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The Analysis of Service Quality and Service Facilities on Public Satisfaction Through Public Trust at the Motor Vehicle Testing Management Unit, Cilincing, 2025

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Abstract: Public service is a government activity within institutions or organizations aimed at meeting societal needs in accordance with regulations. Motor vehicle testing is the inspection of vehicle components, including trailers and semi-trailers, to ensure technical compliance and roadworthiness. According to Law of the Republic of Indonesia Number 25 of 2009 on Public Services, the state must fulfill citizens' needs while guaranteeing their rights and obligations. Community decisions to reuse services are largely influenced by satisfaction with the services received, making service quality improvement a key element of bureaucratic reform.This study applies a quantitative approach using SEM-PLS. The Partial Least Square method is employed to test theories and identify relationships among latent variables. Findings show that public trust mediates the effect of service quality and facilities on public satisfaction.

Keyword: Quality, Facilities, Service, Satisfaction, Trust.

INTRODUCTION

Public service is a fundamental responsibility of the government in fulfilling societal needs while ensuring the rights and obligations of its citizens. According to Ohoiwutun & Ilham (2022), public service refers to the provision of services by the government through institutions or organizations in accordance with applicable regulations. In modern contexts, public service is not merely an administrative activity but also a form of state accountability to society. Consequently, the quality of public services becomes a central issue influencing public satisfaction, trust, and perceptions of government performance.

With the increasing complexity of societal needs, public services are expected to transform into faster, more efficient, transparent, and user-oriented systems (Ferine & Juniarti, 2022). Public satisfaction reflects people's evaluations of their experiences when interacting with service providers (Susryanti et al., 2023). The decision to continue utilizing services is significantly influenced by the degree to which expectations are met. Thus, public service quality is inseparable from efforts to improve satisfaction and build public trust as key measures of success.

In land transportation, public service is embodied in motor vehicle testing. Zuraida (2012) explains that vehicle testing involves technical inspections to ensure safety, roadworthiness, and pollution control. This is reinforced by Ministry of Transportation Regulation No. 133 of 2015, which underscores the role of vehicle testing as a tool for safety, environmental protection, and assurance of public service delivery (Noviana & Noor, 2021). Legally, Law No. 25 of 2009 on Public Services affirms the government's obligation to ensure fair, transparent, and high-quality services (Cahyani, 2021).

In practice, however, there remains a gap between public expectations and service delivery. The Motor Vehicle Testing Management Unit (UPPKB) Cilincing serves as a case in point, facing issues such as long queues causing traffic congestion, limited staff, lack of clear information, and illegal levies on large vehicles. These conditions foster dissatisfaction, weaken public trust, and damage institutional credibility. Moreover, poor inter-agency coordination has led to overlapping policies, leaving citizens further confused in accessing services.

This situation highlights that the main challenges in public service lie not only in infrastructure availability but also in bureaucratic readiness to manage human resources and establish effective communication with society. Dwiyanto (2021) emphasizes that public satisfaction is a primary indicator of bureaucratic reform success. Services that fall short of expectations often result in negative public perceptions, undermining government legitimacy and eroding public trust (Abbas & Sadat, 2020). Social and cultural consequences may also emerge, such as heightened dissatisfaction, declining civic engagement, and irrational behaviors fueled by frustration with poor service delivery.

Therefore, improving public service quality in the motor vehicle testing sector has become an urgent necessity. UPPKB Cilincing must implement strategic measures, including procedural reforms, enhanced transparency, and strengthened staff capacity and professionalism. Building public trust is particularly critical, as it serves as a mediating variable that strengthens the relationship between service quality, facilities, and public satisfaction.

Previous studies have generally emphasized the direct relationship between service quality or facilities and public satisfaction, without examining the mediating role of public trust. This study thus seeks to contribute novelty by analyzing how public trust mediates the influence of service quality and facilities on public satisfaction at UPPKB Cilincing. By focusing specifically on the practical challenges observed such as long queues, staff shortages, illegal levies, and overlapping policies this research aims to provide a more comprehensive understanding and deliver practical recommendations for improving public service quality.

