: Competence, Information Systems, Service Quality and Public Satisfaction

INTRODUCTION

Public service is one of the fundamental functions of government in meeting the needs of the community in a fair, effective, and sustainable manner. The quality of public service not only reflects the performance of the bureaucracy but also serves as a key indicator of the legitimacy and public trust in government institutions. In the context of modern governance, public demands for fast, transparent, and accountable services are increasing along with social and information technology developments. Hardiyansyah (2018) emphasized that quality public service must be oriented towards fulfilling community rights through a professional, responsive, and efficient service process. Similarly, Rosenbloom and Kravchuk (2018) stated that the success of public service is largely determined by the ability of government organizations to manage resources and service systems that are adaptive to the dynamics of community needs.

At the local government level, the quality of public services plays a strategic role because local governments play a frontline role in providing services that directly impact the public. Ineffective public services in the regions can trigger public complaints, slow down administrative processes, and reduce public trust in the government (Dwiyanto, 2021). Therefore, improving the quality of public services is a key agenda item in regional bureaucratic reform, including regional agencies with strategic service functions such as the Tourism, Youth, and Sports Office. This agency's mandate extends not only to managing government administration but also to supporting tourism development, youth development, and improving community sports achievements and participation, all of which directly impact the well-being and quality of life of local residents.

Empirically, the increasing number of residents served by the Tourism, Youth, and Sports Office of West Tanjung Jabung Regency during the 2020–2025 period indicates a growing need for public services in the tourism, youth, and sports sectors. However, this increased service burden is not always matched by internal organizational readiness, particularly in terms of human resources and service support systems. Fluctuations in the number of civil servants and low employee participation in competency certification indicate a potential gap between service demands and civil servant capacity. Civil servant competence is a key factor in determining the effectiveness of public services, as it encompasses the knowledge, skills, and attitudes required to carry out tasks professionally (Spencer & Spencer, 2020).

In addition to civil servant competence, developments in information technology require government agencies to optimize the use of information systems in providing public services. Information systems play a crucial role in improving the speed, accuracy, and transparency of services, while also supporting data-driven decision-making (Laudon & Laudon, 2020). Turban et al. (2018) emphasized that a quality information system can minimize administrative errors, simplify service procedures, and increase user satisfaction. However, empirical data from the Tourism, Youth, and Sports Office of West Tanjung Jabung Regency shows that the utilization of several information systems remains fluctuating, indicating issues with the quality, relevance, and ease of access of these information systems for the public.

These issues of staff competency and information systems have direct implications for the quality of public services. Service quality is measured not only by the availability of facilities and procedures, but also by the service outcomes perceived by the public and the staff's responsiveness in handling needs and complaints (Zeithaml et al., 2018). Although the Public Service Quality (PQQ) assessment at the Tourism, Youth, and Sports Office of West Tanjung Jabung Regency is generally in the "good" category, fluctuations in service success and complaint handling indicators indicate that service quality is not yet fully consistent and optimal. This condition indicates a gap between the established service standards and the actual service perceived by the public.

Ultimately, the quality of public services will ultimately lead to the level of public satisfaction. Public satisfaction is the result of a comparison between expectations and perceptions of the services received (Kotler & Keller, 2016). In the context of public services, public satisfaction is not only an indicator of government agency performance, but also reflects the government's success in meeting the needs and expectations of its citizens (Ratminto & Winarsih, 2018). Data from the Public Satisfaction Index (IKM) of the Tourism, Youth, and Sports Office of West Tanjung Jabung Regency, which shows fluctuations in values in recent years, confirms that public satisfaction is not yet fully stable, especially in the elements of implementer competence, infrastructure, and clarity of service products.

Based on the conceptual description and empirical facts, it is clear that the competence of the apparatus and information systems are two strategic factors that have the potential to influence service quality and public satisfaction. However, the relationship between these variables, both directly and through service quality as an intervening variable, still requires comprehensive empirical testing. Therefore, this study is relevant and important to examine in

depth the influence of the competence of the apparatus and information systems on service quality and its implications for public satisfaction at the Tourism, Youth, and Sports Office of West Tanjung Jabung Regency.

METHOD

This study uses a quantitative approach with an explanatory survey design, which aims to examine the causal relationship between apparatus competence and information systems on service quality and its implications for public satisfaction. A quantitative approach was chosen because the research variables are measured using numerical data and analyzed statistically to test previously formulated hypotheses (Sugiyono, 2019). This study is verifiable in nature, as it not only describes empirical phenomena but also examines the direct and indirect influences between variables based on a predetermined conceptual framework.

