



The Influence of Police Officer Competence on Community Satisfaction through Public Service Quality in Driver's Licence Services at Limboto Police Station

**Rizha Firmawati Maharani ^{a*}, Zuchri Abdussamad ^a
and Sukarman Kamuli ^a**

^a *Master of Public Administration Study Program, State University of Gorontalo, Indonesia.*

Authors' contributions

This work was carried out in collaboration among all authors. All authors read and approved the final manuscript.

Article Information

DOI: <https://doi.org/10.9734/ajess/2025/v51i11748>

Open Peer Review History:

This journal follows the Advanced Open Peer Review policy. Identity of the Reviewers, Editor(s) and additional Reviewers, peer review comments, different versions of the manuscript, comments of the editors, etc are available here: <https://www.sdiarticle5.com/review-history/128924>

Original Research Article

Received: 17/12/2024

Accepted: 16/01/2025

Published: 18/01/2025

ABSTRACT

Limboto District Police is one of the service centers for driver's license issuance that has a working area in Gorontalo Regency. Public satisfaction is a very important performance indicator, because it concerns the sense of security and protection felt by the community. This study aims to determine the role of police apparatus competence on public satisfaction in driver's license service at Limboto Police Station. This research was conducted from August to December 2024. This research uses a quantitative approach in obtaining data. The research method is *expost facto* and correlational

*Corresponding author: Email: rizha_s2administrasi@mahasiswa.ung.ac.id;

research design. The sample in the study was 100 people. The data analysis technique used is SEM-PLS. Based on hypothesis testing, it is known that the competence of police officers has a significant effect on the quality of service for making driver's licenses and has no effect on public satisfaction. Service quality has a significant effect on public satisfaction in the service of making driving licenses. The competence of police officers through the quality of public services has a significant effect on public satisfaction in driver's license services at Limboto Police Station. The positive and significant effect shows that the quality of public services is a good intervening variable (mediation) or is able to increase the influence of the competence of police officers on community satisfaction in driver's license services.

Keywords: Driver's license; satisfaction; competence; police; service.

1. INTRODUCTION

Community satisfaction is a very important performance indicator, because it concerns the sense of security and protection felt by the community. Whether or not the service process provided is successful can be determined by measuring community perceptions between needs and expectations (Abdussamad et al., 2021). Public trust in the performance of the Indonesian police is the foundation in building a harmonious relationship between the police and the community (Wahyurudhanto, 2022).

The quality of public services received directly by the community is a benchmark for assessing the quality of government (Dani et al., 2023). Wantu et al. (2022) said that as stated in the 1945 Constitution as a regulation in force that the State has an obligation to implement in public services to serve all citizens and residents in order to carry out the process of governance and a prosperous community life.

The implementation of various regulations often still faces various challenges, such as complicated bureaucracy, lack of adequate infrastructure, and lack of competent human resources [14-16]. One important aspect that affects the quality of public services in the police is the competence of police officers. Competence is very important to be optimized if the government or government agencies wish to improve service quality or employee competence into a calculated strategy pattern (Abdussamad & Amala, 2016). These competencies include knowledge, technical skills, and professional attitudes and behaviors in serving the community (Abdussamad, 2014). Competent police officers are expected to be able to provide quality services and meet community expectations.

Related to the influence of police apparatus competence on the quality of public services and its implications for public satisfaction in driving license services, this research was conducted at Limboto Police Station [17,18]. The process of obtaining a driver's license is carried out in the Traffic Unit of Limboto Police Station. The issuance of driver's licenses during 2023 was 14,462 with a growth rate of 6.02%. This number has certainly exceeded the target of 10,000 driver's licenses in a year or in this case the effectiveness of the target is 144.62%. The total target for issuing driver's license services at Gorontalo District Police in 2022 and 2023 is 10,000. The realization of driver's license issuance in 2022 was 16,958 and in 2023 was 14,462. There is a difference of 2,496 between the realization in 2022 and 2023 or a decrease of 17.25%. This indicates that the decrease may be due to several factors, such as changes in driver's license issuance policy, changes in the number of applicants, or operational constraints in the issuance process. This shows that although the target was achieved, evaluation and improvement efforts are still needed in maintaining consistency or increasing the number of driver's licenses issued from year to year.