METHOD

This research uses a quantitative approach that relies on statistical data to objectively and measurably answer the research questions. This approach was chosen because it allows the researcher to empirically test the relationships between variables through numerical measurement, and to produce conclusions that are generalizable regardless of time, place, or specific situations. According to Lubis (2021), a population is the entire group of research subjects possessing specific characteristics determined by the researcher. The population in this study consists of all users of services at the Cilincing Motor Vehicle Testing Management Unit (UPPKB), including periodic testing services, transfer/mutation testing, and collective testing. Based on official records, the total number of service users in 2024 reached 171,557 people.

The sampling technique employed in this study is purposive sampling, which is a non-probability sampling method in which the sample is determined based on specific considerations and research objectives. To determine the number of samples, the Slovin formula (Ramadhani & Bina, 2021) was used, resulting in a total of 398 respondents. This number is considered representative of the population and sufficient to meet the requirements for statistical analysis. The data used in this research consist of two types: primary data and

secondary data. Primary data were obtained by distributing closed-ended questionnaires to respondents, while secondary data were gathered from literature, scientific journals, official documents, and other relevant sources that support the analysis needs.

This study employs Structural Equation Modeling (SEM) using the Partial Least Squares (PLS) method with the assistance of SmartPLS software. SEM-PLS was selected because it is capable of analyzing causal relationships between latent variables simultaneously, even with a relatively small sample size.

The analysis is carried out through two main stages: the measurement model (outer model) to test the validity and reliability of the instruments, and the structural model (inner model) to examine the relationships between constructs. Model evaluation involves testing R-square values, and hypothesis testing based on P-values and T-statistics, with a significance level of 5%.

RESULTS AND DISCUSSION

The measurement model testing in this study was conducted to ensure that the variables Service Quality (X1), Service Facilities (X2), Public Trust (Z), and Public Satisfaction (Y) were measured with both validity and reliability. Validity was assessed through convergent validity, indicated by an Average Variance Extracted (AVE) value of ≥ 0.5, and discriminant validity, evaluated by comparing the square root of AVE with the inter-construct correlations to ensure that each construct is conceptually distinct. Reliability was measured using composite reliability (CR), with a threshold of CR ≥ 0.7, to confirm the internal consistency of the indicators within each construct. This measurement model assessment is a crucial prerequisite before analyzing the direct and indirect relationships among the variables as specified in the proposed research framework.

Validity Test Result

Convergent validity testing was conducted using SmartPLS 4 with the Partial Least Squares (PLS) algorithm approach. An indicator is considered valid if it has a loading factor value of ≥ 0.50, indicating that the indicator strongly represents the measured construct.

Table 1. Results of Validity Testing

Variable	Indicators	Loading Factors	Description
Service Quality (X1)	X1.1	0,804	VALID
	X1.2	0.781	VALID
	X1.3	0.796	VALID
	X1.4	0.880	VALID
	X1.5	0.894	VALID
Service Facilities (X2)	X2.1	0.793	VALID
	X2.2	0.772	VALID
	X2.3	0.793	VALID
	X2.4	0.883	VALID
	X2.5	0.903	VALID
Public Trust (Z)	Z1	0.771	VALID
	Z2	0.769	VALID
	Z3	0.832	VALID
Public Satisfaction (Y)	Y1	0.822	VALID
	Y2	0.922	VALID
	Y3	0.924	VALID

Source: Research data

Based on the validity test results presented in Table 4.1, the loading factor values for each indicator of the studied variables demonstrate a strong relationship with their respective latent constructs, thereby supporting convergent validity. The detailed interpretation is as follows:

The Service Quality (X1) variable is measured using five indicators, with loading factor values ranging from 0.781 to 0.894. All values exceed the minimum threshold of 0.70, indicating that the indicators are valid and have a strong relationship with the construct they represent. The highest loading factor is 0.894, showing a very strong contribution of the indicator, while the lowest value of 0.781 is still well above the acceptable limit. This confirms that the construct of Service Quality is measured consistently and reliably.

