

# Analysis of Determinants of Village Administrative Service Quality

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## Article Info

### Article history:

Received Jun 2023

Revised Jun 2023

Accepted Jun 2023

### Keywords:

Competency of Administrative  
Officers

Environmental factor

Administrative Service Quality

## ABSTRACT

By observing 99 samples of the Bunga Village Community, Bone Raya Subdistrict, Bone Bolango Regency, this study attempts to explain the influence of village administrative staff competence and environmental factors on the Quality of Village Administration Services. Data were analyzed using the PLS-SEM technique through SMARTPLS version 3 software. Samples were selected and collected through purposive sampling by setting criteria for people who had received administrative services and distributing them via online questionnaires via the Google form. The results show that the competence of village administration officers has a significant effect, with a T Statistical value of 2.846 and P Values of 0.005 while environmental factors have a significant effect, with a T Statistical value of 2.047 and P Values of 0.041 on the Quality of Village Administration Services.

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## 1. INTRODUCTION

The quality of village administration services is an important research topic in the context of developing effective and efficient village administration. The importance of this research relates to the role of village administration in providing quality services to village communities. Village administrative services include document management, population registration, village financial management, and so on. Good quality of village administration services can have a positive impact on village community satisfaction, public participation, and the effectiveness and transparency of village government.

The competence of village administrative officers is very important to provide quality services. This competency includes the knowledge, skills, and attitudes needed to properly carry out village administration tasks. Village administrative officers who have adequate competence will be able to manage administrative processes efficiently, avoid errors, and provide services that are responsive to community needs.

In addition to the competence of officers, environmental factors can also affect the quality of village administration services. Environmental factors include physical and non-physical aspects around the work environment of village administrative officers. Examples of environmental factors are available facilities and infrastructure,

information systems used, regulations that apply, and the relationship between village administration officials and other stakeholders.

Several previous studies such as [1]–[3] has specifically discussed the effect of competence of administrative officers and environmental factors on community satisfaction with village administrative services. However, several things may be different from the current research. First, previous research has observed the effect of the competence of administrative officers on the quality of village administrative services. However, future research can be more in-depth by identifying the most influential key competency elements and clarifying the specific relationship between these competencies and service quality. Second, previous studies have mentioned environmental factors that play a role in the quality of village administrative services. However, research gaps can exist in identifying specific environmental factors that have a significant impact. For example, research can explore the role of information technology, government policy, or community participation in influencing the quality of village administrative services. Third, several previous studies have linked officer competency and environmental factors with community satisfaction with village administrative services. However, there is a need to better understand how these relationships work and how community satisfaction can become a more concrete outcome in terms of public participation, trust, or adherence to village policies.

Based on the explanation above, this study tries to examine two questions that will be asked in this study, namely (1) how does the competence of village administrative officers influence the Quality of Village Administration Services (2) how do environmental factors influence the Quality of Village Administration Services. The research results are expected to provide a better understanding of the factors that affect the quality of village administration services and provide recommendations for increasing the

competence of officers and improving relevant environmental factors. By improving the quality of village administrative services, it is hoped that it will increase community trust in village government, encourage active community participation in decision-making, and support sustainable development and services at the village level.

## 2. LITERATURE REVIEW

### 2.1 *Quality of Village Administration Services*

The quality of village administrative services refers to the extent to which the village government provides good, efficient and responsive services to villagers in terms of government administration. This includes various administrative tasks such as document preparation and issuance, population data management, maintenance of village infrastructure, and other services related to the interests of village communities.

Some experts like [4], [5] argues that a good Quality of Village Administration Services will have an impact on; (1) Increased community satisfaction: By providing good administrative services, villages can increase community satisfaction with their government. This can create trust, active participation, and community support for development programs and other activities in the village (2) Efficiency in administrative processes: Good quality administrative services help increase efficiency in village administrative processes. Clear procedures, fast response times, and improvements in data management can reduce redundant bureaucracy and speed up the resolution of administrative problems, (3) Development of village potential: By providing good administrative services, villages can help facilitate the development of local potential. This includes giving villagers easy access to development programs, economic opportunities, education, and health facilities, (4) Improving accountability: Good quality village administration services can also increase village government accountability. By having a transparent and open

administrative system, the community can better monitor and evaluate the performance of the village government.

