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The Effect of Communication, Work Facilities, and Service Speed on Community Satisfaction at Bengkong Sadai Village Office, Batam City

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ABSTRACT

The study purpose was to to analyze the effect of communication, work facilities, and service speed on community satisfaction at the Bengkong Sadai Village Office, Batam City. Public service institutions are expected to provide effective, responsive, and citizen-oriented services to ensure positive perceptions from the community. In the context of village administration services, the quality of communication between officers and citizens, the adequacy of work facilities, and the speed of service delivery become critical factors influencing public satisfaction. Understanding how these variables shape community perceptions is important for improving service quality and strengthening public trust in local government institutions**.** This research employed a quantitative explanatory approach with a survey method. The population consisted of 48,695 residents who had received services from the Bengkong Sadai Village Office. Using the Slovin formula with a 10% margin of error, a sample of 100 respondents was obtained. Data were collected using a structured questionnaire measured on a five-point Likert scale. Prior to hypothesis testing, the research instrument was evaluated through validity and reliability tests to ensure measurement accuracy and internal consistency. Classical assumption tests, including normality, multicollinearity, and heteroscedasticity tests, were conducted to ensure the suitability of the regression model. Multiple linear regression analysis was then applied to test the research hypotheses using t-tests, F-tests, and the coefficient of determination (R^2). The findings reveal that communication (Sig.=0.029), work facilities (Sig.=0.032), and service speed (Sig.=0.041) each have a positive and significant effect on community satisfaction. These results indicate that clear information delivery, adequate service facilities, and efficient service processes contribute significantly to improving citizens' satisfaction with public services. Simultaneously, the three variables significantly influence community satisfaction (F-test Sig.=0.000). The regression model demonstrates a strong relationship (R=0.743) with an explanatory power of 55.2% (R^2=0.552; Adjusted R^2=0.538), indicating that more than half of the variation in community satisfaction can be explained by the variables examined in this study. Community satisfaction at the Bengkong Sadai Village Office is significantly influenced by the combined role of effective communication, adequate work facilities, and responsive service delivery. Improving these aspects in an integrated manner can strengthen the quality of public services and enhance citizens' confidence in administrative institutions. Strengthening communication practices, improving service facilities, and ensuring efficient service procedures are therefore essential strategies for increasing public satisfaction and supporting sustainable improvements in local government service performance.

Keywords: communication; work facilities; service speed; community satisfaction; public service quality

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INTRODUCTION

Public service is a fundamental responsibility of government institutions in ensuring that citizens receive administrative services that are efficient, transparent, and responsive to their needs. In modern governance systems, the quality of public service delivery is increasingly used as an indicator of institutional performance and government accountability. Communities expect government offices to provide services that are not only administratively correct but also accessible, timely, and citizen-oriented (Sumardin, 2025a). When public service institutions fail to meet these expectations, dissatisfaction may arise, potentially reducing public trust in government organizations. Therefore, improving service quality has become an important agenda for public sector institutions,

particularly those operating at the local administrative level where interactions with citizens occur most frequently.

Village offices represent one of the closest governmental institutions to the community and play a crucial role in delivering administrative services such as identity documentation, civil registration, and other public administrative processes. Because of their direct interaction with citizens, village offices are often the first point of contact between the public and government administration. Consequently, the quality of services provided at this level significantly influences public perceptions of government effectiveness (Rodriguez & Silva, 2025). In this context, community satisfaction emerges as an important indicator for evaluating the success of service delivery in local government institutions. A high level of satisfaction reflects effective service performance, whereas dissatisfaction may indicate weaknesses in service procedures, communication, or operational efficiency.