Most of the traffic violations that occurred in Gorontalo Regency (working area of Limboto Police Station) were related to the completeness of driving documents such as the absence of a driver's license from the driver, recorded at 59.51% of violations related to this matter. The need for quality service in the process of obtaining a driver's license is very much needed. The public needs efficient, easy, and reliable services in managing driver's licenses. With the existence of quality services, it is hoped that the public will be motivated to apply for a driver's license. Good service will help the public in obtaining a driver's license more easily and quickly, so as to reduce the opportunity for

violations related to the completeness of driving documents. Based on this description, the researcher took the initiative to take the title The Effect of Police Officer Competence on Community Satisfaction Through Public Service Quality on Driver's License Services at Limboto Police Station, with the aim of looking at the level of community satisfaction related to driver's license services at Limboto Police Station.

2. MATERIALS AND METHODS

[The location used as the object of research is Limboto Police Station which is focused on the Driver's Licence service. This research will be conducted for \pm 5 months starting from August 2024 to December 2024. The approach in this research is quantitative. The research method is expost facto and correlational research design. The sample in the study was 100 people. The data analysis technique used is SEM-PLS. The following is the SEM-PLS analysis equation, namely the equation with intervening variables (Hartono, 2011: 156) is as follows:

1. Stage 1 Testing

$$Z = \alpha_1 + \beta_1 X + \epsilon$$

2. Stage 2 Testing

$$Y = \alpha_2 + \beta_1 X + \beta_2 Z + \epsilon$$

Description:

Y = Community Satisfaction
 α = Constant
 β = Variable coefficient
X = Police Officer Competence

Z = Public Service Quality

ϵ = Error Rate (error)

3. RESULTS AND DISCUSSION

3.1. Results

3.1.1 Pre-requisite analysis (outer model)

3.1.1.1 Convergent validity

The following is the outer loading value of each indicator on the research variables:

Based on the test results in Table 1, the results show that all variable indicators have outer loading values above or > 0.5 . So that all indicators are declared valid for further analysis.

3.1.1.2 Discriminant validity

The results of the analysis are presented in Table 2.

Based on Table 2, the results of the AVE value on the variables of police apparatus competence, public service quality and community satisfaction exceed the standard value or > 0.5 . It means that each variable has good discriminant validity.

3.1.1.3 Composite Reliability

The results of Composite Reliability testing are presented in Table 3.

Table 1. Convergent validity results

Variable	Indicator	Outer Loading	Standard	Status
Competence of police officers	X.1	0.806	0.5	Valid
	X.3	0.922	0.5	Valid
	X.2	0.728	0.5	Valid
Quality of public service	Z.1	0.680	0.5	Valid
	Z.2	0.809	0.5	Valid
	Z.3	0.837	0.5	Valid
	Z.4	0.845	0.5	Valid
	Z.5	0.669	0.5	Valid
Community satisfaction	Y.1	0.838	0.5	Valid
	Y.2	0.862	0.5	Valid
	Y.3	0.854	0.5	Valid
	Y.4	0.545	0.5	Valid

Source: Processed PLS, 2024

Table 2. Discriminant validity results

Variable	AVE	Standard	Status
Competence of police officers	0.677	0.5	Valid
Quality of public service	0.596	0.5	Valid
Community satisfaction	0.618	0.5	Valid

Source: Processed PLS, 2024

Table 3. Composite reliability results

Variabel	Composite Reliability	Standard	Status
Competence of police officers	0.815	0.6	Reliabel
Quality of public service	0.840	0.6	Reliabel
Community satisfaction	0.837	0.6	Reliabel

Source: Processed PLS, 2024

Based on Table 3, it is known that the Cronbach's alpha value of each research variable is greater than the standard value or > 0.6. Thus, it shows that each variable meets the requirements of the Cronbach's alpha value, and it can be concluded that all variables have a high level of reliability.

3.1.1.4 Cronbach's Alpha

The Cronbach's alpha value of each variable is presented in the following Table 4.

Based on Table 4, it is known that the composite reliability value of all research variables exceeds the standard value or > 0.6. These results indicate that each variable has a high level of reliability.

3.1.2 Inner model

The results of the analysis are presented in the following Fig. 1.

Based on Fig. 1. The overall R Square results can be described as Table 5.