To achieve some of these benefits, several indicators need to be implemented.[6]–[8]in their research they agreed that the quality of village administration services includes the following aspects: (1) Effectiveness: The quality of village administration services includes the ability of the village government to achieve its goals and provide the expected results in providing services to the community. This effectiveness can be measured through success in completing administrative tasks accurately and on time; (2) Efficiency: The quality of village administration services also includes efficiency in the use of available resources. The village government must be able to optimally manage existing resources, including manpower, budget, infrastructure, and technology, to provide administrative services at an efficient cost; (3) Responsive: The quality of village administrative services involves the ability of the village government to respond quickly and precisely to community needs and requests. This responsiveness can be reflected in the village government's ability to provide accurate information, answer community questions, and deal with complaints or requests within a reasonable time; (4) Transparency: The quality of village administration services also involves transparency in the administration process. The village government must carry out its administrative duties in a transparent manner, prioritize the principle of accountability, and provide adequate access to information to the community; (5) Community Satisfaction: The quality of village administration services includes community satisfaction with the services provided by the village government. This satisfaction can be measured through community satisfaction surveys, direct feedback, or active participation in village administrative processes; (6) Sustainability: The quality of village administrative services also involves sustainability in providing

consistent and sustainable services to the community. The village government needs to have long-term policies and strategies to improve and maintain the quality of village administrative services over time.

## *2.2 The Effect of Competence of Village Administration Officers on the Quality of Village Administration Services*

The competence of village apparatus refers to the skills, knowledge and abilities possessed by village administrative officers in carrying out their duties and responsibilities. The competence of village apparatus is very important to improve the quality of village administrative services and provide good service to village communities. Village apparatus competencies need to include knowledge, skills, and attitudes that are in accordance with the duties and responsibilities of village administration [9]. In addition, village apparatus must also have the ability to adapt to changes that occur in the village environment and be able to innovate in carrying out their duties. Village apparatus competencies must include knowledge of village duties and functions, skills in managing village administration, and the ability to communicate and interact with village communities [10]. In addition, village apparatus must also have high integrity and master relevant information technology.

Village apparatus competencies must include managerial skills, communication skills, knowledge of village government regulations and policies, as well as the ability to utilize information technology to improve village administration efficiency [11]. In addition, village officials also need to have the ability to build partnerships with various related parties. The competence of village apparatus must include a good understanding of the duties and responsibilities of village administration, ability to manage data and information, and skills in communicating effectively [12]. In addition, village apparatus must also have a good service attitude and be able to adapt to changes that occur in the village environment.

With good competence, it will have a positive impact on the quality of

administrative services needed by the community. It fits [13] which reveals that there is a positive relationship between employee competence and the quality of services provided. [14] found that employee competency has a positive influence on service quality and customer satisfaction in the hotel industry in Vietnam. [15] shows that the competence of employees in the health sector has a significant impact on the quality of services provided to patients. [16] found that employee competency in the banking industry is positively related to service quality and customer satisfaction. [17] revealed that the competence of employees in public organizations has a positive influence on the quality of services provided to the community.

Therefore this study proposes a hypothesis

H1: Competence of Village Administration Officers has a positive and significant impact on the Quality of Village Administration Services

### *2.3 The Influence of Environmental Factors on the Quality of Village Administration Services*

Environmental factors refer to external conditions and circumstances that affect the organization [18]. Environmental factors include elements such as market conditions, industry competition, government regulations, demographic trends and other factors beyond the control of the organization. [19] Environmental factors are all external conditions that affect the organization. This includes factors such as government policies, economic conditions, competitive forces, social trends, and other factors that can impact an organization's performance and success.

Environmental factors include everything outside the organization that can affect the performance and operations of the organization [20]. This includes factors such as market conditions, industry competition, technology, government policies, and other factors that can affect an organization's strategy and success. Environmental factors are circumstances and events outside the

organization that affect organizational activities [21]. Environmental factors include elements such as market, competition, technological, political, social, economic, and other factors that can shape the operational context of an organization.

Environmental factors, including room design, ambiance, and comfort, are positively related to perceived service quality and customer behavioral intentions [22]. In addition, online environmental factors, such as user interface design, website speed, and data security, affect the quality of electronic services and customer satisfaction [23].

Therefore this study proposes a hypothesis

H2: Environmental factors have a positive and significant impact on the Quality of Village Administration Services.