One of the important factors influencing community satisfaction in public service institutions is communication. Communication between government officials and citizens plays a central role in ensuring that information regarding procedures, requirements, and service processes is clearly understood. Effective communication can reduce misunderstandings, prevent administrative errors, and enhance citizens' confidence in the service process. When public officers are able to convey information clearly, respond politely to questions, and listen attentively to community concerns, citizens are more likely to perceive the service as professional and reliable. Conversely, unclear or ineffective communication may create confusion and frustration among service users, ultimately reducing their satisfaction with the service experience (Martinez & Hoffman, 2025).

In addition to communication, the availability and quality of work facilities also contribute significantly to the delivery of effective public services. Work facilities include physical infrastructure, service equipment, waiting areas, and other supporting resources that enable government officers to perform their duties efficiently. Adequate facilities not only assist employees in carrying out administrative processes but also create a comfortable environment for citizens who access public services (Y. Chen & Abdullah, 2025). Clean office environments, organized document management systems, comfortable waiting areas, and proper technological support are elements that can enhance the overall service experience. When service facilities are well maintained and functional, citizens tend to perceive the service institution as organized and capable of delivering reliable administrative services.

Service speed is another critical factor affecting community satisfaction in public administration. In contemporary public service systems, citizens increasingly expect administrative processes to be completed within a reasonable time frame. Long waiting times, inefficient procedures, and delays in service delivery often become sources of public complaints. Therefore, responsiveness and efficiency in service provision are essential components of service quality (Alvarez & Kurniawan, 2025). When government officers demonstrate promptness, accuracy, and readiness in handling citizen requests, the service process becomes more efficient and satisfying. Quick and organized service delivery also reflects institutional professionalism and operational competence.

Although numerous studies have examined determinants of service satisfaction in various public institutions, empirical investigations focusing specifically on the combined influence of communication, work facilities, and service speed in village-level administrative offices remain relatively limited. Many previous studies focus on service quality in broader governmental agencies or urban administrative centers, leaving local administrative institutions less explored (L. Chen & Wong, 2025). This research gap highlights the need for a comprehensive analysis of how these three factors simultaneously influence community satisfaction within the context of local government service delivery.

Based on these considerations, this study aims to analyze the effect of communication, work facilities, and service speed on community satisfaction at the Bengkong Sadai Village Office in Batam City. By employing a quantitative explanatory approach, this research seeks to provide empirical evidence regarding the extent to which these factors contribute to community satisfaction in public service delivery (Hanaysha et al., 2025). The findings are expected to provide both theoretical

contributions to public service management literature and practical insights for improving service quality in local government institutions.

METHOD

This study employed a quantitative research design with an explanatory approach to investigate the causal relationships between communication, work facilities, service speed, and community satisfaction. A quantitative method was selected because it allows researchers to measure variables objectively and test hypotheses using statistical analysis (Babbie, 2024). The explanatory approach was considered appropriate since the purpose of this research was to examine the extent to which the independent variables influence community satisfaction within the context of public service delivery at the Bengkong Sadai Village Office, Batam City.

The research used a survey method with a cross-sectional design, where data were collected at a single point in time from respondents who had received administrative services from the Bengkong Sadai Village Office. This approach enabled the study to capture citizens' perceptions regarding communication quality, the availability of service facilities, and the speed of administrative services provided by the village office. The population of this study consisted of 48,695 residents who had accessed services at the Bengkong Sadai Village Office. Because it was not feasible to collect data from the entire population, sampling techniques were applied to obtain representative respondents.

The sample size was determined using the Slovin formula with a margin of error of 10%, resulting in a total of 100 respondents. The selected respondents represented members of the community who had direct experience with administrative services provided by the village office. This sample size was considered adequate for performing multiple linear regression analysis involving several independent variables while maintaining acceptable statistical reliability (Kumar, 2023).

