

RESEARCH ARTICLE

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ANALYSIS OF COMMUNITY SATISFACTION WITH THE QUALITY OF PUBLIC ADMINISTRATION SERVICES AND GOVERNMENT PERFORMANCE IN MEDAN CITY

Natalia ET Sihombing

Hkbp Nommensen University, Indonesia

Email: - natalia.sihombing@uhn.ac.id

Abstract

The aim of this research is to determine and analyze the extent to which the variables of accountability and transparency, reliability in service (reliability), and responsiveness in responding to customer complaints (responsiveness) influence the performance of the Medan City Government through community satisfaction as an intervening variable . The subjects of this research are the residents/society of Medan City, where the variables in this research are independent variables, namely transparency and accountability, reliability and responsiveness , the dependent variable, namely the performance variable of the Medan City Government and the intervening variable is the satisfaction variable of the people of Medan City . The results of data analysis used SEM analysis using SMART PLS 4.0 software . Method research using descriptive quantitative data analysis methods using the structural equation model (SEM) method, where the results of data processing using the SEM method are carried out using the PLS 4.0 application . From the results of this research, the conclusions are that partially the variables of transparency and accountability, reliability and responsiveness influence the performance of the Medan City Government and influence the satisfaction of the people of Medan City. Simultaneously, the variables of transparency and accountability, reliability and responsiveness influence the performance of the Medan City Government through the variable satisfaction of the people of Medan City as an intervening variable . The more transparent and accountable you are, the more you are able to improve the quality of services provided to the community and the more you are able to respond to responses and complaints from the community, this will directly improve the performance of Government officials on an ongoing basis, where good performance from Government officials will indirectly improve the performance of the Government, as well as will increase public satisfaction in continuing to use these government services to take care of all public administration needs.

Keywords Community satisfaction, transparency and accountability, reliability , responsiveness , government performance.

INTRODUCTION

Public administration is a field that focuses on implementing government policies and managing public organizations. It involves various activities such as planning, organizing, controlling, and

coordinating public resources to achieve set goals. Public administration plays an important role in ensuring that public services are provided efficiently, effectively, and in accordance with

applicable laws and regulations (Rahman, A and Risal, 2022) .

Public administration involves the recruitment, training, and development of civil servants as well as the management of their performance to ensure quality public services, strategic planning processes to determine long-term goals and preparation of budgets to fund various public programs and services, as well as the process of developing and implementing purposeful policies. to overcome public problems and improve community welfare (Sahid, Abdul, 2020) . Public administration requires management of State finances including revenue collection, expenditure and financial reporting, where in the process of managing State finances the Government must ensure that government activities are carried out transparently and are accountable to the public, as well as that there is a mechanism to supervise and control government performance (Tambunan, 2022) .

In improving public administration services, maximum service is needed to the community, where maximum service requires transparency and accountability activities so that the services provided are better and truly serve the community optimally, but this accountability and transparency is often ignored by the Government, in fact there are still many individuals in the Government who still apply the slogan "it is better to make things difficult than to make things easier" (Sakir, Ahmad Rosandi, Almahdali, Humairah and Amaliah, 2023).

In addition to transparency and accountability, public administration services must implement reliable capabilities in service (reliability), where the reliability of this service is related to the certainty that the government can meet the needs and expectations of the community in an efficient, effective and sustainable manner, where public administration services must be truly truly present in serving every problem in society efficiently and effectively, and able to continue in the future if the people in Government change to other parties (Retraubun, Alex SW, 2022) .

The better the existing services, the greater the

ease of access needed to speed up existing services, where public administration must be easily accessible to all citizens, without discrimination. This includes providing services in multiple languages, for people with disabilities, and through multiple channels (online, telephone, and face-to-face) (Sriatmi, Ayun, Patriajati, Sutopo and Fatmasari, 2018) . Public administration services must be consistent in quality and implementation time. The public needs to have confidence that they will receive the same good service every time they interact with the government, where the existing public confidence must be used as a benchmark for government officials who must always serve them well and transparently, so that the public does not experience losses and facilitates the convenience of existing services (Mumpuni, Ayuningtiyas Putri, 2023) .

Public services must be responsive to community needs and complaints. An effective feedback mechanism must be in place to identify and correct problems quickly, where public administration services to the community must have responsiveness and quick response (responsiveness) in the process of listening to and processing community complaints, where a quick and agile response from government officials is required. overcome every existing problem, where an appropriate policy is needed in processing and overcoming every problem that exists and is experienced by the community (Efendi, Dian Hari, 2022).