## **3. METHODS**

This study uses primary data collected through online questionnaires using Google Forms. A sample of 99 people used purposive sampling by making the respondent criteria, namely people who had received village administrative services. Partial Least Square and Structural Equation Modeling (PLS-SEM) was used to analyze the collected research data. SMARTPLS 3.2.9 is used to run the PLS-SEM analysis process. The Confirmatory Composite Analysis (CCA) approach was used in this study when the model was built, and the indicators for each latent variable were built on a strong theoretical basis from previous studies.

The analysis process through the PLS-SEM method has two stages, namely testing the outer model and the inner model. The outer model is a series of statistical analyzes carried out to measure the validity and reliability of constructs consisting of a series of indicators in the survey instrument. Two steps were taken to calculate instrument validity: convergent and discriminant validity. Instrument reliability was evaluated using Composite Reliability (CR) and Cronbach's alpha (CA) values. Any latent variable with a CR and CA value of more than

0.70 is considered reliable. Convergence validity is measured using the Average Variance Extracted (AVE) value which must be more than 0.50 [24].

#### 4. RESULTS AND DISCUSSION

Figure 1 shows that there is 1 indicator item in this study that has a loading factor value below 0.70, namely LF4 of 0.691 so that the indicator item is excluded from the model.

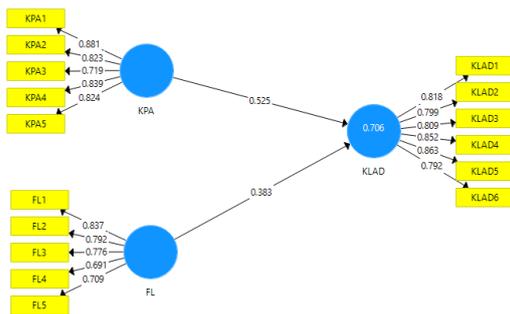


Figure 1. Outer Model Testing 1

Figure 2 shows that all the indicator items in this study have a loading factor value above 0.70, which indicates that all the indicators involved represent the construct correctly.

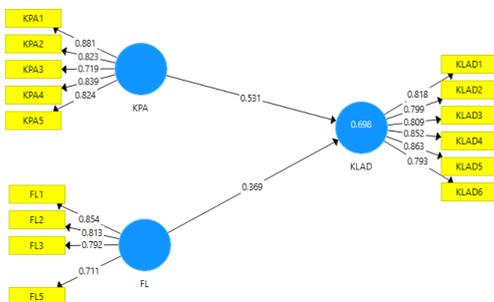


Figure 2. Outer Model 2 Testing

Table 1 shows that there is 1 indicator item in this study that has a loading factor value below 0.70, namely LF4 of 0.691 so that the indicator item is removed from the model while the other items represent the construct correctly. Table 2 also shows that all CR and CA values for each latent variable in this study were > 0.70. It was concluded that the measurement tools built in this study were reliable. In addition, the AVE value of each latent variable in this study was also > 0.50. This value indicates that the instrument built in this study is valid.

Table 1. Convergence Validity and Instrument Reliability

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Variable	Items	Factor Loading	ca	CR	AVE
Competency of Administrative Officers	KPA1	0.881	0.876	0.910	0.671
	KPA2	0.823			
	KPA3	0.719			
	KPA4	0.839			
	KPA5	0.824			
Environmental factor	LF1	0.837	0.804	0.872	0.631
	LF2	0.792			
	LF3	0.776			
	LF4	0.691			
	LF5	0.709			
Quality of Village Administration Services	CLAD1	0.818	0.904	0.926	0.677
	KLAD2	0.799			
	KLAD3	0.809			
	CLAD4	0.852			
	CLAD5	0.863			
	CLAD6	0.792			

The next test is the R2 value obtained from the PLS algorithm procedure. The R2 ratio level is classified into three categories, namely 0.75 (strong), 0.50 (moderate), and 0.25 (weak;[25]). Table 2 shows that the R2 value of the administrative service quality variable is 0.698 in the strong category because it is above 0.50. These results indicate that the influence of Administrative Officer Competence and Environmental Factors on the quality of village administrative services is 0.698 or 69.80% and the remaining 30.20% is influenced by other variables outside of this research variable.

Table 2. Determination Coefficient Test Results

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	R Square	R Square Adjusted
Quality of Village Administration Services	0.698	0.692

The final step of the inner model analysis is hypothesis testing through the bootstrapping method.