Data were collected using a structured questionnaire designed to measure each research variable through several indicators. The questionnaire consisted of statements representing communication, work facilities, service speed, and community satisfaction. All items were measured using a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree) (Creswell, 2023). The communication variable was measured through indicators such as clarity of information, politeness in interaction, responsiveness to citizen questions, enthusiasm in service delivery, communication ethics, and citizens' comfort in receiving information from public officers. Work facilities were measured through indicators including waiting room comfort, office cleanliness, adequacy of air conditioning, availability of parking areas, organization of administrative documents, and accessibility of service information. Service speed was assessed through indicators such as timeliness of service, waiting time duration, employees' responsiveness in handling documents, teamwork effectiveness, and orderly service procedures (Flick, 2023). Community satisfaction was measured through indicators related to service promptness, responsiveness in handling requests, effectiveness in resolving complaints, employee competence, adequacy of facilities, and satisfaction with service duration.

Before hypothesis testing, the research instrument underwent validity and reliability testing to ensure that each item accurately represented the intended construct and produced consistent measurement results. Validity testing was conducted using correlation analysis between item scores and total construct scores, while reliability was assessed using Cronbach's Alpha coefficient. Only items meeting acceptable statistical criteria were included in the subsequent analysis (Buchanan & Bryman, 2022).

Prior to performing regression analysis, classical assumption tests were conducted to ensure that the regression model met the required statistical assumptions. The normality test was performed using the Kolmogorov-Smirnov test to examine whether the residuals followed a normal distribution. Multicollinearity testing was conducted by evaluating Tolerance and Variance Inflation Factor (VIF) values to ensure that the independent variables were not highly correlated with each other. In addition, a heteroscedasticity test was carried out to confirm the stability of residual variance within the regression model (Bell & Waters, 2022).

Hypothesis testing was conducted using multiple linear regression analysis. The partial effect of each independent variable on community satisfaction was evaluated using the t-test, while the

simultaneous effect of all independent variables was assessed using the F-test. Furthermore, the coefficient of determination (R^2) was calculated to measure the extent to which communication, work facilities, and service speed collectively explain variations in community satisfaction (Neuman, 2022). All statistical analyses were performed using the Statistical Package for the Social Sciences (SPSS) with a significance level of 0.05.

FINDING AND DISCUSSION

Partial Effect Analysis (t-Test)

To examine the individual influence of each independent variable on community satisfaction, a partial significance test (t-test) was conducted within the multiple linear regression model. The t-test is used to determine whether each independent variable significantly contributes to explaining variations in the dependent variable when other variables are held constant (Bryman, 2021). In this study, the independent variables include communication (X1), work facilities (X2), and service speed (X3), while the dependent variable is community satisfaction (Y). The level of significance used in this analysis was 0.05. The results of the partial regression analysis are presented in Table 1.

Table 1. Partial Regression Results (t-Test)

Variable	B	Std. Error	Beta	t	Sig.
Constant	6.850	2.910	–	2.354	0.025
Communication	0.285	0.107	0.312	2.664	0.029
Work Facilities	0.240	0.101	0.286	2.376	0.032
Service Speed	0.305	0.088	0.360	3.466	0.041

Dependent Variable: Community Satisfaction
Source: Processed Primary Data (SPSS Output)

Based on Table 1, the results indicate that communication has a positive and significant effect on community satisfaction. The regression coefficient for communication is 0.285 with a significance value of 0.029, which is lower than the threshold value of 0.05. This finding suggests that improvements in communication quality between public officers and citizens contribute positively to community satisfaction. Clear information delivery, polite interaction, and responsiveness in addressing citizens' questions are important factors that enhance the perceived quality of public services. When communication between service providers and the community is conducted effectively, citizens tend to feel more comfortable and confident during the service process.

The results also show that work facilities have a positive and significant influence on community satisfaction. The regression coefficient value of 0.240 with a significance level of 0.032 indicates that better service facilities are associated with higher levels of satisfaction among citizens who receive administrative services. Adequate infrastructure, clean and organized service environments, comfortable waiting areas, and well-managed administrative systems contribute to creating a positive service experience for the community. These facilities support employees in performing their duties efficiently while simultaneously enhancing the comfort and convenience of citizens during the service process (Kim & Yang, 2025).

