



# The Role of Regional House of Representatives Performance and Stakeholder Role on Community Satisfaction Through Service Quality as A Mediating Variable in Kolaka Regency

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## ABSTRACT

*This study examines the influence of the performance of the Regional House of Representatives (Dewan Perwakilan Rakyat Daerah/DPRD) and stakeholder roles on community satisfaction through service quality as a mediating variable in Kolaka Regency. The research is driven by the need to improve public service quality as an indicator of effective local governance and in response to increasing public demand for transparent and responsive services. A quantitative approach using Structural Equation Modeling–Partial Least Squares (SEM-PLS) was employed. Primary data were collected through questionnaires distributed to 399 public service recipients selected using purposive sampling. Data analysis included evaluation of the measurement model (outer model) to assess validity and reliability, and the structural model (inner model) to test hypothesized relationships and the mediating role of service quality. The results indicate that DPRD performance and stakeholder roles have positive and significant effects on both service quality and community satisfaction. Service quality also has a positive and significant effect on community satisfaction. Mediation analysis confirms that service quality significantly mediates the relationship between DPRD performance, stakeholder roles, and community satisfaction. The coefficient of determination shows that the model has strong predictive capability. These findings highlight the importance of synergy between the DPRD, stakeholders, and service providers to enhance service quality and ultimately improve community satisfaction. The study contributes to public administration literature and offers practical recommendations for local governments in developing more effective and citizen-oriented public service policies.*

**Keywords:** *Community Satisfaction, DPRD Performance, Stakeholder Roles, Service Quality.*

## I. INTRODUCTION

Public service is a key indicator of local government performance. According to Ratminto and Winarsih (2016), public service refers to all forms of services provided by government institutions to meet community needs in accordance with regulations. Good service quality reflects effective governance that is responsive, transparent, and accountable. Therefore, community satisfaction is an important measure of service success.

Community satisfaction is the comparison between expectations and perceived performance (Kotler & Keller, 2016). Higher service quality leads to higher satisfaction levels. In local government, the Regional House of Representatives (DPRD) plays a strategic role in legislation, budgeting, and oversight. According to Budiardjo (2015), the legislative institution represents public aspirations and ensures that public policies serve community interests. Effective DPRD performance is expected to improve public service quality.

Stakeholder involvement is also essential. Freeman (1984) defines stakeholders as individuals or groups that can affect or be affected by organizational goals. Collaboration among stakeholders supports participatory and effective governance. Service quality can be measured using the dimensions proposed by Parasuraman, Zeithaml, and Berry (1988), namely tangibles, reliability, responsiveness, assurance, and empathy. Improving service quality requires policy support and institutional coordination. This study aims to analyze the influence of DPRD performance and stakeholder roles on community satisfaction through service quality as a mediating variable in Kolaka Regency. The findings are expected to contribute to public administration theory and practical policy development.

## II. LITERATURE REVIEW

### 2.1 Regional House of Representatives (DPRD) Performance

Public sector performance reflects the level of achievement of organizational goals in accordance with established standards and responsibilities. According to Wibowo (2019), performance is the result of work achieved by individuals or organizations in carrying out their duties based on predetermined standards and objectives. In the context of government, performance emphasizes effectiveness, efficiency, accountability, and responsibility in the implementation of public duties. Furthermore, LAN RI (2020) states that government institutional performance is measured through the achievement of programs and policies assessed based on output, outcome, and impact indicators as a form of accountability to the public.

In the regional government system, the performance of the Regional House of Representatives (DPRD) refers to the level of effectiveness and accountability of the institution in carrying out its constitutional functions. This view is consistent with Miriam Budiardjo (2015), who emphasizes that legislative institutions function to represent public aspirations, formulate regulations, and oversee government administration to ensure that public policies serve the interests of the community. Thus, DPRD performance can be understood as the measurable achievement of the DPRD in implementing its legislative, budgeting, and oversight functions in a transparent, accountable, and responsible manner to support good governance.