One form of alertness that exists in the current era of autonomy is the establishment of a one-stop integrated service to prevent the occurrence of lengthy bureaucracy in making KTPs and family cards, where with the one-stop service policy, DUkcapil individuals in various Provinces, Regencies and Cities no longer process KTPs and KK slowly, so it can be said that there is an active response from Government officials in overcoming long bureaucratic problems, thus making Government officials feel that the long licensing process makes them work tired and makes them unable to show the performance they have, so that services are not maximum and tends not to be

transparent and accountable, because there are money games under the table which give rise to corrupt attitudes (Wijayanti, Eka Iriana, Asri, 2022).

This one-stop integrated service tends to benefit the Government and makes the Government always serve, where services like this will make the service process easier, fast in serving, effective and also efficient in dealing with large costs if implementing long bureaucratic services, where the process is carried out for a long time incurs high costs and is vulnerable to corrupt acts which cause large losses to the State (Ramadhani, 2021).

This responsive, one-stop integrated service will benefit the community, where people no longer need to queue for a long time to make KTPs and family cards, where fast, efficient and cheap services will make people feel deep satisfaction with the services provided, where the services are available. It is very important to implement it in order to improve satisfactory service, where high satisfaction indicates that the government's performance is very good and brilliant (Dasyah, 2021).

The government must continue to look for new ways to improve public services through technological and process innovation. The ability to adapt to changing societal needs and external conditions is essential. The process of adapting to change means that the Government really needs a technology that can quickly serve and replace people who tend to be slow and hamper services (Koara, Fachry Perdana, Marisa, Amy and Nasution, 2023).

The best way to serve and satisfy the public is the current government's tendency to use online applications or digital technology, apart from being fast, cheap and efficient, this technology will also replace humans who always serve with long and slow bureaucracy, so there are still those who think this slogan will make its performance is getting better in the minds of Government leaders (Freddy, Harapan Tua Ricky, Achmad, Willya and Nasution, 2022).

Careful thinking is needed in implementing digital-

based technology, apart from the need for more capabilities, it is hoped that the application of this technology will tend to improve the quality of services that are transparent and accountable, as well as increasing the reliability of the government of a region, they are capable and adaptive in responding to all public complaints, and are quick in serve and resolve all existing problems (Demug, 2023). The implementation of good service will always create a work pattern that tends to serve and no longer has certain interests that are detrimental to the interests of society, as well as detrimental to the performance of the Government in general (Ivanna, Jilia, 2020).

Medan City is one of the administrative regions that implements a one-stop service policy that is fast, cheap and efficient, where the services provided implement services that are fast and responsive in responding and also accountable, but in implementation this service is fast, responsive and accountable, and transparent. not implemented properly, where there are still individuals in the Medan City Dukcapil who are still not reliable in implementing the one-stop service policy, tend to be discriminatory and unresponsive, and have not been able to increase transparency and accountability, because there are still many individuals who ask for compensation when providing public administration services which tends to reduce the performance of the Medan City Government and makes the Medan City Government less productive and less serving.

CONCLUSION

From the results of this research, the conclusions that exist are, namely, partially the variables of information dissemination and the use of technological facilities have an effect on community involvement in public services and have an effect on improving the image. Simultaneously, the variables of information dissemination and use of technological facilities influence community involvement in public services through the variable of improving community image as an intervening variable.

FORMULATION OF THE PROBLEM

The problem formulation that emerges from this research is how the variables of accountability and transparency, reliability in serving (reliability), and responsiveness in responding to customer complaints (responsiveness) influence the performance of the Medan City Government through community satisfaction as an intervening variable .

RESEARCH PURPOSES

The aim of this research is to determine and analyze the extent to which the variables of accountability and transparency, reliability in service (reliability), and responsiveness in responding to customer complaints (responsiveness) influence the performance of the Medan City Government through community satisfaction as an intervening variable .

RESEARCH ORIGINALITY

The subjects of this research are the residents/society of Medan City, where the variables in this research are independent variables, namely transparency and accountability, reliability and responsiveness , the dependent variable, namely the performance variable of the Medan City Government and the intervening variable is the satisfaction variable of the people of Medan City . The results of data analysis used SEM analysis using SMART PLS 4.0 software.