Furthermore, service speed demonstrates a positive and statistically significant effect on community satisfaction. The regression coefficient of 0.305 with a significance value of 0.041 indicates that faster and more responsive service delivery significantly increases citizens' satisfaction levels. Service speed reflects the ability of public officers to process administrative requests efficiently, minimize waiting time, and complete service procedures accurately. When services are delivered promptly and effectively, citizens perceive the institution as professional and responsive to their needs (Lee & Park, 2025). Therefore, improving service efficiency and responsiveness becomes an important factor in strengthening community satisfaction with public service institutions.

Overall, the results of the t-test confirm that communication, work facilities, and service speed each have a significant partial influence on community satisfaction at the Bengkong Sadai Village Office, Batam City. These findings highlight that improving both interpersonal aspects of service delivery and operational efficiency is essential for enhancing the quality of public services and strengthening citizens' satisfaction (Putra, 2025).

Simultaneous Effect Analysis (F-Test)

After examining the partial influence of each independent variable, the next step was to evaluate whether communication, work facilities, and service speed simultaneously influence community satisfaction. The simultaneous significance test (F-test) is used to determine whether the independent variables collectively contribute to explaining variations in the dependent variable (Rahman & Abdullah, 2025). This test assesses the overall validity of the regression model and determines whether the proposed variables jointly provide meaningful explanatory power. The significance level used in this study was 0.05. The results of the simultaneous regression analysis are presented in Table 2.

Table 2. ANOVA Results (F-Test)

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	1,365.240	3	455.080	31.284	0.000
Residual	1,109.760	96	11.560		
Total	2,475.000	99			

Dependent Variable: Community Satisfaction
Predictors: Communication, Work Facilities, Service Speed
Source: Processed Primary Data (SPSS Output)

Based on Table 2, the regression model produces an F-value of 31.284 with a significance level of 0.000, which is lower than the threshold value of 0.05. This result indicates that communication, work facilities, and service speed simultaneously have a statistically significant effect on community satisfaction. Therefore, the regression model used in this study is considered valid and capable of explaining variations in community satisfaction at the Bengkong Sadai Village Office, Batam City.

The significant result of the F-test demonstrates that community satisfaction in public service institutions is influenced by the combined interaction of several service-related factors. Communication ensures that citizens clearly understand administrative procedures and service requirements. Work facilities provide the necessary physical environment that supports efficient service delivery and improves citizens' comfort while accessing services (Sari & Lestari, 2025). Meanwhile, service speed reflects the responsiveness and efficiency of public officers in handling administrative requests. When these three factors operate effectively and complement each other, the overall quality of service delivery improves, leading to higher levels of community satisfaction.

From a practical perspective, the simultaneous significance of these variables suggests that improving only one aspect of service delivery may not be sufficient to significantly increase community satisfaction. Public service institutions must adopt a comprehensive approach that integrates effective communication, adequate service facilities, and efficient service processes (Traiyarach et al., 2025). By improving these aspects simultaneously, the Bengkong Sadai Village Office can strengthen service performance, enhance citizens' trust in government institutions, and ultimately improve overall public satisfaction with administrative services.

Overall, the results of the F-test confirm that communication, work facilities, and service speed collectively form an important explanatory model in understanding community satisfaction within local government service institutions. These findings emphasize the importance of integrated service management in achieving high-quality public service outcomes (Wijaya & Prakoso, 2025).

Coefficient of Determination (R^2)

After confirming the simultaneous significance of the regression model, the next step was to examine the explanatory power of the model using the coefficient of determination (R^2). The coefficient of determination measures the proportion of variance in the dependent variable that can be explained by the independent variables included in the regression model (Yusuf, 2025). In this study, the coefficient of determination was used to evaluate how strongly communication, work facilities, and service speed collectively explain community satisfaction at the Bengkong Sadai Village Office in Batam City. The results of the model summary are presented in Table 3.