The indicators of DPRD performance generally refer to its main functions as regulated in Undang-Undang Nomor 23 Tahun 2014 tentang Pemerintahan Daerah, which include the legislative function, budgeting function, and oversight function. The legislative function is reflected in the DPRD's ability to enact high-quality and aspirational local regulations that align with community needs. The budgeting function is demonstrated through the effectiveness and transparency of the DPRD in discussing and approving the Regional Revenue and Expenditure Budget (APBD) in accordance with regional development priorities. The oversight function is manifested in supervisory activities over the implementation of local regulations and regional government policies, including follow-up actions on audit findings

### 2.2 Stakeholder Role

The stakeholder concept explains the relationship between organizations, public policy, and society. According to R. Edward Freeman (1984), stakeholders are individuals or groups who can affect or are affected by the achievement of organizational objectives. Max Clarkson (1995) classifies stakeholders into primary and secondary stakeholders based on their level of influence and importance. Furthermore, Thomas Donaldson and Lee Preston (1995) emphasize that stakeholder involvement is not only instrumental but also normative, meaning stakeholders have a legitimate right to participate in decision-making processes.

In regional governance, particularly within legislative institutions such as DPRD, stakeholders include government, civil society, the private sector, academia, media, and the community. Their involvement strengthens legitimacy, transparency, accountability, and policy effectiveness. John M. Bryson (2004) states that stakeholder participation enhances policy legitimacy and accountability, while Mark S. Reed et al. (2009) argue that it builds trust, improves decision quality, and supports policy sustainability. The indicators of stakeholder role, referring to Mark S. Reed et al. (2009), include involvement in planning, implementation, monitoring, collaboration, and perceived benefits. These indicators reflect the extent to which stakeholders actively contribute to policymaking and public service processes, ultimately supporting improved service quality and community satisfaction.

### 2.3 Service Quality

Service quality is defined as the overall assessment of the excellence of services delivered to meet users' needs and expectations. In service and public administration research, service quality explains how individuals evaluate the performance of service providers and how these evaluations influence satisfaction, trust, and behavioral responses. According to Philip Kotler and Kevin Lane Keller (2016), service quality reflects the ability of an organization to consistently deliver value and fulfill customer expectations.

The conceptual framework most widely used to explain service quality was developed by A. Parasuraman, Valarie A. Zeithaml, and Leonard L. Berry (1988) through the SERVQUAL model. They define service quality as the gap between expected service and perceived service performance. The scope of service quality therefore includes customers' expectations prior to receiving services, their perceptions of actual service performance, and their evaluation of the gap between the two. In public service contexts, service quality also reflects how communities assess the professionalism, responsiveness, and fairness of service delivery processes.

The purpose of measuring service quality in this study is to examine how perceived service performance influences community satisfaction and trust in public institutions. Service quality functions as an important explanatory factor that helps clarify variations in satisfaction levels among service users. The indicators used in this study are based on A. Parasuraman, Valarie A. Zeithaml, and Leonard L. Berry (1988), namely reliability, responsiveness, assurance, empathy, and tangibles. Reliability refers to the ability to perform services dependably and accurately; responsiveness reflects promptness and willingness to help; assurance relates to employees' competence and ability to build trust; empathy indicates individualized attention and care; and tangibles include physical facilities, equipment, and personnel appearance. These indicators are applied to assess how service users evaluate the overall quality of services provided by public institutions.

### 2.4 Community Satisfaction

Community satisfaction is a psychological condition that arises when citizens evaluate public services by comparing perceived performance with their expectations. According to Philip Kotler (2000), satisfaction is the feeling that results from comparing performance with expectations; it occurs when performance meets or exceeds expectations.

Valarie A. Zeithaml and Mary Jo Bitner (2003) explain that satisfaction is an emotional response influenced by perceived service quality and prior expectations. The SERVQUAL model developed by A. Parasuraman and Leonard L. Berry (1988) highlights key dimensions affecting satisfaction, namely reliability, responsiveness, assurance, empathy, and tangibles. In the public sector, satisfaction is also linked to transparency, accountability, fairness, and trust in service providers, as emphasized by Agus Dwiyanto (2006). In this study, community satisfaction is measured using four main indicators: service procedures, which refer to clear, simple, and transparent mechanisms; responsibility of service officers, reflecting professionalism and integrity, as noted by Moenir (2010); service speed, related to timeliness and responsiveness in delivering services; and service fairness, which ensures equal and non-discriminatory treatment for all citizens. Together, these indicators assess the extent to which public services meet community expectations and strengthen public trust in government institutions.