Table 4. Cronbach's alpha results

Variable	Cronbach's Alpha	Standard	Status
Competence of police officers	0.759	0.6	Reliabel
Quality of public service	0.827	0.6	Reliabel
Community satisfaction	0.788	0.6	Reliabel

Source: Processed PLS, 2024

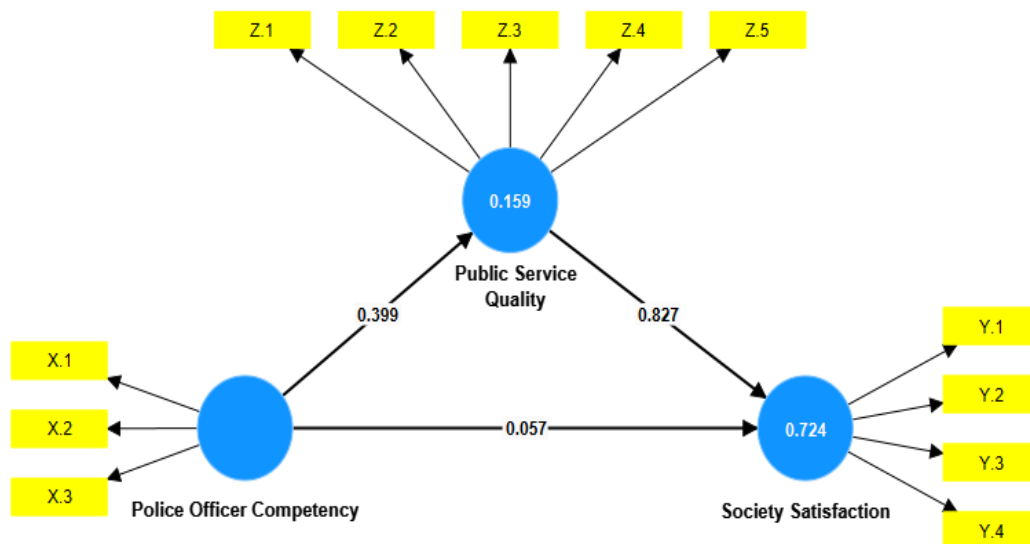


Fig. 1. PLS algorithm

Table 5. R square results

No.	Variable	Variable Z	Variable Y	
			Direct	Indirect
1	Competence of police officers	0,399	0,057	0.330
2	Quality of public service		0,827	
	Determinasi Simultan	0,159	0,724	

Source: Processed PLS, 2024

Based on Table 5, the results of determination can be described as follows:

a. The influence of the competence of police officers on the quality of public services

Overall, the R Square value of 0.159 indicates that 15.90% of variations in the quality of public services on driver's license services at Limboto Police Station can be explained by the influence of the competence of police officers. Meanwhile, the remaining 84.10% is influenced by other variables outside this research model.

b. The influence of the competence of police officers and the quality of public services on community satisfaction

Overall, the R Square value of 0.724 indicates that 72.40% of the variation in public satisfaction with driver's license services at Limboto Police Station can be explained by the influence of the competence of police officers and the quality of public services. Meanwhile, the remaining

27.60% is influenced by other variables outside the research model. Based on the analysis of each variable, it is found that the variable that has the most dominant influence on community satisfaction is the quality of public services with a contribution of 82.70%, followed by the variable competence of police officers with a contribution of 5.70%.

3.1.3 Hypothesis testing results

The results of hypothesis testing in the form of structural equations are presented in Fig. 2.

The decision making of the hypothesis can be seen from the P-value, where if the P-values > 0.05 accepts H0 and rejects H1, but if the P-value < 0.05 then accepts H1 and rejects H0. The results of classified hypothesis testing can be seen in the following explanation:

a. Direct Influence

The results of the direct effect hypothesis test can be presented in Table 6.