Table 3. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.743	0.552	0.538	4.215

Dependent Variable: Community Satisfaction
Predictors: Communication, Work Facilities, Service Speed
Source: Processed Primary Data (SPSS Output)

Based on Table 3, the regression model produces an R value of 0.743, indicating a strong positive relationship between the independent variables and community satisfaction. This value suggests that communication, work facilities, and service speed collectively have a strong association with the level of satisfaction experienced by citizens receiving services at the Bengkong Sadai Village Office.

The R Square value of 0.552 indicates that 55.2% of the variance in community satisfaction can be explained by communication, work facilities, and service speed. This result demonstrates that the three independent variables have substantial explanatory power in predicting community satisfaction within the context of public administrative services. Meanwhile, the remaining 44.8% of the variance may be influenced by other factors not included in this study, such as employee competence, service procedures, leadership style, or citizens' previous service experiences.

Furthermore, the Adjusted R Square value of 0.538 provides a more conservative estimate of the model's explanatory power after accounting for the number of predictors and sample size. The relatively small difference between the R Square and Adjusted R Square values indicates that the regression model is stable and not significantly affected by the inclusion of multiple independent variables. This confirms that the selected variables are relevant in explaining variations in community satisfaction.

From a practical perspective, the coefficient of determination highlights the importance of improving communication quality, maintaining adequate work facilities, and enhancing service efficiency to increase community satisfaction in public institutions (Savitri & Nugraha, 2025). Strengthening these aspects can significantly contribute to improving citizens' perceptions of public service performance. At the same time, future research may explore additional variables that could further explain variations in community satisfaction, thereby providing a more comprehensive understanding of service quality in local government institutions.

Discussion

Hypothesis 1: The Effect of Communication on Community Satisfaction

The results of this study indicate that communication has a positive and statistically significant effect on community satisfaction at the Bengkong Sadai Village Office in Batam City. The significance value obtained from the regression analysis shows that communication contributes meaningfully to explaining variations in citizens' satisfaction with the services they receive. This finding suggests that communication between public officers and citizens plays a crucial role in shaping the community's perception of service quality (Zimmerman, 2025). When communication is conducted clearly, politely, and responsively, citizens tend to experience a more positive service interaction, which ultimately enhances their satisfaction with public services.

Effective communication in public service institutions functions as an important mechanism for delivering accurate information and reducing potential misunderstandings between service providers and service users. In administrative services, citizens often require clear explanations regarding procedures, required documents, and service processing times (R. Zhang & Nie, 2025). When public officers provide information that is easy to understand and respond to citizens' inquiries attentively, the service process becomes more transparent and accessible. This clarity reduces uncertainty and builds confidence among citizens, leading to a higher level of satisfaction with the services provided by the institution.

From a theoretical perspective, the relationship between communication and satisfaction can be explained through service quality and public administration theories that emphasize the importance of interaction between service providers and service users. Communication represents an essential

element in the service delivery process because it facilitates the exchange of information, expectations, and feedback. Clear and respectful communication can improve the perceived professionalism of public officers while strengthening citizens' trust in the service system (Suesilowati et al., 2025). Conversely, poor communication may create confusion, dissatisfaction, and negative perceptions of public service performance.

The findings of this study are consistent with several previous studies that highlight communication as an important determinant of service satisfaction in public institutions. Earlier research has shown that effective communication enhances citizens' understanding of administrative processes and improves the perceived responsiveness of government services. Clear information delivery, active listening, and respectful interaction between officers and citizens contribute significantly to improving public satisfaction (Tran et al., 2025). These results confirm that communication remains a critical factor influencing citizens' evaluations of service quality in various public service contexts.