The Service Facilities (X2) construct comprises five indicators, with loading factor values between 0.772 and 0.903. These values indicate that each indicator is valid and contributes significantly to the latent variable. The indicator with the highest loading factor of 0.903 reflects excellent representation of the construct, while the lowest at 0.772 remains above the required cut-off, thereby ensuring the construct's convergent validity.

The Public Trust (Z) variable consists of three indicators, with loading factor values ranging from 0.769 to 0.832. Although the values are relatively lower compared to other constructs, all of them exceed the threshold of 0.70. This demonstrates that the indicators are valid and sufficiently capture the essence of Public Trust, ensuring that the construct is measured adequately.

The Public Satisfaction (Y) construct is represented by three indicators, with loading factors ranging from 0.822 to 0.924. These values demonstrate very strong validity, as each indicator has a close and consistent relationship with the construct. The highest loading factor of 0.924 indicates excellent representation of the latent variable.

In conclusion, all variables in this study show strong evidence of convergent validity, as every indicator demonstrates a loading factor above the required threshold of 0.50. This confirms that Service Quality, Service Facilities, Public Trust, and Public Satisfaction are measured accurately and reliably, ensuring that the measurement model is appropriate for further structural analysis.

Reliability Test Result

Reliability testing evaluates the internal consistency of the research instrument to ensure stability and trustworthiness in repeated measurements. This study employs Cronbach's Alpha and Composite Reliability as the main indicators. A construct is considered reliable if Cronbach's Alpha > 0.7 (exploratory) or > 0.7 (confirmatory), and Composite Reliability > 0.7 (Ghozali, 2016). The results of both indicators are presented as follows.

Table 2. Results of Reability Testing

	Cronbach's alpha	Composite reliability (rho_c)
Service Quality (X1)	0,888	0,918
Service Facilities (X2)	0,885	0,916
Public Trust (Z)	0,868	0,920
Public Satisfaction (Y)	0,702	0,834

Source: Research data

Based on the reliability test results in Table 4.2, all constructs in this study, Service Quality (X1), Service Facilities (X2), Public Trust (Z), and Public Satisfaction (Y) have Cronbach's Alpha and Composite Reliability values above 0.7. This indicates that all indicators within each construct exhibit high internal consistency and meet the reliability criteria. Therefore, the instruments used in this study are considered reliable and suitable for further analysis.

R^2 Test Result

The coefficient of determination (R^2) represents the proportion of variance in the dependent variable that can be explained by the independent variables within the model. According to Hair et al. (2014), R^2 is derived by squaring the correlation coefficient. To assess the explanatory power of the model, the R^2 value can be interpreted as follows: a value above 0.67 indicates a strong level of explanatory power, a value between 0.33 and 0.67 reflects a moderate level, while a value between 0.19 and 0.33 suggests a weak level of influence. The following model summary table presents the R^2 values for each dependent construct in the study.

Table 3. Results of Coefficient of Determination (R^2)

Variable	R-square	R-square adjusted	Result
Public Trust (Z)	0,734	0,730	Strong
Public Satisfaction (Y)	0,872	0,871	Strong

Source: Research data

Based on Table 3 above, the model for Public Trust (Z) shows an R-Square value of 0.734 or 73.4%, with an Adjusted R-Square of 0.730 or 73.0%. These values fall into the strong category, indicating that the independent variables in the model are able to explain a large portion of the variance in Public Trust. This result confirms that the model has strong predictive accuracy for this construct.