LITERATURE REVIEW

Quality of Public Administration Services

The quality of public administration services involves various dimensions such as reliability, responsiveness, assurance, empathy, and tangible aspects, as well as innovation and adaptability in facing the ever-growing needs of society. The application of these theories and principles can help governments improve the quality of services they provide to the community (Nasution, MA and Regif, 2019) . The quality of public administration services is a measure of how well the services provided by government institutions meet the needs and expectations of the community. High quality public services are usually characterized by reliability, speed, accuracy, transparency and

effectiveness (S. Maharanto, 2022) . Public administration has identified various factors that influence the quality of public administration services (Maryadi, Surainsyah, Ahmad and Sompaa, 2022) . To achieve and maintain high quality, several key factors must be considered, including human resource management, information technology, efficient processes, and a service-oriented organizational culture (Sidabutar, Mila Sari Devi, Suharyanto, Agung and Kurniaty, 2023) . The New Public Management concept emphasizes the use of managerial practices from the private sector in public administration (Khan, Muhammad Sholeh and Arif, 2023) .

Transparency and Accountability in Public Administration Services

Transparency and accountability are two key principles that are very important in public administration services. These two principles help ensure that the services provided by the government to the community are carried out honestly, efficiently and responsibly (Qohirie, Muhammad Irfan Al, Dalimunthe & and Rini, 2020) . The elements of transparency and accountability are:

1. Openness of information, where this situation demands the provision of easy access to information regarding policies, procedures and public services, as well as the process of publishing financial data, budgets and audit results so that they can be accessed by the public.
2. Reporting and documentation, where this situation is carried out through the preparation of periodic reports on the performance of public services, including key performance indicators and goal achievement.
3. Clear communication, where this situation is carried out by the process of conveying information clearly and straightforwardly through various communication channels, including government websites, social media and print publications.

4. Public participation, where this situation involves the community in the decision-making process through public consultation, forums and feedback mechanisms (Rahman, Nawir, 2022) .

5. Reliability in Public Administration Services

Reliability in public administration services refers to the government's ability to provide services consistently, accurately and on time as promised. This reliability is one of the main indicators of service quality, because society depends on the accuracy and certainty of services provided by government institutions (Nagus, Paulus Magnus, Mustofa, Amirul and Albab, 2023) .

The elements of reliability in public administration are:

1. Consistency, where services must be provided to the same standard each time they are provided, without fluctuations in quality or process. This includes uniform service across various locations and times.
2. Accuracy, where the information provided to the public must be correct and in accordance with applicable data and policies. Misinformation can cause confusion and distrust.
3. Timeliness, where services must be provided within the promised or expected time period. Unnecessary delays or tardiness can undermine public confidence in government efficiency.
4. Problem solving, which is the ability to handle and resolve community problems or complaints quickly and effectively. Timely response and adequate solutions are very important in maintaining public trust (Amyulianthy, Rafrini, 2022) .

Quick Response (Responsiveness) in Public Administration Services

Responsiveness in public administration services refers to the ability and willingness of government institutions to respond to public requests, needs

and complaints quickly and appropriately. Responsiveness is an important aspect in public services that influences public satisfaction and trust in the government (Parindori, Ramadha Yanti, Prayoga, Boby Indra and Rambe, 2022) .

The elements of the fast response process in public administration policy are:

1. Speed of response is carried out by providing quick responses to public requests or questions. This involves reducing waiting times and delays in the service process.
2. Speed of response is carried out by providing appropriate and accurate solutions or information to problems or requests from the community.
3. Promptness in handling complaints is carried out by handling public complaints quickly and efficiently, as well as providing feedback regarding the status of resolution of these complaints.
4. Flexibility is the ability to adapt services according to people's specific situations and needs. This includes providing special treatment for urgent or extraordinary cases (Barus, Rehia K Isabella, Batubara, Beby Masitho and Harahap, 2020) .

Community Satisfaction in Public Services

Public satisfaction with public administration services is an important indicator that measures how well the services provided by government institutions meet the needs, expectations and preferences of the community. This satisfaction reflects the quality of service and can influence public trust in the government (Hutagalung, Rio Airlangga and Syarvina, 2022) .

The indicators of public satisfaction in public administration are:

1. Reliability , namely the ability to provide services consistently and accurately as promised.
2. Responsiveness , namely the willingness and ability to help the community and provide services quickly.