The research location was determined at the Department of Tourism, Youth, and Sports of West Tanjung Jabung Regency, with the research subjects being the service user community, which included members of the Indonesian National Sports Committee (KONI), the National Paralympic Committee (NPC), the Indonesian Community Recreational Sports Committee (KORMI), and the Tourism Awareness Group (Pokdarwis), with a total of 1,121 people, consisting of all service user communities in 2025. The determination of the number of samples was carried out using the Slovin formula with a margin of error of 10 percent, so that a sample size of 92 respondents was obtained.

Data analysis was conducted using the Structural Equation Modeling method based on Partial Least Squares (SEM-PLS) with the help of SmartPLS software. The SEM-PLS method was chosen because it has advantages in analyzing complex models, is able to test direct and indirect relationships between latent variables, and does not require a large sample size and normal data distribution (Hair et al., 2017). The analysis stages include evaluation of the measurement model (outer model) to assess the validity and reliability of the construct, and evaluation of the structural model (inner model) to test the strength and significance of the relationship between research variables. Hypothesis testing was conducted by paying attention to the path coefficient value, t-statistic value, and p-value at a significance level of 5 percent.

RESULTS AND DISCUSSION
Respondent Characteristics

Respondent characteristics are a crucial step in comprehensively analyzing the results. Respondents in this study were members of the Indonesian National Sports Committee (KONI), the National Paralympic Committee (NPC), the Indonesian Community Recreational Sports Committee (KORMI), and the Tourism Awareness Group (Pokdarwis) in West Tanjung Jabung Regency. Respondent characteristics need to be explained to provide an initial understanding of the profile of the participating communities, allowing for more contextual interpretation of the research results. Respondent characteristics in this study, including gender, age, education level, and length of service, can provide an in-depth overview of their perceptions and expectations of public sector services. The following is a detailed description of the characteristics of the respondents involved in the study:

Table 1. Respondent Profile

No	Profile	Frequency (People)	Ratio (%)
1	**Gender**		
	Man	54	58.7
	Woman	38	42.3
	Amount	**92**	**100**
2	**Age Group (Years)**		
	< 25	37	40.2
	25-35	43	46.7

No	Profile	Frequency (People)	Ratio (%)
	36-45	11	12.0
	> 45	1	1.1
	Amount	**92**	**100**
3	**Education**		
	Senior High School	46	50.0
	Diploma	13	14.1
	Bachelor	33	36
	Amount	**92**	**100**
4	**Respondent's Occupation**		
	Civil Servants	13	14.1
	Private Sector Employees	18	19.6
	Self-Employed	21	22.8
	Farmers/Fishermen	5	5.4
	Others	35	38.0
	Amount	**92**	**100**

Source: Questionnaire data processing results (2025)

Description of Research Variables

The descriptive statistical analysis in this study aims to describe in detail the characteristics of each observed variable based on respondents' answers to a Likert-scale questionnaire. This study covers four main variables: competence, information systems, service quality, and public satisfaction at the Tourism, Youth, and Sports Office of West Tanjung Jabung Regency. Through this analysis, the tendency of respondents' perceptions of each measured indicator can be identified, from the lowest to the highest score, as well as the assessment categories. The results of this descriptive analysis serve as a basis for understanding actual conditions in the field before testing the relationships between variables, thus providing an initial overview of aspects that have been running well and those that still require improvement.

Table 2. Description of Research Variables

No	Variable	Score	Range	Conclusion
1.	X1_Competence	3.411	3.128 – 3.863	Tall
2.	X2_Information System	3.085	2.815,2 – 3.477,5	Good
3.	Y_Service Quality	3.404	3.128 – 3.863	Good
4.	Z_ Public Satisfaction	2.749	2.502,4 – 3.091,1	Good

Source: Questionnaire data processing results (2025)

Data Analysis Results
a. Measurement Model Analysis (Outer Model)