## 2.5 Conceptual Framework and Research Hypotheses

The conceptual framework of this study examines the relationships among Regional House of Representatives Performance, Stakeholder Role, Service Quality, and Community Satisfaction in Kolaka Regency. It is based on the perspective that the performance of the Regional House of Representatives and the active involvement of stakeholders may influence the level of community satisfaction, both directly and indirectly. Regional House of Representatives Performance and Stakeholder Role are positioned as independent variables that affect Community Satisfaction. Service Quality functions as a mediating variable that explains how institutional performance and stakeholder involvement influence the quality of services delivered to the community, which subsequently affects community satisfaction. Through this framework, the study seeks to understand whether the performance of the Regional House of Representatives and stakeholder roles have a direct impact on community satisfaction, as well as an indirect impact through improvements in service quality in Kolaka Regency.

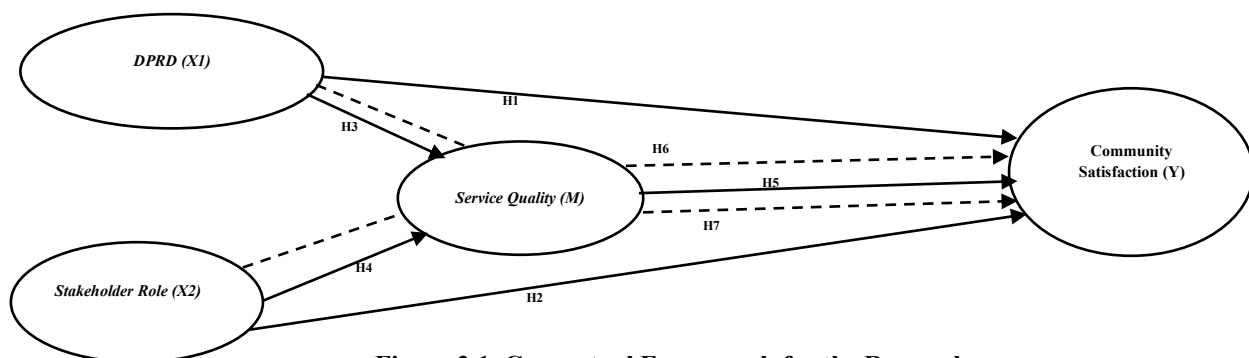


Figure 2.1. Conceptual Framework for the Research

## 2.6 Research Hypothesis

- H1: Regional House of Representatives Performance has a significant effect on Community Satisfaction in Kolaka Regency.  
 H2: Stakeholder Role has a significant effect on Community Satisfaction in Kolaka Regency.  
 H3: Regional House of Representatives Performance has a significant effect on Service Quality in Kolaka Regency.  
 H4: Stakeholder Role has a significant effect on Service Quality in Kolaka Regency.  
 H5: Service Quality has a significant effect on Community Satisfaction in Kolaka Regency.  
 H6: Regional House of Representatives Performance has a significant effect on Community Satisfaction through the mediation of Service Quality in Kolaka Regency.  
 H7: Stakeholder Role has a significant effect on Community Satisfaction through the mediation of Service Quality in Kolaka Regency.

## III. RESEARCH METHOD

This study was conducted in Kolaka Regency to examine the relationships among Regional House of Representatives Performance, Stakeholder Role, Service Quality, and Community Satisfaction. The research employed a quantitative approach and was carried out over approximately six months. The population consisted of community members in Kolaka Regency who have received services and interacted with the Regional House of Representatives and related stakeholders. A total of 399 respondents were selected using a proportional random sampling technique based on predetermined research criteria.

The study includes two independent variables (Regional House of Representatives Performance and Stakeholder Role), one mediating variable (Service Quality), and one dependent variable (Community Satisfaction). Data were collected using structured questionnaires measured with a Likert scale (1–5), supported by relevant documentation and secondary data related to institutional performance and public services.

Data analysis was conducted using descriptive and inferential statistical methods through Partial Least Squares–Structural Equation Modeling (PLS-SEM) with SmartPLS software. The analysis evaluated both the measurement model (outer model) and the structural model (inner model), including direct and indirect effects among variables. Model quality was assessed using R-square and Q-square values, while hypothesis testing was performed through bootstrapping at a 5 percent significance level to determine the significance of relationships among variables and the mediating role of Service Quality.