3. Assurance , namely the knowledge and politeness of officers and their ability to instill a sense of trust and confidence in the community.
 4. Empathy , namely the ability to understand and feel people's needs and provide personal attention.
 5. Tangibility, namely the appearance of physical facilities, equipment, personnel and communication materials used in the service process (Rudyanto, Dwijatenaya, Ida Bagus Made Agung and Sangatgi, 2022) .
2. Efficiency, namely measuring the optimal use of resources (time, money, energy) to achieve the desired results. Efficiency means reducing waste and maximizing output from existing inputs.
 3. Transparency and accountability, namely measuring the extent to which the government is open in its operations and responsible for the actions and decisions taken. Transparency and accountability increase public trust.
 4. Responsiveness, namely measuring the government's ability to respond to community needs and complaints quickly and appropriately. Responsiveness reflects the government's sensitivity to changing community needs.
 5. Quality of public services, namely measuring the level of public satisfaction with various services provided by the government. Service quality includes aspects of reliability, responsiveness, assurance, empathy and realizability.

Government Performance

Government performance reflects how effective and efficient the government is in carrying out its duties and responsibilities to meet the needs and expectations of society. This performance is measured through various indicators covering administrative, economic, social and political aspects (Aris et al., 2023) . The government performance indicators are:

1. Effectiveness, namely measuring the extent to which public policy goals and objectives are achieved. Effectiveness includes the success of programs and policies in providing a positive impact on society.

CONCEPTUAL FRAMEWORK

The description of the research conceptual framework is:

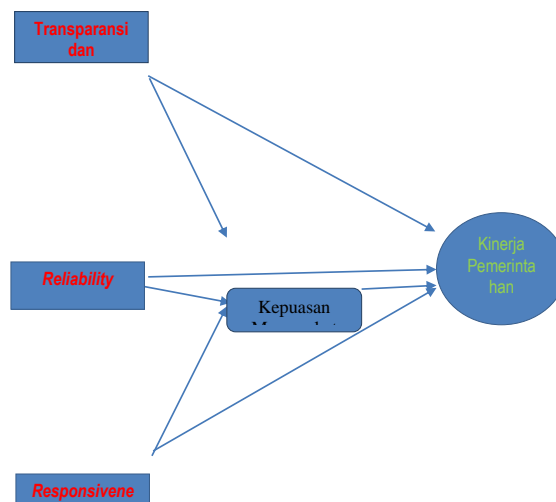


Figure 1 Conceptual Framework

Hypothesis

1. Transparency and accountability influence the performance of the Medan City Government
2. Reliability influences the performance of the Medan City Government
3. Responsiveness influences the performance of the Medan City Government
4. Transparency and accountability influence community satisfaction
5. Reliability influences people's satisfaction
6. Responsiveness influences people's satisfaction
7. Community satisfaction influences the performance of the Medan City Government
8. Transparency and accountability influence the performance of the Medan City Government through community satisfaction as an intervening variable
9. Reliability influences the performance of the Medan City Government through community satisfaction as an intervening variable

10. Responsiveness influences the performance of the Medan City Government, community satisfaction as an intervening variable.

RESEARCH METHODS

Method This research was carried out using a quantitative descriptive method using structural equation model (SEM) analysis method, where according to (Snyder, 2019) SEM analysis is a multivariate statistical technique used to analyze structural relationships between complex variables. SEM combines factor analysis and regression analysis, allowing researchers to test and estimate the relationship between latent variables and manifest variables in one model. The population in this study was 2,494,512 residents of Medan City in 2023, where the sampling method was carried out using the accidental sampling method, where according to (Snyder, 2019) the sampling method using accidental sampling is a sampling method where the survey is carried out by taking samples at the research site.

The number of samples taken can be done using the Slovin formula as follows: $n = N / (1 + Ne^2) = 2,494,512 / (1 + 2,494,512 \times 0.1^2) = 99.99 = 100$ inhabitants of Medan City .

the characteristics of respondents from a cluster of 93 students in the 100 population of Medan City . The descriptive analysis regarding the characteristics of respondents according to the following table is:

RESEARCH RESULT AND DISCUSSION

RESEARCH RESULT

Descriptive Testing

Descriptive testing was carried out by analyzing

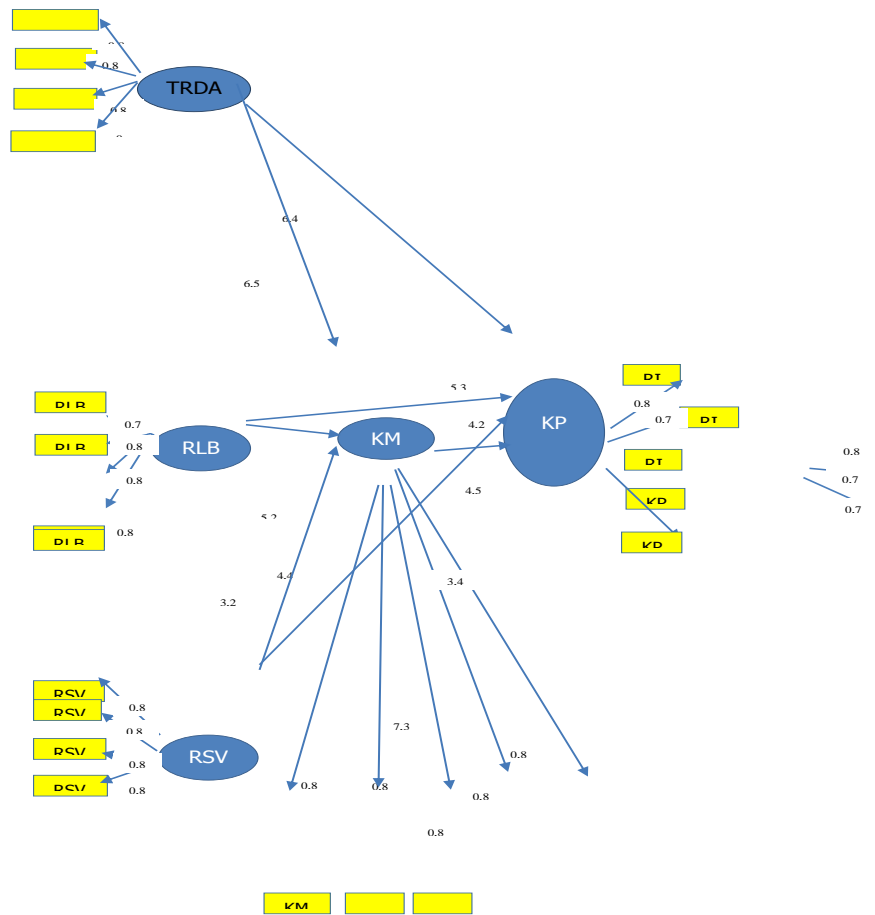
Table 1 Characteristics of Respondents

Variable	Category	Frequency	Percentage (%)
Gender	Man	56	56
	Woman	44	44
Age	20-24 Years	40	40
	25-30 Years	50	50
	31-50 Years	10	10

The table above explains that the respondents who answered the most questions based on gender were male respondents at 56% or 56 respondents, while the respondents who answered the least questions were female respondents at 44% or

around 44 respondents. Characteristics of respondents based on age, those who answered the most questions were respondents in the 25-30 year age range, 50% or 50 respondents, while those who answered the least were respondents in the 31-50 year age range, 10% or 10 respondents.

The output from the SEM test can be described through the following Bootstrapping diagram :



Analisa Convergent Validity

KM KM

validity in measurements or research instruments that shows the extent to which several measurements or indicators that are supposed to

measure the same concept are truly interrelated or convergent. The results of the convergent validity test in this research are as follows:

Table 2 Test Convergent Validity

Variable	Indicator	Outer Loading
Transparency and Accountability (X ₁)	TRDAK 1	0.864
	TRDAK 2	0.874
	TRDAK 3	0,865
	TRDAK 4	0,875

<i>Reliability (X₂)</i>	RLB 1	0,846
	RLB 2	0,756
	RLB 3	0,866
	RLB 4	0,876
<i>Responsiveness (X₃)</i>	RSV 1	0,875
	RSV 2	0,895
	RSV 3	0,863
	RSV 4	0,855
Government Performance (Y)	KP 1	0.834
	KP 2	0.844
	KP 3	0.884
	KP 4	0.845
	KP 5	0.824
Community Satisfaction (Z)	KM 1	0.887
	KM 2	0.767
	KM 3	0.827
	KM 4	0.757
	KM 5	0.707

Source: Data Processing Results with PLS 3.0, 2024

The table above states that the existing data is suitable for use, so it can be used well to analyze the various influences that exist in each variable .