The outer model assessment in PLS-SEM analysis using SmartPLS 3.0 covers three main aspects: convergent validity, discriminant validity, and composite reliability. The test results show the following findings:
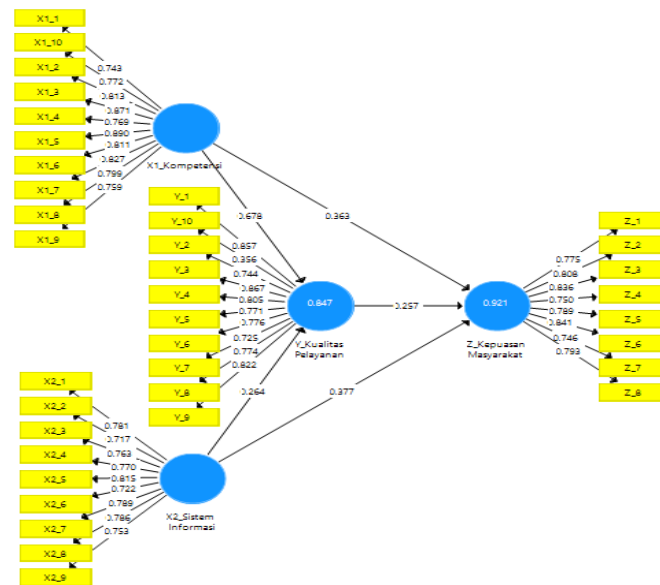
Figure 1. Early Stage Outer Model

Based on Figure 1 above, it shows that there is one indicator that has an outer loading value below 0.7, which means it has low validity, namely Y_10 with a value of 0.356. Because this indicator has an outer loading value below the specified measurement limit of 0.7, so the indicator must be eliminated and re-estimated until all indicators are declared valid.

The results of the convergent validity test after re-estimation are shown in the following figure and table.
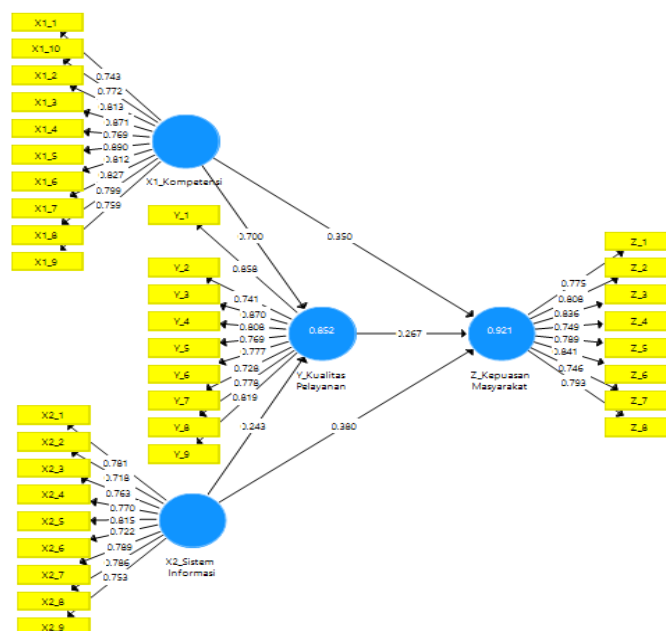

Figure 2. Outer Model After Reestimation

After re-estimating by eliminating (dropping) indicators with values below the standard, the results were obtained as shown in Figure 2 above. These results show that all indicators meet the rule of thumb, or each indicator has a value above the specified standard of 0.7. These results indicate that all indicators measured to build the model in this study are valid.

Furthermore, the Composite Reliability values for the four constructs were also above the threshold of 0.70, indicating that the indicators comprising each construct had a high level of reliability in measuring the latent variables studied. The high Composite Reliability values

compared to Cronbach's Alpha indicated that the measurement model had good stability and accuracy in the Partial Least Squares approach. Therefore, it can be concluded that all constructs in this study have met the reliability criteria and are suitable for use in structural analysis in the next hypothesis testing stage.

b. Structural Model Analysis (Inner Model)

After all constructs in this study successfully met the requirements of convergent validity, discriminant validity, and composite reliability, the analysis stage continued by evaluating the structural model.

1. R-Square value (Coefficient of determination)

The coefficient of determination (R^2) serves as an indicator that measures the proportion of endogenous construct variance that can be explained by exogenous constructs in the model. In evaluating structural models, the R^2 value reflects the overall predictive power of the model. Based on the criteria of Hair et al. (2014), there are three categories of interpretation of the R^2 value: 1) A value of 0.75 indicates high predictive power; 2) A value of 0.50 indicates moderate predictive power; and 3) A value of 0.25 represents relatively weak predictive power. The results of the calculation of the coefficient of determination for this research model are presented in the following table:

Table 3. R Square Value

	R Square	Adjusted R Square
Y_Service Quality	0,852	0,848
Z_ Public Satisfaction	0,921	0,918

Source: SmartPLS 3.0 output (2025)

Based on the results of the determination coefficient test presented in Table 3, it is known that the R-Square value for the service quality variable is 0.852 with an Adjusted R-Square value of 0.848. These results indicate that variations in service quality can be strongly explained by the independent variables in the research model, while the remainder is explained by other factors outside the model.