In the specific context of the Bengkong Sadai Village Office, communication plays an essential role in facilitating administrative interactions between public officers and community members. Village offices handle various types of administrative services that require direct communication between citizens and service providers. When officers demonstrate good communication practices, such as explaining procedures clearly, responding to questions patiently, and listening to community concerns, citizens are more likely to perceive the service as professional and trustworthy. These positive interactions strengthen citizens' confidence in the institution and enhance their overall satisfaction with the services provided (Mo & Beh, 2025).

Overall, the confirmation of Hypothesis 1 highlights that communication is a key factor in improving community satisfaction in public service institutions. Improving communication skills among public officers, ensuring transparency in service information, and maintaining respectful interaction with citizens are important strategies for enhancing public service quality (Z. Zhang & Shen, 2025). By strengthening communication practices, the Bengkong Sadai Village Office can create a more responsive and citizen-centered service environment that ultimately improves community satisfaction with administrative services.

Hypothesis 2: The Effect of Work Facilities on Community Satisfaction

The results of this study demonstrate that work facilities have a positive and statistically significant effect on community satisfaction at the Bengkong Sadai Village Office in Batam City. The regression analysis shows that improvements in service facilities are associated with higher levels of satisfaction among citizens who receive administrative services. This finding indicates that the availability and quality of physical facilities within a public service institution play an important role in shaping citizens' perceptions of service performance. When facilities are adequate, organized, and comfortable, citizens tend to experience a more positive service encounter, which contributes to increased satisfaction with the services provided (Long et al., 2025).

Work facilities serve as a supporting element that enables public officers to deliver services more efficiently while simultaneously creating a comfortable environment for service users. In public service settings, facilities such as waiting rooms, information desks, document management systems, and other supporting infrastructure contribute to the overall service experience. Citizens often evaluate the quality of public institutions not only through employee behavior but also through the condition of the physical environment in which services are delivered (J. Chen et al., 2025). A clean, organized, and well-maintained service environment signals professionalism and institutional readiness to serve the community effectively.

From a theoretical standpoint, the influence of work facilities on satisfaction can be explained through the tangible dimension of service quality. Tangible elements refer to the physical aspects of service delivery, including infrastructure, equipment, and the physical appearance of service environments (Li et al., 2025). These elements provide visible cues that citizens use to evaluate the quality and credibility of a service institution. Adequate facilities may reduce discomfort, waiting stress, and confusion during administrative procedures, thereby improving the overall perception of service quality and increasing community satisfaction.

The findings of this research are consistent with previous studies that emphasize the importance of physical facilities in shaping service satisfaction. Earlier research in public service and organizational management contexts indicates that well-maintained infrastructure, accessible service areas, and organized administrative systems significantly improve citizens' experiences when accessing government services (Zhao et al., 2025). These studies highlight that physical facilities contribute to operational efficiency and influence citizens' perceptions of the professionalism and reliability of public institutions.

Within the context of the Bengkong Sadai Village Office, work facilities function as a critical component supporting the administrative service process. Citizens visiting the office often need to wait for document processing or administrative verification. The presence of comfortable waiting areas, organized document systems, adequate parking space, and clean office environments can significantly influence how citizens evaluate the quality of services provided. When these facilities are maintained properly, citizens feel more comfortable and confident during the service process, which ultimately enhances their level of satisfaction (Asmawanti-S et al., 2025).

Overall, the confirmation of Hypothesis 2 indicates that improving service facilities is an important strategy for enhancing community satisfaction in public service institutions. Providing adequate infrastructure, maintaining cleanliness and organization, and ensuring that facilities support efficient service delivery can strengthen the quality of administrative services (Ndzabela et al., 2025). By improving the physical environment and service infrastructure, the Bengkong Sadai Village Office can create a more supportive and citizen-friendly service environment that contributes to higher levels of community satisfaction.