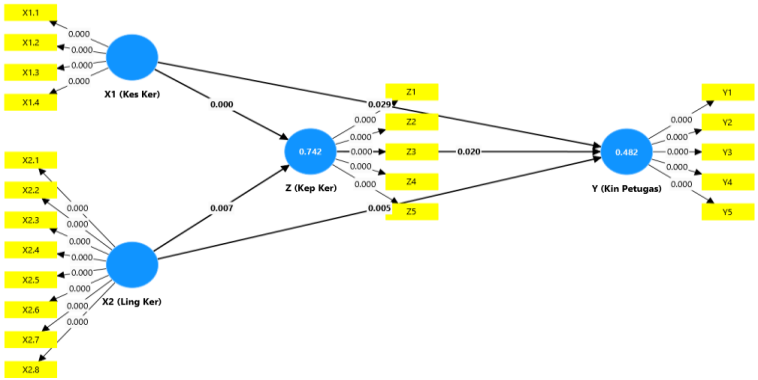
Meanwhile, the model for Public Satisfaction (Y) demonstrates an R-Square value of 0.872 or 87.2%, with an Adjusted R-Square of 0.871 or 87.1%. Both values are categorized as strong, suggesting that the predictors included in the model have a very high explanatory power toward Public Satisfaction. This indicates that the model is highly reliable in capturing the variance of the dependent variable.

In conclusion, the overall model demonstrates strong predictive power, as reflected in the high R-Square and Adjusted R-Square values for both Public Trust and Public Satisfaction. These results confirm that the constructs are well explained by the proposed model, making it suitable for further structural analysis.

Hypothesis Testing Result

This section outlines the final stage of analysis, which involves evaluating the regression coefficients to examine the significance of relationships between variables. Hypothesis testing is conducted at a 5% significance level, where a hypothesis is accepted if the t-statistic exceeds 1.980 and the p-value is below 0.05 (Hair et al., 2014). A significant regression coefficient indicates a meaningful relationship between the tested variables, thereby supporting the proposed hypothesis.

The hypothesis testing results were obtained through data analysis using Partial Least Squares (PLS) with SmartPLS version 4.1.0.0. The output of this analysis is visualized in the path diagram shown in Figure 4.2, which illustrates the relationships among variables as evaluated through the PLS approach.



Source: Research data

Figure 2. Path Diagram

The table below presents the regression coefficient values for each independent variable in relation to the respective dependent variable being tested.

Table 4. Results of Direct Hypothesis Testing

Hypothesis	Path	Original sample (O)	T statistics	P values	Result
H1	Service Quality → Public Satisfaction	0,562	3,261	0.029	H1 Accepted/Supported
H2	Facilities → Public Satisfaction	0,911	38,270	0.005	H2 Accepted/upported
H3	Service Quality → Public Trust	0,418	8,973	0.000	H3 Accepted/Supported
H4	Facilities → Public Trust	0,422	9,089	0.007	H4 Accepted/Supported
H5	Public Trust → Public Satisfaction	0,416	8,623	0.020	H5 Accepted/Supported

Source: Research data

Hypothesis 1

The path coefficient for the relationship between Service Quality (X1) and Public Satisfaction (Y) is 0.562, indicating a moderately strong and positive effect. With a P-value of 0.001 (< 0.05) at a 5% significance level, the result is statistically significant, supporting H1. This finding suggests that improvements in service quality contribute positively to increasing public satisfaction at the Unit Pengelola Pengujian Kendaraan Bermotor (UPPKB) Cilincing. Therefore, H1 is supported, confirming that service quality has a positive and statistically significant influence on public satisfaction. In practical terms, when the services provided are more responsive, reliable, and aligned with community expectations, the level of satisfaction among service users tends to increase. These results highlight the importance of continuous service quality improvement as a strategic step to build public trust, strengthen institutional credibility, and ensure sustainable satisfaction in the delivery of public services.