Meanwhile, the R-Square value for the public satisfaction variable is 0.921 with an Adjusted R-Square value of 0.918, which indicates that most of the variation in public satisfaction can be explained by the constructs that influence it in the structural model. The high R-Square and Adjusted R-Square values for both endogenous variables reflect the model's excellent predictive ability, and indicate that the relationship between variables in this study has strong explanatory power and is relevant in explaining the phenomenon studied.

2. F–Square Value (f2 Effect Size)

The F-square test was conducted to assess the significance of the contribution of an exogenous construct to the change in the R-square value if the construct was removed from the model. The interpretation criteria for effect size based on Hair et al (2017) are as follows: 1) A value of 0.02 indicates a small effect; 2) A value of 0.15 indicates a moderate effect; 3) A value of 0.35 represents a large effect; and 4) A value below 0.02 proves that the variable does not have a significant effect. The results of the F-square calculation for this research model are presented in the following table:

Table 4. F-Square Value

	Y_Service Quality	Z_ Public Satisfaction
X1_Competence	**0,704**	**0,194**
X2_Information System	0,085	**0,359**
Y_Service Quality		0,134

Source: SmartPLS 3.0 output (2025)

Based on the effect size test results indicated by the F-Square value in Table 4, the contribution of each exogenous variable to the endogenous variable in the research model can be seen. The competency variable has an f² value of 0.704 on service quality, which indicates a large influence, so that apparatus competency makes a substantive contribution to improving service quality.

Meanwhile, the information system has an f² value of 0.085 on service quality, indicating a small to moderate influence. Furthermore, regarding the public satisfaction variable, competence shows an f² value of 0.194, which is classified as a moderate influence, while the information system has an f² value of 0.359, which is included in the large influence category. Furthermore, service quality as an intervening variable has an f² value of 0.134 on public satisfaction, indicating a small to moderate influence contribution.

3. Results of Model Testing Analysis (Path Coefficient)

The purpose of structural model (hypothesis) testing analysis is to determine the relationships between constructs. The results of the structural model testing were obtained through bootstrapping after removing invalid items from the model. The results of the structural model testing are presented in Table 5 below.

To find out whether the structural model in the research can be seen in the following table.

Table 5. Path Coefficients

Construct Relationship	Original Sample (O)
X1_Competence -> Y_Service Quality	0,700
X2_Information System -> Y_Service Quality	0,243
X1_Competence -> Z_Public Satisfaction	0,350
X2_Information System -> Z_Public Satisfaction	0,380
Y_Service Quality -> Z_Public Satisfaction	0,267
X1_Competence -> Y_Service Quality -> Z_Public Satisfaction	0,187
X2_Information System -> Y_Service Quality -> Z_Public Satisfaction	0,065

Source: SmartPLS 3.0 output (2025)

Based on the results of the path coefficient analysis in Table 5 above, the following conclusions can be drawn:

a) Competence has a path coefficient of 0.700 on service quality, indicating that competence directly improves service quality. Each unit increase in competence increases service quality by 0.700.

b) Information systems have a path coefficient of 0.243 on service quality, indicating that information systems directly improve service quality. Each unit increase in information systems increases service quality by 0.243.

c) Competence has a path coefficient of 0.350 on public satisfaction, indicating that competence directly improves public satisfaction. Each unit increase in competence increases public satisfaction by 0.350.

d) Information systems have a path coefficient of 0.380 on public satisfaction, indicating that information systems directly improve public satisfaction. Each unit increase in information systems increases public satisfaction by 0.380.

e) Service quality has a path coefficient of 0.267. This indicates that service quality can directly increase public satisfaction. Each one-unit increase in service quality increases public satisfaction by 0.267 units.

f) Competence, through service quality, has a path coefficient of 0.187. This value indicates that service quality partially mediates the effect of competence on public satisfaction.

g) Information systems, through service quality, have a path coefficient of 0.065. This value indicates that service quality partially mediates the effect of information systems on public satisfaction.