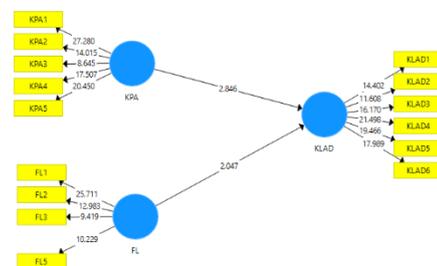


Figure 3. Inner Model Testing

This study uses a significance level of 5–10%. This is the generally accepted level of significance in economics and management

studies. The findings of a direct relationship between latent variables are shown in Table 3. Table 3 shows that the competency variables of administrative officers and environmental factors based on the model have a significant effect on the quality of village administrative services.

Based on the results above, it is concluded that the hypotheses H1 and H2 have been accepted.

Hypothesis	Path	coefficient	STD	t-statistic	P-values	Conclusion
H1	KPA => CLAD	0.369	0.187	2,846	0.005	Significant
H2	FL => CLAD	0.531	0.180	2,047	0.041	Significant

Table 3. Direct Effect Test Results

Based on the results of the direct relationship test, it can be concluded that the two research questions in this study have been answered. The research model successfully explains that competence of administrative officers and environmental factors have a significant effect on the quality of village administration services. Officer competence has a significant effect on the quality of village administrative services with a t-statistic value of 2.846 and a p-value of 0.005 while environmental factors have a significant effect on the quality of village administrative services with a t-statistic value of 2.047 and a p-value of 0.041.

This finding supports several previous studies, such as [13]–[17]. They found that good competence will have a positive and significant impact on service quality. [22] who stated that environmental factors, including room design, ambiance, and comfort, were positively related to perceived service quality and customer behavioral intentions. [23] which states that environmental factors affect the quality of electronic services and customer satisfaction.

## CONCLUSION

This study proves that competence of administrative officers and environmental factors have a significant effect on the quality of village administration services. Officer competence has a significant effect on the quality of village administrative services with a t-statistic value of 2.846 and a p-value of 0.005, this means that dBy having good

competence, village administrative officers can provide village administration services that are more effective, efficient and responsive to community needs. This will have a positive impact on improving the quality of village administrative services and strengthening the relationship between the village government and the community.

Environmental factors have a significant effect on the quality of village administrative services with a t-statistic value of 2.047 and a p-value of 0.041. This has the meaning that dBy understanding the environmental factors that affect the quality of village administrative services, the village government and village administrative officers can take appropriate steps to improve service quality. Efforts to increase resources, policy support, positive social interaction, use of technology, and responsiveness to external factors will help improve the overall quality of village administration services.

## RESEARCH IMPLICATIONS

The implications of research on the competence of administrative officers and environmental factors that have a significant effect on the quality of village administration services may include the following: first, Increasing the Competence of Village Administration Officers: The results of this study indicate that the competence of village administration officers has an important role in improving the quality of village administrative services. Therefore, the implication is that it is important for the village government to invest resources and efforts in improving the competence of officers through training, education and skills development. Thus, increasing the competence of officers will have a positive impact on improving the quality of village administration services. Second. Improved Policy Support and Resources: Another implication of this research is the importance of policy support and adequate resources to strengthen environmental factors that have an impact on the quality of village administrative services. The village government needs to take steps to ensure policies that support the

development of village administration, such as adequate budget allocations, infrastructure improvements, and appropriate use of information technology. With adequate policy support and resources, environmental factors can be improved so as to have a positive impact on the quality of village administration services. Third, Environmental Management and Collaboration with External Parties: Another important implication is the importance of environmental management and cooperation with external parties to improve the quality of village administration services. Villages need to maintain good relations with external parties, such as government agencies, non-governmental organizations and local communities, to support each other in

improving environmental factors that impact service quality. This collaboration can include exchanging information, meeting shared needs, and forming a strong network of cooperation. Fourth, Development of a Measurement and Monitoring Model: The final implication is the importance of developing a measurement and monitoring model for the quality of village administrative services. In order to improve service quality, it is necessary to have a measurement and monitoring system that can identify the level of competence of administrative officers, environmental factor conditions, and the level of community satisfaction with the services provided. With the existence of an effective measurement and monitoring model.

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