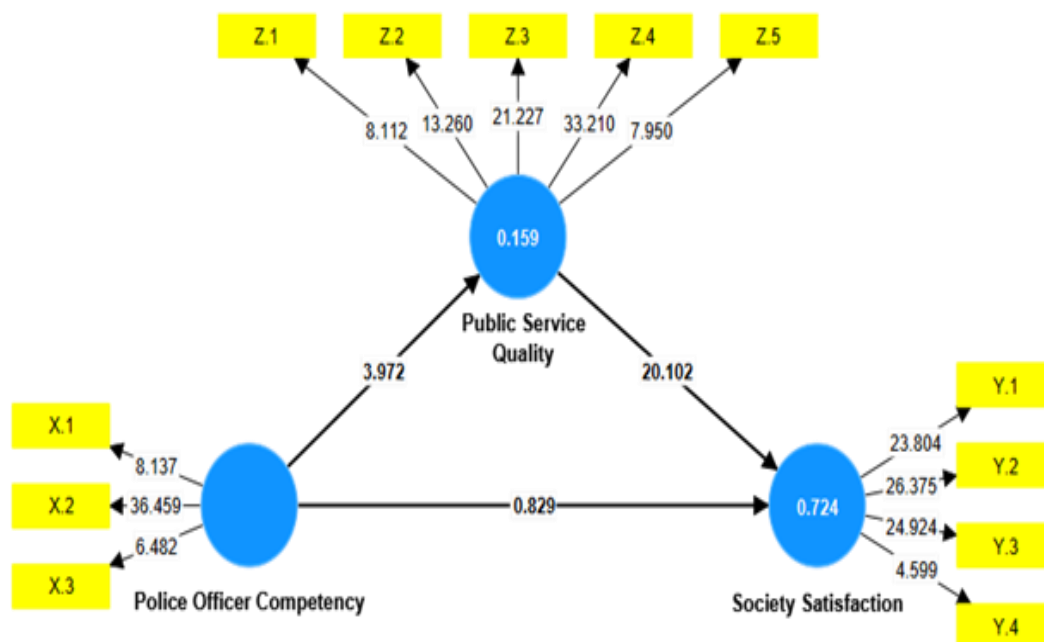


Fig. 2. Hypothesis testing results (p-value & t-value)

Table 6. Results of hypothesis testing for direct influence

No	Eksogen	Endogen	Hipotesis	t-Value (p-Value)	Decision
1	Competence of police officers	Quality of public service	Positive influence and significant	3.972 (0,000)	H1 Accepted
2	Competence of police officers	Community satisfaction	Positive influence not significant	0.829 (0,407)	H2 Rejected
3	Quality of public service	Community satisfaction	Positive influence and significant	20.102 (0,000)	H3 Accepted

Source: Processed PLS, 2024

Table 7. Results of hypothesis testing for indirect influence

No	Eksogen	Mediasi	Endogen	Coefficient Path	t-Value (p-Value)	Decision
1	Apparatus competence police	Quality of public service	Community satisfaction	0.330	3.911 (0.000)	H4 Accepted

Source: Processed PLS, 2024

Based on Table 6, testing the direct effect hypothesis, the results of the analysis can be described as follows:

1. The effect of the competence of police officers on the quality of public services

The t-statistic value of the effect of the competence of police officers on the quality of public services obtained a result of 3.972 with a probability value (P-value) of 0.000. The P-value is smaller than the probability value (<0.05), then H1 is accepted, meaning that the competence of police officers has a positive and significant effect on the quality of service for making driving licenses at Limboto Police Station.

2. Effect of police apparatus competence on public satisfaction

The t-statistic value of the effect of the competence of police officers on the quality of public services is obtained as a result of 0.829 with a probability value (P-value) of 0.407. The P-value is greater than the probability value (> 0.05), then H2 is rejected, meaning that the competence of police officers has a positive, but insignificant effect on public satisfaction in the service of making driving licenses at Limboto Police Station.

3. Effect of public service quality on community satisfaction

The t-statistic value of the effect of public service quality on public service quality obtained a result of 20.102 with a probability value (P-value) of 0.000. The P-value is smaller than the probability

value (<0.05), then H3 is accepted, which means that the quality of public services has a positive and significant effect on public satisfaction with the service of making driving licenses at Limboto Police Station.

b. Indirect Influence

The results of testing the hypothesis of indirect effects can be presented in Table 7.

The t-statistic value of the indirect effect of the variable competence of police officers is 3.911 with a probability value (P-value) of 0.000. The P-value is smaller than the probability value (<0.05), so H6 is accepted, meaning that the competence of police officers through the quality of public services has a positive and significant effect on public satisfaction with the service of making driving licenses at Limboto Police Station.

3.2 DISCUSSION

3.2.1 The effect of the competence of police officers on the quality of public services on driving licence services at Limboto Police Station

The competence of police officers has a positive and significant effect on the quality of public services in driving license services at Limboto Police Station. The positive effect shows that the better the competence of the police officers of Polres Limboto, the better the quality of service in the driver's license service provided to the community. Competence which includes

knowledge, skills, and professional attitudes of apparatus in carrying out their duties, is able to improve the efficiency and effectiveness of services. The higher the competence of the apparatus, the better the service provided, both in terms of speed, accuracy, and comfort for the community. This positive relationship shows that increasing the competence of police officers will have a direct impact on improving service quality. Therefore, efforts to improve apparatus competence through training, skills development, and more optimal use of technology are needed to create better quality services and satisfy the community.