c. Hypothesis Testing Results

To answer the hypothesis in this study, the t-statistics and P-values were examined. The hypothesis in this study can be declared accepted if the results are in accordance with the Rule of Thumb, if the p-value is <0.05, or the t-statistic is >1.96, the significance value that can be used (one-tailed) t-value is 1.96 (Significance level = 5%). The research construct relationship model using the bootstrapping method can be seen in the following figure.
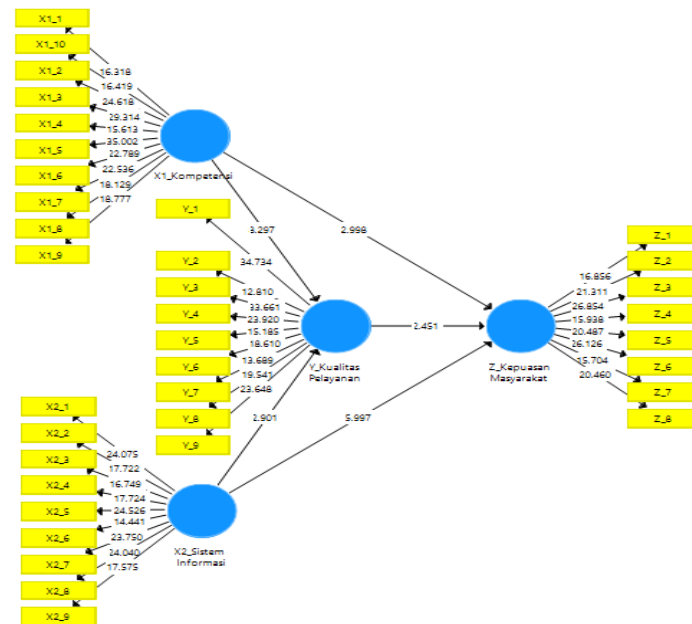

Figure 3. Research Construct Relationship Model Using Bootstrapping Method

The results obtained in Figure 3 above using the bootstrapping method can also be seen in the following table:

Table 6. Hypothesis Test Result

Construct Relationship	T Statistics (|O/STDEV|)	P Values	Hypothesis
X1_Competence -> Y_Service Quality	8.297	0.000	Accepted
X2_Information System -> Y_Service Quality	2.901	0.004	Accepted
X1_Competence -> Z_Public Satisfaction	2.998	0.003	Accepted
X2_Information System -> Z_Public Satisfaction	5.997	0.000	Accepted
Y_Service Quality -> Z_Public Satisfaction	2.451	0.015	Accepted
X1_Competence -> Y_Service Quality -> Z_Public Satisfaction	2.239	0.026	Accepted
X2_Information System -> Y_Service Quality -> Z_Public Satisfaction	1.987	0.048	Accepted

Source: SmartPLS 3.0 output (2025)

The results of direct and indirect hypothesis testing obtained a T-statistic value > rule of thumb (1.96) and P value < 0.05 (5%), with these results it can be concluded that all direct and indirect influence hypotheses are accepted.

Discussion

The results of this study confirm that improving the quality of public services at the Tourism, Youth, and Sports Office of West Tanjung Jabung Regency is inextricably linked to

the role of competent staff and adequate information system support. These findings reinforce the view that public service quality is a multidimensional construct influenced by internal organizational factors, particularly human resource capacity and the effectiveness of work support systems (Hardiyansyah, 2018; Dwiyanto, 2021). In the context of modern public administration, public service is no longer understood merely as the fulfillment of administrative procedures, but as a process of creating public value oriented toward community needs and satisfaction (Osborne et al., 2015).

Empirically, the research results show that civil servant competence has a positive and significant impact on service quality. This finding aligns with the competency theory proposed by Spencer and Spencer (2020), which states that competence reflects an individual's basic characteristics that directly influence performance and work outcomes. Civil servants with good knowledge, skills, and work attitudes will be better able to provide services that are fast, accurate, and responsive to community needs. This condition is also reflected in research by Sedarmayanti (2019) and Wibowo (2019), which found that improving the competence of government civil servants contributes significantly to improving the quality of public services. In the context of the Tourism and Youth and Sports Office of West Tanjung Jabung Regency, the still limited number of civil servants with competency certification indicates the potential for improving service quality through continuous strengthening of human resource capacity.