Hypothesis 2

The path coefficient for the relationship between Service Facilities (X2) and Public Satisfaction (Y) is 0.911, indicating a strong and positive effect. With a P-value of 0.000 (< 0.05) at the 5% significance level, the result is statistically significant, thereby supporting H2. This suggests that improvements in service facilities directly and significantly enhance public satisfaction at the Unit Pengelola Pengujian Kendaraan Bermotor (UPPKB) Cilincing. Therefore, H2 is supported, confirming that service facilities have a strong and statistically

significant influence on public satisfaction. In practical terms, when facilities are adequate, modern, and easily accessible—such as comfortable waiting areas, clear signage, and reliable testing equipment—service users experience greater convenience, efficiency, and trust in the service delivery process. These findings emphasize the strategic role of facility enhancement as a critical driver of public satisfaction, reinforcing the need for continuous investment in infrastructure and supporting tools to ensure better service quality and stronger community trust.

Hypothesis 3

The path coefficient for the relationship between Service Quality (X1) and Public Trust (Z) is 0.418, indicating a moderate and positive effect. With a P-value of 0.000 (< 0.05) at the 5% significance level, the result is statistically significant, thereby supporting H3. This finding suggests that improvements in service quality significantly contribute to building greater public trust in the Unit Pengelola Pengujian Kendaraan Bermotor (UPPKB) Cilincing. Therefore, H3 is supported, confirming that service quality has a positive and statistically significant influence on public trust. Practically, when services are delivered in a transparent, reliable, and responsive manner, the community develops higher levels of trust toward the institution. Although the effect size is moderate, it indicates that consistent service quality plays a crucial role in shaping trust, which is an essential foundation for long-term public confidence. These findings highlight the importance of improving service standards not only to increase satisfaction directly but also to foster stronger trust as a mediating factor that strengthens the overall effectiveness of public service delivery.

Hypothesis 4

The path coefficient for the relationship between Service Facilities (X2) and Public Trust (Z) is 0.422, indicating a moderate to strong positive effect. With a P-value of 0.000 (< 0.05) at the 5% significance level, the result is statistically significant, thereby supporting H4. This suggests that the availability and adequacy of service facilities play an important role in fostering public trust in the Unit Pengelola Pengujian Kendaraan Bermotor (UPPKB) Cilincing. Therefore, H4 is supported, confirming that service facilities have a positive and statistically significant influence on public trust. In practice, well-maintained and accessible facilities such as proper infrastructure, modern testing equipment, and supportive amenities help create a sense of professionalism and reliability, which strengthens community confidence in the institution. Although the effect is moderate, it shows that investment in facilities is not only crucial for improving satisfaction directly but also for cultivating public trust as a key factor in long-term institutional credibility..

Hypothesis 5

This hypothesis reveals a path coefficient of 0.526, indicating a moderate to strong The path coefficient for the relationship between Public Trust (Z) and Public Satisfaction (Y) is 0.416, indicating a moderate positive effect. With a P-value of 0.000 (< 0.05) at the 5% significance level, the result is statistically significant, thereby supporting H5. This suggests that increased public trust toward the Unit Pengelola Pengujian Kendaraan Bermotor (UPPKB) Cilincing contributes positively to higher levels of satisfaction, although the effect is not dominant compared to other influencing factors.Therefore, H5 is supported, confirming that public trust has a positive and statistically significant influence on public satisfaction. In practice, when the community perceives the institution as reliable, transparent, and consistent in its service delivery, they tend to feel more satisfied with the services provided. However, since the effect size is moderate, trust should be viewed as a complementary factor that enhances satisfaction rather than the primary determinant. These findings highlight the

importance of integrating trust-building strategies alongside improvements in service quality and facilities to achieve a more holistic and sustainable increase in public satisfaction.