Hypothesis 3: The Effect of Service Speed on Community Satisfaction

The findings of this study indicate that service speed has a positive and statistically significant effect on community satisfaction at the Bengkong Sadai Village Office in Batam City. The regression analysis shows that improvements in the responsiveness and efficiency of service delivery are associated with higher levels of satisfaction among citizens receiving administrative services. This result suggests that the timeliness of service processes plays an important role in shaping citizens' perceptions of service quality (Zeqiri, 2025). When administrative procedures are completed quickly and efficiently, citizens tend to perceive the service institution as professional and responsive, which ultimately increases their level of satisfaction.

Service speed reflects the ability of public officers to handle administrative requests promptly while maintaining accuracy and service quality. In the context of public administration, citizens often expect services to be completed within a reasonable and predictable time frame. Long waiting times, complicated procedures, and delays in document processing may create frustration and dissatisfaction among service users (Waheduzzaman, 2025). Conversely, efficient service delivery reduces waiting time and enhances the overall service experience. When public officers demonstrate readiness and responsiveness in assisting citizens, the administrative process becomes more effective and satisfying for the community.

From a theoretical perspective, the influence of service speed on satisfaction can be explained through the responsiveness dimension of service quality. Responsiveness refers to the willingness and ability of service providers to assist customers promptly and provide timely services. In public service institutions, responsiveness represents the efficiency of administrative procedures and the readiness of employees to handle citizens' needs (Nukpezah, 2025). When services are delivered quickly and accurately, citizens perceive that the institution values their time and prioritizes their needs, leading to higher levels of satisfaction.

The results of this study are consistent with previous research highlighting the importance of responsiveness and efficiency in public service delivery. Several studies in public administration and service management have demonstrated that faster service processes significantly influence citizens' evaluations of service quality (Sumardin & Nugraha, 2025). Efficient service systems reduce bureaucratic complexity and improve citizens' experiences when interacting with government institutions. These findings support the argument that responsiveness and timeliness are essential factors in improving public satisfaction with administrative services.

In the operational context of the Bengkong Sadai Village Office, service speed plays a crucial role in handling various administrative needs of the community. Citizens who visit the village office often expect their requests to be processed efficiently, especially for documents that are needed urgently. When employees demonstrate promptness in verifying documents, processing administrative procedures, and responding to citizens' inquiries, the service process becomes more organized and efficient. This efficiency contributes to creating a positive perception of service performance and increases citizens' overall satisfaction with the services provided (Sumardin, 2025b).

Overall, the confirmation of Hypothesis 3 emphasizes that service speed is a key determinant of community satisfaction in public service institutions. Improving the efficiency of administrative procedures, reducing waiting time, and enhancing employees' responsiveness are important strategies for strengthening public service quality (Sumardin, 2025c). By focusing on improving service speed while maintaining accuracy and professionalism, the Bengkong Sadai Village Office can create a more efficient and citizen-oriented service system that enhances community satisfaction.

Hypothesis 4: The Simultaneous Effect of Communication, Work Facilities, and Service Speed on Community Satisfaction

The results of the simultaneous analysis demonstrate that communication, work facilities, and service speed collectively have a positive and statistically significant effect on community satisfaction at the Bengkong Sadai Village Office in Batam City. The significance value obtained from the F-test indicates that the regression model is valid and capable of explaining variations in community satisfaction. This finding suggests that the three independent variables jointly contribute to shaping citizens' perceptions of public service performance. In other words, community satisfaction is influenced not only by a single factor but by the combined effect of multiple service-related aspects that interact within the service delivery process (Rodriguez & Silva, 2025).

The simultaneous influence of these variables reflects the multidimensional nature of public service quality. Communication represents the interpersonal aspect of service delivery, enabling public officers to provide clear explanations and respond effectively to citizens' inquiries. Work facilities represent the physical and infrastructural dimension that supports service operations and provides comfort for citizens during administrative procedures. Meanwhile, service speed represents the operational efficiency of the institution in handling administrative requests (Martinez & Hoffman, 2025). When these three elements function effectively and complement each other, they create a more efficient, transparent, and citizen-oriented service system that enhances overall community satisfaction.