## IV. RESEARCH RESULT AND DISCUSSION

### 4.1 Research Result

**Table 4.1. Direct Effect**

Relationship Between Variables	Path Coefficient ( $\beta$ )	T-Statistic	P-Value	Description
Regional House of Representatives Performance → Community Satisfaction	0,468	6,52	0,000	Significant
Stakeholder Role → Community Satisfaction	0,421	5,87	0,000	Significant
Regional House of Representatives Performance → Service Quality	0,533	7,14	0,000	Significant
Stakeholder Role → Service Quality	0,489	6,63	0,000	Significant
Service Quality → Community Satisfaction	0,572	8,21	0,000	Significant

Table 4.1 presents the results of the direct effect analysis among the research variables. The findings show that the Performance of the Regional House of Representatives has a positive and significant effect on Community Satisfaction, with a path coefficient ( $\beta$ ) of 0.468, a T-statistic of 6.52, and a p-value of 0.000. This indicates that better institutional performance contributes significantly to higher levels of community satisfaction.

Stakeholder Role also has a positive and significant effect on Community Satisfaction, with a path coefficient of 0.421, a T-statistic of 5.87, and a p-value of 0.000. This result suggests that stronger stakeholder involvement plays an important role in increasing public satisfaction.

Furthermore, the Performance of the Regional House of Representatives has a significant positive effect on Service Quality ( $\beta = 0.533$ ;  $T = 7.14$ ;  $p = 0.000$ ), indicating that improved institutional performance enhances the quality of services delivered to the community. Similarly, Stakeholder Role significantly influences Service Quality, with a path coefficient of 0.489, a T-statistic of 6.63, and a p-value of 0.000. This demonstrates that active stakeholder participation contributes to better service quality. Finally, Service Quality has a strong and significant positive effect on Community Satisfaction, with a path coefficient of 0.572, a T-statistic of 8.21, and a p-value of 0.000. This finding confirms that higher service quality leads to greater community satisfaction. Overall, all direct relationships in the model are positive and statistically significant.

**Table 4.2. Indirect Effect**

Construct	Indirect Effect	P-Value	Direct Effect	Mediation Effect	Type of Mediation
Regional House of Representatives Performance → Service Quality → Community Satisfaction	0,305	0,000	0,468	5,12	Partial Mediation
Stakeholder Role → Service Quality → Community Satisfaction	0,280	0,000	0,421	4,98	Partial Mediation

Table 4.2 presents the results of the indirect effect analysis to examine the mediating role of Service Quality in the relationship between Regional House of Representatives Performance, Stakeholder Role, and Community Satisfaction.

The results show that the indirect effect of Regional House of Representatives Performance on Community Satisfaction through Service Quality is 0.305 with a p-value of 0.000. Since the p-value is below 0.05, the indirect effect is statistically significant. The direct effect remains significant at 0.468 with a T-statistic of 5.12. This indicates that Service Quality partially mediates the relationship between Regional House of Representatives Performance and Community Satisfaction. In other words, institutional performance influences community satisfaction both directly and indirectly through improvements in service quality.

Similarly, the indirect effect of Stakeholder Role on Community Satisfaction through Service Quality is 0.280 with a p-value of 0.000, indicating a significant mediating effect. The direct effect of Stakeholder Role on Community Satisfaction remains significant at 0.421 with a T-statistic of 4.98. This result confirms that Service Quality also partially mediates the relationship between Stakeholder Role and Community Satisfaction.

Overall, these findings demonstrate that Service Quality plays an important mediating role, strengthening the influence of Regional House of Representatives Performance and Stakeholder Role on Community Satisfaction in Kolaka Regency.

### 4.2 Discussion

The findings indicate that Regional House of Representatives Performance has a significant relationship with Community Satisfaction. This suggests that better institutional performance reflected in effective legislative, supervisory, and representative functions contributes to higher levels of satisfaction among the community. The impact of performance is influenced by factors such as transparency, accountability, responsiveness to public aspirations, and consistency in carrying out duties. Although the effect is significant, the magnitude of its influence may vary depending on how the community perceives institutional effectiveness.