The competence of police officers in question includes knowledge, skills, attitudes, and abilities in carrying out tasks in accordance with applicable standards. This positive influence means that police officers who have high competence can carry out their duties more efficiently, effectively and responsively to community needs. This competence includes the ability to understand the legal rules relating to the processing of driver's licenses, the use of technology in online driver's license making services, and the ability to communicate with the public. Adequate competence of each police officer is able to overcome problems that arise during the process of obtaining a driver's license, provide quick solutions, and ensure that the service runs smoothly and in accordance with community expectations.

In addition, good competence also includes the ability of police officers to provide fair and transparent services. People dealing with driver's licenses expect the process to be clear, easy to understand, and straightforward. Competent officers can help clarify procedures, provide the information needed appropriately, and ensure that each stage of the service is carried out correctly. This significant effect indicates that if the competence of police officers at Limboto Police Station is improved, the quality of service for making driving licenses will also improve. The public will feel more satisfied with services that are faster, more transparent, and in accordance with applicable procedures.

The positive influence between the competence of police officers and the quality of driver's license services means that there is a direct relationship between the two variables. When the competence of the apparatus increases, both in terms of the technical management of driver's licenses and the ability to interact with the

community, the service provided will be better. A competent apparatus will more quickly handle every application for driver's licenses, both new applications and extensions, so that the public is satisfied with efficient service. In addition, officials who are able to utilize technology effectively in online services can be more efficient in terms of time and provide convenience for the public in managing driver's licenses.

The quality of service provided by police officers is not only determined by their ability to follow procedures, but also how to provide friendly, fair and fast service. High competence of the officers will increase responsiveness to public complaints, for example technical or administrative problems that may occur during the process of obtaining a driver's license. Thus, people tend to feel more valued when interacting with officials, because they get services in accordance with procedures and also according to their needs and comfort. This proves that high competence plays a role in improving service quality.

Hanitha, (2013); Kusdarmaji, (2022); Namirah et al., (2021) state that the competence of police officers greatly affects the quality of public services, handling legal cases, and maintaining security and order. These competencies include technical knowledge, skills, and professionalism in carrying out their duties. Competent officers are able to understand service procedures well, provide quick solutions to problems that arise, and interact with the public effectively. This increases public trust in the services provided, and creates transparency in the service process. Thus, the presence of highly competent police officers can ensure that public services run efficiently, on time, and minimize public complaints, which in turn encourages the creation of a higher quality service environment that is responsive to public needs.

3.2.2 The effect of police apparatus competence on public satisfaction with driving licence services at Limboto Police Station

The competence of police officers has a positive but insignificant effect on public satisfaction with driver's license services at Limboto Police Station. The positive effect indicates that police officers who have high competence will be able to increase public satisfaction with driver's license services at Limboto Police Station.

However, although more competent officers can provide better and more efficient services, their impact on public satisfaction is still limited. This is due to other factors that may be more influential on community satisfaction, such as complexity of procedures, length of service time, and suboptimal facilities. Although apparatus competence remains important in providing quality services, to significantly increase community satisfaction, systemic improvements need to be made to all aspects of the service, so that the public can feel a more tangible positive impact from increasing apparatus competence.

The insignificant influence between the competence of police officers and community satisfaction on driver's license services at Limboto Police Station shows that despite an increase in the competence of the officers, the impact on community satisfaction has not been felt significantly. This shows that although the officers are skilled and knowledgeable in carrying out their duties, other factors still dominate their influence in the assessment of other factors that affect community satisfaction may still be more dominant. Things such as service systems that are not fully optimized, the length of procedures, or lack of accessibility can be factors that limit the increase in public satisfaction, even though the competence of the apparatus has increased.

The insignificance of the results obtained could be due to public perceptions of broader service standards, such as service facilities, transparency, and ease of procedures that are perceived to be inadequate. In other words, although the officers are competent and able to provide services in accordance with the standards, the public may still perceive that other aspects of the driver's license service at Limboto Police Station affect their level of satisfaction more. Factors such as the service environment, long waiting times, or the experience of bureaucratic red tape also contribute to people's assessment of the overall quality of the service, such that the competence of the officers alone is not enough to significantly increase their satisfaction.

Although the effect of apparatus competence on community satisfaction is not significant, this positive relationship shows that good competence still contributes to increasing community satisfaction, although the impact is small. Apparatus with good knowledge and skills can be more efficient in carrying out their duties, such as speeding up the process of obtaining a

driver's license, minimizing errors in procedures, and providing more friendly and responsive services. However, since other factors also play a large role in satisfaction, increasing competence alone may not be enough to directly and significantly increase community satisfaction.