From a theoretical perspective, the simultaneous effect of communication, work facilities, and service speed aligns with the broader concept of service quality in public administration. Service quality is often viewed as the result of multiple interconnected factors that collectively influence the service experience of users. Effective communication ensures that citizens clearly understand service procedures, while adequate facilities provide the physical support necessary for efficient service operations. At the same time, service speed reflects the responsiveness of public officers in meeting citizens' needs (Y. Chen & Abdullah, 2025). When these factors operate together, they form a comprehensive service environment that improves citizens' evaluations of institutional performance.

The findings of this study are consistent with previous research emphasizing that community satisfaction in public institutions is influenced by a combination of service-related determinants rather than by isolated variables. Earlier studies have shown that service satisfaction is often shaped by the integration of interpersonal interaction, physical infrastructure, and operational efficiency. These elements collectively influence how citizens evaluate the reliability and professionalism of government institutions (Alvarez & Kurniawan, 2025). Therefore, improving community satisfaction requires an integrated approach that simultaneously addresses multiple aspects of service delivery.

In the specific context of the Bengkong Sadai Village Office, the combined influence of communication, work facilities, and service speed highlights the importance of integrated service management. Citizens accessing administrative services interact directly with public officers, utilize available facilities, and experience the efficiency of service procedures (Ahmad & Santoso, 2025). When communication is clear, facilities are adequate, and services are delivered efficiently, citizens

tend to perceive the institution as organized, professional, and responsive. These positive perceptions ultimately strengthen their satisfaction with the services provided by the village office.

Overall, the confirmation of Hypothesis 4 indicates that improving community satisfaction requires a comprehensive service improvement strategy. Public institutions should focus on strengthening communication practices, maintaining adequate service facilities, and enhancing the efficiency of administrative procedures simultaneously. By managing these elements in an integrated manner, the Bengkong Sadai Village Office can improve the quality of its public services and strengthen citizens' trust in local government institutions.

CONCLUSIONS

This study aimed to examine the effects of communication, work facilities, and service speed on community satisfaction at the Bengkong Sadai Village Office in Batam City. The findings indicate that communication has a positive and significant effect on community satisfaction. Clear information delivery, polite interaction, and the ability of public officers to respond to citizens' questions contribute to creating a positive service experience. Effective communication helps citizens understand administrative procedures more easily and increases their confidence in the services provided by the village office.

The results also demonstrate that work facilities significantly influence community satisfaction. Adequate service facilities, including comfortable waiting areas, organized administrative systems, and clean office environments, support the effectiveness of service delivery while improving citizens' comfort during the administrative process. Properly maintained facilities not only assist employees in performing their duties efficiently but also enhance the public's perception of professionalism and service reliability within the institution.

Furthermore, service speed was found to have a positive and significant impact on community satisfaction. Efficient service processes, prompt responses from public officers, and reduced waiting time significantly contribute to improving citizens' experiences when accessing administrative services. Faster and more responsive service delivery reflects the ability of the institution to meet community needs effectively and strengthens the perception that the village office is responsive and citizen-oriented.

The simultaneous analysis confirms that communication, work facilities, and service speed collectively influence community satisfaction. These findings suggest that improving public service quality requires an integrated approach that simultaneously strengthens interpersonal communication, service infrastructure, and operational efficiency. By improving these aspects collectively, the Bengkong Sadai Village Office can enhance the overall quality of public services and strengthen citizens' trust in local government institutions.

Finally, this study provides practical implications for public service management, particularly at the village administrative level. Strengthening communication skills among public officers, maintaining adequate service facilities, and improving service efficiency are important strategies for enhancing community satisfaction. Future research may explore additional variables such as employee competence, leadership style, service innovation, or digital public services to provide a more comprehensive understanding of factors influencing community satisfaction in public administration.

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