Table 5. Results of Indirect Hypothesis Testing

Hypothesis	Path	Original sample (O)	T statistics	P values	Result
H6	Service Quality → Public Trust → Public Satisfaction	0,496	3,615	0,001	H6 Accepted/Supported
H7	Facilities → Public Trust → Public Satisfaction	0,659	9,604	0,000	H7 Accepted/Supported

Source: Research data

Hypothesis 6

The path coefficient for the indirect relationship between Service Quality (X1) and Public Satisfaction (Y) through Public Trust (Z) is 0.496, indicating a moderate and positive mediating effect. With a P-value of 0.001 (< 0.05) at the 5% significance level, the result is statistically significant, thereby supporting H6. This finding suggests that improvements in service quality enhance public satisfaction indirectly by first strengthening public trust in the Unit Pengelola Pengujian Kendaraan Bermotor (UPPKB) Cilincing. Therefore, H6 is supported, confirming that service quality exerts a positive and statistically significant indirect influence on public satisfaction via the mediating role of public trust. In practical terms, the provision of reliable, responsive, and transparent services not only directly impacts satisfaction but also builds trust, which in turn reinforces satisfaction. Although the mediating effect is moderate, it underscores the importance of trust as an intermediary mechanism that connects service quality with the ultimate outcome of public satisfaction. These findings highlight that continuous efforts to improve service delivery must be accompanied by trust-building initiatives, as trust strengthens the sustainability of satisfaction over time.

Hypothesis 7

The path coefficient for the indirect relationship between Service Facilities (X2) and Public Satisfaction (Y) through Public Trust (Z) is 0.659, indicating a substantial and positive mediating effect. With a P-value of 0.000 (< 0.05) at the 5% significance level, the result is statistically significant, thereby supporting H7. This finding suggests that the availability and adequacy of facilities positively influence public satisfaction indirectly by first enhancing public trust in the Unit Pengelola Pengujian Kendaraan Bermotor (UPPKB) Cilincing. Therefore, H7 is supported, confirming that service facilities have a positive and statistically significant indirect impact on public satisfaction via the mediating role of public trust. In practical terms, when the institution provides modern, accessible, and well-maintained facilities, the public perceives the service as credible and reliable, which increases their trust. This heightened trust, in turn, contributes significantly to overall satisfaction. Given the relatively strong coefficient value of 0.659, public trust emerges as an important mediator in strengthening the relationship between facilities and satisfaction. These findings emphasize the need for continuous investment in facility improvements not only to enhance direct satisfaction but also to foster long-term trust, which sustains higher levels of public satisfaction..

CONCLUSION

The findings of this study reveal that Service Quality plays a significant role in improving Public Satisfaction, both directly and indirectly through Public Trust. A higher level of service quality not only enhances efficiency and responsiveness but also builds credibility, which in

turn fosters greater satisfaction among service users. Additionally, public trust is proven to act as a mediating variable, strengthening the relationship between service quality and satisfaction. This suggests that efforts to improve service delivery must be aligned with strategies to build and maintain trust to achieve sustainable satisfaction outcomes.

Furthermore, Service Facilities are found to have a strong and direct positive influence on public satisfaction. The indirect influence of facilities through public trust is also statistically significant, with a relatively high coefficient, indicating that well-developed facilities not only provide tangible benefits to users but also cultivate trust, which subsequently enhances satisfaction. These results highlight that facilities play a dual role: directly improving user experiences and indirectly reinforcing satisfaction through trust-building mechanisms.

Meanwhile, Public Trust itself demonstrates a moderate but significant direct effect on satisfaction. Although not the dominant factor compared to service quality and facilities, trust remains an essential element in shaping the community's overall perception and acceptance of public services. This indicates that trust serves as a psychological bridge that connects the quality and adequacy of services with the satisfaction felt by the public.

In conclusion, the study emphasizes the importance of simultaneously improving service quality, upgrading service facilities, and strengthening public trust to achieve higher satisfaction levels at the Unit Pengelola Pengujian Kendaraan Bermotor (UPPKB) Cilincing. The findings also suggest that building trust should be considered a strategic priority, as it not only enhances satisfaction directly but also amplifies the positive effects of service quality and facilities. Future research may explore additional mediating or moderating variables, such as transparency, digital service adoption, or bureaucratic responsiveness, to enrich the understanding of public service performance dynamics..

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