Highly competent officials will better understand the needs of the public, provide clear information, and respond to complaints or questions more professionally. This, of course, contributes to increased public satisfaction, especially in terms of transparency and the quality of interactions during driver's license processing. In order to improve service quality, improvements need to be made in the overall service system, including reducing waiting times, simplifying procedures, and improving facilities that can be directly felt by the community. Thus, high apparatus competence remains important in creating quality and more satisfying services.

Susilawati et al. (2023) stated that the competence of police officers significantly affects the level of community satisfaction, because competent officers are able to provide services that are fast, precise, and in accordance with community expectations. The ability of officials to carry out their duties professionally, such as providing clear information, being friendly, and being able to enforce the law fairly, will increase positive public perceptions. People tend to feel satisfied when the services received are in accordance with the expected standards, and officials are able to handle various problems with effective solutions. Competence, which includes an understanding of legal procedures, technical skills, and a good attitude in interacting with the public, is a major factor affecting public satisfaction. A competent apparatus can reduce public complaints by providing quick and accurate solutions.

3.2.3 The effect of public service quality on public satisfaction with driving licence services at Limboto Police Station

The quality of public services has a positive and significant effect on public satisfaction with driving license services at Limboto Police Station. The positive effect shows that public satisfaction at Limboto Police Station is optimized due to the existence of quality public services by police officers in driver's license services. When public services are improved through speed of process, information disclosure, ease of procedure, and the attitude of friendly

and professional officers, the level of public satisfaction also increases significantly. This positive effect shows that the better the quality of service, the more optimal the perceived community satisfaction. Therefore, to continue to increase public satisfaction, continuous improvement of service aspects is needed, such as the use of more effective technology, improvement of clearer communication, and professional attitudes of police officers in serving the community.

The positive and significant influence between public service quality and community satisfaction indicates that when the quality of public services increases, it will increase public satisfaction with the service of making driving licenses. This means that aspects such as efficiency in the service process, friendliness of officers, clarity of information, and speed of handling are key factors that directly increase community satisfaction. When people feel that the services received are in accordance with their expectations, both in terms of speed, clarity of procedures, and officer attitudes, they will tend to feel more satisfied.

The influence shown is significant because it is considered that good public service quality has a real impact on public perceptions. The service of making a driver's license at Limboto Police Station is considered more responsive, transparent and friendly, thus providing a more positive experience for the community. People who receive a better and faster service process from officers tend to have a more favorable view of the service. Therefore, improving service quality, such as improving facilities, providing adequate information and ensuring fair service, can significantly increase community satisfaction.

This positive effect means that the better the quality of public services provided by police officers, the greater the chance that people will be satisfied with the services received. In the context of driver's license services at Limboto Police Station, quality service involves fast service, easy-to-understand procedures, and the involvement of friendly and professional officers. When these services work well, people find the process of obtaining a driver's license easier and less burdensome, which in turn increases their satisfaction. Quality service also includes the use of technology in the service, such as online driver's license processing, which can reduce long queues and shorten processing time. In addition, friendly and informative service is also

an important element in shaping positive public perceptions. Thus, when police officers are able to provide services that meet community expectations, from fast processing to a professional attitude, this will create a better service experience and support increased community satisfaction.

Pasaribu et al. (2023) state that the quality of public services has a direct impact on the level of public satisfaction. Quality service is characterized by speed, accuracy, friendliness, and transparency in every service process. When public services are able to meet community expectations in terms of ease of access, clarity of procedures, and satisfying results, the community will feel valued and satisfied. Conversely, services that are slow, inefficient, and less transparent can trigger dissatisfaction and complaints from the public. Quality public services also involve aspects of good communication between service providers and the community, where needs and complaints are addressed quickly and solutions provided are concrete. Thus, improving the quality of public services will be directly proportional to increasing public satisfaction.

3.2.4 The effect of the competence of police officers through the quality of public services on public satisfaction with driving licence services at Limboto Police Station

The competence of police officers through the quality of public services has a positive and significant effect on public satisfaction with driver's license services at Limboto Police Station. The positive and significant effect shows that the quality of public services is a good intervening variable or is able to increase the influence of police apparatus competence on public satisfaction with driver's license services. Better public service quality, such as faster procedures, easier access, and more responsive apparatus attitudes, strengthens the relationship between apparatus competence and community satisfaction. Therefore, to achieve more optimal community satisfaction, it is not enough to improve apparatus competence, but it must also be followed by an increase in the quality of public services provided.