Average Variant Extracted (AVE) Analysis

(Snyder, 2019) states that the AVE test is one of the techniques used to assess the convergent validity of an equation that exists convergently. The Average Variant Extracted (AVE) test results are in the following table:

Table 3 AVE Test

Variable	AVE
Transparency and Accountability (X ₁)	0.832
<i>Reliability (X₂)</i>	0.872
<i>Responsiveness (X₃)</i>	0.862
Government Performance (Y)	0.842
Community Satisfaction (Z)	0.852

Source: Data Processing Results with PLS 4.0, 2024

The table above states that the Average Variant Extracted (AVE) value is greater than 0.5, which means that constructively the equation model of the data distribution is feasible and valid to be used for analyzing the various influences that exist in each existing variable.

Composite Reliability Analysis

According to (Snyder, 2019) Composite Reliability testing is a technique for understanding the existing construct model from the SEM method created. This can be seen in the following table:

Table 4 Composite Reliability Test

Variable	Composite Reliability
Transparency and Accountability (X ₁)	0.880
Reliability (X ₂)	0.820
Responsiveness (X ₃)	0.760
Government Performance (Y)	0.770
Community Satisfaction (Z)	0.880

Source: Data Processing Results with PLS 4.0, 2024

The table above states that value composite reliability is greater than a significance of 0.6, where the existing data is relevant and reliable, and worthy of analysis.

equation modeling (SEM), discriminant validity analysis is a technique

used to assess how different a construct is from other constructs in the model. The results of the Discriminant Validity analysis can be seen in Table 5 below:

Discriminant Validity Analysis

In confirmatory factor analysis (CFA) or structural

Table 5 Discriminant Validity Analysis

	Government Performance Moderating Effect 1	Government Performance Moderating Effect 2	Government Performance Moderating Effect 3	Government Performance Moderating Effect 4	Government Performance Moderating Effect 5
Transparency and Accountability	,756	1,000	,755	,626	,784
Reliability	,666	,736	1,000	,724	,836

<i>Responsiveness</i>	,755	,784	,836	,765	1,000
Government Performance	1,000	,749	,667	,634	,755
Community Satisfaction	,615	,628	,755	1,000	,758

Source: PLS Data Processing Results, 2023

Based on the table above, it can be seen that the AVE value of the construct equation is greater than other construct equations, which means that it meets the assumptions of the description of the

Discriminant Validity equation .

Path Coefficient Testing

As for the path coefficient test , it can be seen from the following table:

Table 6 R Square Test

Variable	R Square
Transparency and Accountability (X_1)	0.888
<i>Reliability</i> (X_2)	0.840
<i>Responsiveness</i> (X_3)	0.860
Government Performance (Y)	0.875
Community Satisfaction (Z)	0.889

Source: Data Processing Results with PLS 3.0, 2023

From the existing table, the R Square of the government performance variable can be explained by the transparency and accountability, reliability , responsiveness and community satisfaction variables of 87.5%, while the

remaining 12.5% can be explained by other variables which are not discussed in this research.

Hypothesis testing

The results of hypothesis testing can be seen in the following table:

Table 7 Hypothesis Testing

Hypothesis	Influence	T-Statistics	P-Value	Results
H1	Transparency and accountability for the performance of the Medan City Government	6,405	0,000	Accepted
H2	<i>Reliability</i> of the performance of the	5,200	0.001	Accepted

	Medan City Government			
H3	<i>Responsiveness</i> towards the performance of the Medan City Government	7,330	0.001	Accepted
H4	Transparency and accountability for the satisfaction of the people of Medan City	6,511	0,000	Accepted
H5	<i>Reliability</i> towards satisfaction of the people of Medan City	4,427	0,000	Accepted
H6	<i>Responsiveness</i> towards the satisfaction of the people of Medan City	3,244	0.001	Accepted
H7	Satisfaction of the people of Medan City with the performance of the Medan City Government	4,225	0,000	Accepted
H8	Transparency and accountability for the performance of the Medan City Government through satisfaction of the people of Medan City as an intervening variable	5,351	0.001	Accepted
H9	<i>Reliability</i> of the performance of the Medan City Government through satisfaction of the people of Medan City as an intervening variable	3,420	0,000	Accepted

H10	<i>Responsiveness towards the performance of the Medan City Government through satisfaction of the people of Medan City as an intervening variable</i>	4,501	0,000	Accepted
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Source: Data Processing Results with PLS 3.0, 2023

According to the table above, it can be concluded that partially the variables transparency and accountability, reliability and responsiveness influence the performance of the Medan City Government and influence the satisfaction of the people of Medan City. Simultaneously, the variables of transparency and accountability, reliability and responsiveness influence the performance of the Medan City Government through the variable satisfaction of the people of Medan City as an intervening variable.