In addition to staff competency, information systems have been shown to significantly impact the quality of public services. This finding reinforces the view that information systems are a strategic instrument in supporting the efficiency and effectiveness of public services, particularly in the era of bureaucratic digitization (Laudon & Laudon, 2020). Integrated information systems enable accelerated service processes, increased data accuracy, and increased information transparency to the public (Turban et al., 2018). However, fluctuations in information system utilization at the West Tanjung Jabung Regency Tourism and Youth Office (Disparpora) indicate that technology alone is not sufficient; it must be accompanied by staff readiness and system alignment with user needs. This aligns with the findings of DeLone and McLean (2016), who emphasized that the success of an information system is influenced by system quality, information quality, and supporting service quality.

The results of this study also indicate that the competence of civil servants and information systems directly influence public satisfaction. Conceptually, public satisfaction is the result of the public's subjective evaluation of the service performance received compared to their initial expectations (Kotler & Keller, 2016). Competent civil servants and optimally functioning information systems will create a better service experience, thereby increasing public satisfaction levels. This finding is in line with research by Ratminto and Winarsih (2018), which states that public satisfaction with public services is strongly influenced by the professionalism of civil servants and the clarity of the service system. Data from the Public Satisfaction Index (IKM) of the West Tanjung Jabung Regency Tourism and Youth Office, which shows fluctuations in values, strengthens the indication that aspects of implementer competence and information system support still need to be improved to maintain consistent public satisfaction.

Furthermore, this study demonstrates that service quality significantly influences public satisfaction. This finding is consistent with the SERVQUAL model developed by Parasuraman et al. (1988) and its extension by Zeithaml et al. (2018), which emphasizes that the dimensions of reliability, responsiveness, assurance, empathy, and tangibles are the primary determinants of service user satisfaction. Although the service quality of the West Tanjung Jabung Regency Tourism and Youth Office is generally categorized as "good," fluctuations in service success and complaint handling indicators indicate that the public is increasingly critical of the quality of service outcomes and experiences, not simply adherence to procedures.

Another important finding is the role of service quality as an intervening variable in the relationship between civil servant competence and information systems and public satisfaction.

These results indicate that competence and information systems do not automatically increase public satisfaction without being realized through tangible and perceived service benefits. Thus, service quality serves as the primary mechanism that transforms internal organizational resources into external public satisfaction. This finding aligns with the public service-dominant logic approach proposed by Osborne et al. (2015), which emphasizes that public value and public satisfaction are generated through effective and collaborative service processes.

Overall, this discussion confirms that improving public satisfaction at the Tourism, Youth, and Sports Office of West Tanjung Jabung Regency requires a comprehensive and integrated approach. Strengthening staff competency, optimizing information systems, and improving service quality must be carried out simultaneously and sustainably. A partial approach has the potential to produce temporary and inconsistent improvements. Therefore, the results of this study provide theoretical contributions to enriching public service studies and provide practical implications for formulating policies to improve service quality oriented toward public satisfaction.

CONCLUSION

This study concludes that the competence of civil servants and information systems are important determinants in improving the quality of public services, which in turn significantly impacts public satisfaction at the Tourism, Youth, and Sports Office of West Tanjung Jabung Regency. The analysis shows that civil servants with adequate competence tend to be able to provide more professional, responsive, and appropriate services to the community's needs. Civil servant competence not only contributes directly to public satisfaction but also plays a role in shaping the quality of service perceived by service users.

Furthermore, information systems have been shown to positively impact service quality and public satisfaction. Effective use of information systems supports the speed, accuracy, and transparency of public services. However, empirical findings indicate that information system optimization is not yet fully consistent, resulting in fluctuations in service quality and public satisfaction levels. This indicates that the success of digitalizing public services is determined not only by the availability of technology, but also by the system's suitability to user needs and the readiness of officials to operate it.

Furthermore, this study confirms that service quality acts as an intervening variable mediating the influence of staff competency and information systems on public satisfaction. These findings suggest that improving staff competency and strengthening information systems need to be realized through tangible, high-quality services to sustainably improve public satisfaction. Thus, service quality serves as the primary mechanism linking an organization's internal capacity with public perceptions and assessments as users of public services.

Although this study provides relevant empirical findings, there are several limitations that need to be considered. First, this study used a quantitative approach with a questionnaire instrument, so the data obtained are highly dependent on the subjective perceptions of respondents and potentially contain perceptual bias. Second, the scope of the study was limited to one regional government organization, so the results cannot be broadly generalized to other government agencies with different characteristics and service contexts. Third, the variables analyzed in this study were limited to apparatus competence, information systems, service quality, and public satisfaction, thus not fully capturing the complexity of other factors that could potentially influence public satisfaction, such as organizational culture, leadership, and public service policies.

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