High competence of police officers contributes significantly to improving the quality of public services. This means that officers with good knowledge, skills and attitudes are able to

perform their duties more efficiently and appropriately. In the context of driver's license services at Limboto Police Station, the competence of officers determines the success of service delivery, such as speed in processing documents, providing clear information, and handling public complaints responsively. When officers have good competence, the quality of service provided will improve, which in turn positively affects the level of public satisfaction.

The quality of service provided by police officers will increase community satisfaction, thus showing significant results. The competence of officers is the main foundation in providing better services. People who perceive improvements in the way the officers work, such as faster processes and clearer procedures, will feel more satisfied. This shows that the relationship between apparatus competence and community satisfaction does not stand alone, but is mediated by the quality of public services provided. Thus, the better the quality of service, the greater the influence of apparatus competence on community satisfaction.

This positive effect confirms that the quality of public services functions as a significant mediating variable. In other words, the competence of police officers not only directly affects community satisfaction, but this influence is strengthened by the quality of public services. This means that although the apparatus has good competence, community satisfaction will only be maximally achieved if the competence is translated into quality service. Service quality becomes the link between apparatus competence and community satisfaction, ensuring that increased competence can be felt by the community through better services.

As a mediating variable, public service quality plays an important role in strengthening the relationship between competence and community satisfaction. When public services are improved, for example by faster procedures, easier access, and friendlier service attitudes, the effect of apparatus competence on community satisfaction will be stronger. This confirms that public satisfaction with the driver's license service at Limboto Police Station depends not only on the competence of the officers, but also on the extent to which this competence is implemented in the form of quality services. Thus, the quality of public services is a key element in creating more optimal community satisfaction.

Romadhona & Sumardjo (2022) state that the competence of police officers plays an important role in increasing public satisfaction through the quality of public services provided. Apparatus who have good skills and knowledge will be able to provide services that are more effective, efficient, and in accordance with community expectations. Apparatus competence includes the ability to understand regulations, apply correct procedures, and be professional in interactions with the community. This is then reflected in good quality public services, where procedures are faster, information is clearer, and people are treated fairly. The improved quality of public services as a result of good apparatus competence will make the community more satisfied, because they feel they are getting decent services and in accordance with their expectations. Thus, the competence of police officers not only directly affects community satisfaction, but also through improving the quality of public services.

4. CONCLUSION

Based on the results of the research and discussion in the previous chapter, the following conclusions can be drawn:

1. The competence of police officers has a positive and significant effect on the quality of public services in driving licence services at Limboto Police Station with an SEM-PLS path coefficient of 39.90%. The positive and significant effect shows that the better the competence of the police officers of Polres Limboto, the better the quality of service in the driving licence service provided to the community.
2. The competence of police officers has a positive and insignificant effect on public satisfaction with driving licence services at Limboto Police Station with an SEM-PLS path coefficient of 5.70%. The positive effect is not significant, indicating that the better the competence of police officers, the more capable they will be in increasing public satisfaction with driving licence services at Limboto Police Station, but the effect of competence on public satisfaction still has to be optimised.
3. The quality of public services has a positive and significant effect on public satisfaction with driving licence services at Limboto Police Station with an SEM-PLS path coefficient of 82.70%. This positive and significant effect indicates that

community satisfaction at Limboto Police Station is increasingly optimal due to quality public services by police officers in driving licence services.

4. The competence of police officers through the quality of public services has a positive and significant effect on public satisfaction with driving licence services at Limboto Police Station with a SEM-PLS path coefficient of 38.60%. This positive and significant effect indicates that the quality of public services is a good intervening variable (mediation) or is able to increase the influence of police officer competence on community satisfaction in driving licence services.

DISCLAIMER (ARTIFICIAL INTELLIGENCE)

Author(s) hereby declare that NO generative AI technologies such as Large Language Models (ChatGPT, COPILOT, etc) and text-to-image generators have been used during writing or editing of this manuscript.

ACKNOWLEDGEMENT

A brief acknowledgement section may be given after the conclusion section just before the references. The acknowledgments of people who provided assistance in manuscript preparation, funding for research, etc. should be listed in this section. All sources of funding should be declared as an acknowledgement. Authors should declare the role of funding agency, if any, in the study design, collection, analysis and interpretation of data; in the writing of the manuscript. If the study sponsors had no such involvement, the authors should so state.

COMPETING INTERESTS

Authors have declared that no competing interests exist.