DISCUSSION

Transparency and Accountability Influence the Performance of the Medan City Government

The research results state that transparency and accountability influence the performance of the Medan City Government . This is in accordance with research from (Rudyanto, Dwijatenaya, Ida Bagus Made Agung and Lalugi, 2022) which states that if transparency and accountability are carried out well by the Government, it will improve the quality and performance of the Government, whether the Government of a Country or a region.

Reliability Influences the Performance of the Medan City Government

The research results explain that reliability influences the performance of the Medan City Government . This is in line with research (Aris et al., 2023) which states that the more able to run services quickly and precisely, the more likely it is

to improve the performance of the government of a country or region as a whole.

Responsiveness Influences the Performance of the Medan City Government

According to research results, the responsiveness variable influences the performance of the Medan City Government . This is in accordance with research (Mutiara et al., 2023) which states that the more responsive you are in responding to public complaints, the performance of the apparatus will increase and overall the government's performance will increase significantly.

Transparency and Accountability Influence Community Satisfaction

The research results state that transparency and accountability influence community satisfaction. This is in accordance with research (Annisya, Sri and Samputra, 2023) which explains that the more transparent and accountable the services provided will have an impact on the process of openness and eliminating extortion, where reducing extortion will increase community satisfaction in continuing to use services from the Government.

Reliability Influences Community Satisfaction

The research results show that the reliability variable influences community satisfaction. This situation is in line with research (Nurunnisa, Syarifah, Girsang, Ermi and Nasution, 2023) which states that if a service tends to be implemented correctly, it will create services that pamper the

community which will have an impact on increasing community satisfaction in a country or region.

Responsiveness Influences Community Satisfaction

The research results show that variables Responsiveness influences people's satisfaction. This is in accordance with research (Winarti, Hidayati, Tetra and Martiyanti, 2023) which explains that always having a careful response from Government officials will create a sense of satisfaction from the public with the Government, so that the public will continue to trust the Government.

Community Satisfaction Influences Repurchasing Intention

The results of the research explain that the community satisfaction variable influences government performance. This is in line with research (Nagus, Paulus Magnus, Mustofa, Amirul and Albab, 2023) which states that the more satisfied the public is with the services provided by government officials, the more government officials can improve their performance and this will have an impact on increasing government performance.

Transparency and Accountability Influence Performance Medan City Government through Community Satisfaction as an Intervening Variable

The research results show that transparency and accountability variables influence government performance through community satisfaction as an intervening variable . This is in accordance with research (Rengifurwarin, 2020) which explains that transparency and accountability in the service process to the community will bring better performance from the Government and make the community more satisfied with the form of service provided.

Reliability Affects Performance Medan City Government through Community Satisfaction as an Intervening Variable

The research results show that the reliability

variable influences government performance through community satisfaction as an intervening variable . This is in accordance with research (Hutagalung, Rio Airlangga and Syarvina, 2022) which states that the more serious you are and always serve you well, the performance of government officials will improve and you will feel more satisfied with the services provided.

Responsiveness Affects Performance Medan City Government through Community Satisfaction as an Intervening Variable

The research results show that responsiveness influences government performance through community satisfaction as an intervening variable. This is in line with research (Maryadi, Surainsyah, Ahmad and Sompaa, 2022) which states that the more people respond to complaints, the performance of Government officials will improve and will make people satisfied with existing services, so that they always use Government services which makes the Government gain more trust. from society.

IMPLEMENTATION

The more transparent and accountable you are, the more you are able to improve the quality of services provided to the community and the more you are able to respond to responses and complaints from the community, this will directly improve the performance of Government officials on an ongoing basis, where good performance from Government officials will indirectly improve the performance of the Government, as well as will increase public satisfaction in continuing to use these Government services to take care of all public administration needs.

CONCLUSION

From the results of this research, the conclusions are that partially the variables of transparency and accountability, reliability and responsiveness influence the performance of the Medan City Government and influence the satisfaction of the people of Medan City. Simultaneously, the variables of transparency and accountability, reliability and responsiveness influence the performance of the

Medan City Government through the variable satisfaction of the people of Medan City as an intervening variable .

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