Stakeholder Role also demonstrates a significant effect on Community Satisfaction, both directly and indirectly. Active stakeholder involvement in planning, decision-making, and oversight processes strengthens collaboration and improves public service outcomes. The effectiveness of this role depends on the level of coordination, participation, and commitment among stakeholders. Therefore, enhancing stakeholder engagement remains essential to improving public satisfaction in Kolaka Regency.

The study further confirms that Regional House of Representatives Performance and Stakeholder Role significantly influence Service Quality. Improved institutional performance and active stakeholder participation contribute to better reliability, responsiveness, assurance, empathy, and tangible aspects of service delivery. This indicates that institutional and collaborative factors play an important role in shaping how services are delivered and perceived by the community. In turn, Service Quality significantly affects Community Satisfaction, demonstrating that communities evaluate their satisfaction largely based on the quality of services they receive.

Mediation analysis reveals that Service Quality plays an important intermediary role in the relationship between Regional House of Representatives Performance, Stakeholder Role, and Community Satisfaction. The effects of institutional performance and stakeholder involvement on community satisfaction are partially mediated by service quality, indicating that these variables influence satisfaction both directly and indirectly through improvements in service delivery. Overall, the results emphasize that strengthening institutional performance and stakeholder collaboration, alongside improving service quality, are key strategies for increasing community satisfaction in Kolaka Regency.

## V. CONCLUSION AND SUGGESTIONS

### 5.1 Conclusion

Based on the results and discussion, this study concludes that Regional House of Representatives Performance has a significant relationship with Community Satisfaction, indicating that better institutional performance contributes to higher levels of public satisfaction in Kolaka Regency. The influence of performance is reflected in how effectively the institution carries out its legislative, supervisory, and representative functions, as well as how responsive it is to community aspirations.

The findings also show that Stakeholder Role has a significant effect on Community Satisfaction, confirming that active participation and collaboration among stakeholders contribute positively to public satisfaction. Effective coordination, transparency, and shared commitment among stakeholders strengthen the implementation of programs and services that directly affect the community.

Furthermore, the results demonstrate that both Regional House of Representatives Performance and Stakeholder Role significantly influence Service Quality. Improved institutional performance and stronger stakeholder involvement enhance the reliability, responsiveness, assurance, empathy, and tangible aspects of service delivery. In turn, Service Quality has a significant effect on Community Satisfaction, indicating that the quality of services delivered plays a crucial role in shaping public perceptions and satisfaction levels.

Mediation analysis reveals that Service Quality partially mediates the relationship between Regional House of Representatives Performance and Community Satisfaction, as well as between Stakeholder Role and Community Satisfaction. This means that institutional performance and stakeholder involvement affect community satisfaction both directly and indirectly through improvements in service quality. Overall, the findings emphasize the importance of strengthening institutional performance, enhancing stakeholder collaboration, and improving service quality as key strategies for increasing community satisfaction in Kolaka Regency.

### 5.2 Suggestions

The study recommends strengthening the performance of the Regional House of Representatives in Kolaka Regency to enhance community satisfaction. Efforts should focus on improving transparency, accountability, responsiveness to public aspirations, and effectiveness in carrying out legislative and supervisory functions. Strengthening institutional capacity and professionalism is essential to ensure that policies and programs truly reflect community needs.

In addition, optimizing the role of stakeholders is highly recommended, as stakeholder involvement significantly influences both service quality and community satisfaction. Active collaboration among government institutions, community leaders, civil society, and other relevant parties should be reinforced through participatory planning, open communication, and coordinated implementation of public programs.

Improving service quality must also become a primary priority, as it plays a mediating role in increasing community satisfaction. Public institutions should enhance reliability, responsiveness, assurance, empathy, and tangible aspects of service delivery. This can be achieved through clear service standards, continuous staff training, digitalization of services, and regular performance evaluation.

Synergy between institutional performance improvement and stakeholder collaboration is necessary to achieve sustainable increases in community satisfaction. Periodic evaluations and public feedback mechanisms are recommended to ensure that service delivery remains aligned with community expectations and good governance principles.

Future research is encouraged to involve broader populations and different regional contexts to improve the generalizability of the findings. Researchers may also consider incorporating additional variables such as organizational culture, leadership effectiveness, or public trust to further explain variations in community satisfaction. Longitudinal or

mixed-method approaches are recommended to provide deeper insights into the dynamic relationship between institutional performance, stakeholder roles, service quality, and community satisfaction over time.

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