REFERENCES

- Abdussamad, Z. (2014). *Competence of officials in public services*. Yogyakarta: Deepublish.
- Abdussamad, Z. (2016). Public services at KPPT Gorontalo City. In *Proceedings of the National Conference of Social and Political Sciences 2016: Indonesia Towards SDGs* (p. 221).
- Abdussamad, Z., & Amala, R. (2016). Local government strategies in improving public service performance within the regional secretariat of North Bolaang Mongondow Regency. *Journal of Management*, 20(2), 262-277.
- Abdussamad, Z., Tahir, A., & Arsana, I. K. S. (2021). Analysis of community satisfaction level in public services (Case study: In North Gorontalo). *Efficiency: Review of Administrative Science*, 18(1), 45-62.
- Assefa, B., Etana, H., & Deressa, M. (2024). The impact of quality public service delivery on customer satisfaction: In case of Nekemte Town Police Administration, Nekemte, Oromia, Ethiopia. *Science Journal of Business and Management*, 8(2), 64-73.
- Chen, M. C., Lee, T. H., Chen, H. S., & Tsai, T. H. (2014). The police service quality in rural Taiwan: A comparative analysis of perceptions and satisfaction between police staff and citizens. *Policing: An International Journal of Police Strategies & Management*, 37(3), 521-542.
- Dani, M., Abdussamad, J., & Tohopi, R. (2023). Apparatus professionalism in public service delivery at the Batudaka Sub-district office, Tojo Una-Una Regency. *Jambura Journal of Administration and Public Service*, 3(2), 54-63.
- Hartono. (2019). *Research methodology*. Pekanbaru: Zanafa Publishing. Cet. 1. ISBN 978-602-9400-67-0.
- Kusdarmaji. (2022). The effect of investigator competence and responsiveness on the quality of service mediated by case handling (Case study on crime reports/complaints at the Directorate of General Criminal Investigation of the South Kalimantan Police). *Kindai*, 18(1), 31-52.
- Mason, R. B., Ngobese, N., & Maharaj, M. (2021). Perceptions of service provided by South African police service community service centres. *Police Practice and Research*, 22(3), 1259-1276.
- Namirah, R., Nuringwahyu, S., & Hardati, R. N. (2021). The effect of employee competence on the quality of service to the community (Study at the Mattiro Deceng Village Office, Pinrang Regency). *JiAGABI (Journal of Commerce /Business Administration Science)*, 10(2), 101-108.
- Partawijaya, S., Ngarawula, B., & Adi, D. S. (2023). Analysis of community satisfaction with the Integrated Police Service Center at the East Kutai Police. *Interdisciplinary Journal and Humanity (INJURITY)*, 2(3), 239-249.

- Pasaribu, E., Subiyakto, R., & Kurnianingsih, F. (2023). The effect of service quality on public satisfaction in issuing STNK at the Tanjungpinang City Samsat Office. *Execution: Journal of Law and State Administration*, 1(2), 15-30.
- Romadhona, E., & Sumardjo, M. (2022). The effect of service quality, employee performance, and employee competence on community satisfaction in East Pademangan Village, Indonesia. *Transformasi: Journal of Government Management*, 131-146.
- Setyadi, D., Rauf, A., ZA, S. Z., & Adhimursadi, D. (2024). Impact of service quality and level of confidence on performance and community satisfaction at the Kutai Timur Regional Police in East Kalimantan. *WSEAS Transactions on Business and Economics*, 21, 427-447.
- Susilawati, E., Darsono, Y., & Mulawarman, A. (2023). The effect of employee competence on satisfaction of goods and services procurement providers in using e-procurement applications in the Cimahi City Regional Government. *Professional: Journal of Communication and Public Administration*, 10(2), 601-606.
- Wahyurudhanto, A. (2022). Predictors of citizens' satisfaction and trust in police as a function of good governance and cooperative culture. *Journal of Ethnic and Cultural Studies*, 9(3), 152-167.
- Wantu, S. M., Kamuli, S., Wantu, A., & Paulus, I. (2022). Quality of public services at the Education and Culture Office of North Bolaang Mongondow Regency. *Jambura Journal Civic Education*, 2(1), 82-89.

Disclaimer/Publisher's Note: The statements, opinions and data contained in all publications are solely those of the individual author(s) and contributor(s) and not of the publisher and/or the editor(s). This publisher and/or the editor(s) disclaim responsibility for any injury to people or property resulting from any ideas, methods, instructions or products referred to in the content.

© Copyright (2025): Author(s). The licensee is the journal publisher. This is an Open Access article distributed under the terms of the Creative Commons Attribution License (<http://creativecommons.org/licenses/by/4.0>), which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Peer-review history:

The peer review history for this paper can be accessed here:
<https://www.sdiarticle5.com/review-history/128924>