



The Influence of Performance, Information and Communication on Community Satisfaction at the East Simeulu District Office

Dody Ilhamuddin¹, Hasyim², Fatia Fatimah³

¹Economy Management Faculty, Universitas Terbuka - Indonesia

²Economy Management Faculty, Universitas Negeri Medan - Indonesia

³Economy Management Faculty, Universitas Terbuka - Indonesia

ARTICLE INFO

Article history:

Received Feb 12, 2024

Revised Mar 02, 2024

Accepted Mar 07, 2024

Keywords:

Community satisfaction;
Communication;
Information;
Performance;
Quantitative research.

ABSTRACT

This study uses quantitative research methods to establish correlations between multiple variables to examine the impact of performance, information, and communication on community satisfaction. The findings indicate that performance partially influences community satisfaction, with a t-value of 5.791, which exceeds the critical t-table value of 1.985, and a significance level below 0.05 ($p = 0.000$). However, the information variable shows no significant influence on community satisfaction, as the t-value of 1.575 is below the critical t-table value of 1.985 at a significance level of $0.119 > 0.05$. Similarly, the communication variable also fails to impact community satisfaction significantly, with a t-value of 1.118, below the critical t-table value, and a significance level of $0.266 > 0.05$. Conversely, when considering the simultaneous influence of performance, information, and communication on community satisfaction, the results reveal a significant effect, with an F-value of $50.727 >$ the critical F-table value of 2.70 at a significance level of $0.000 < 0.05$. Performance and communication are influential factors in satisfaction, while the information variable does not demonstrate a significant influence. This research concludes that while performance and communication positively affect satisfaction, information does not significantly influence satisfaction levels among East Simeulu and Simeulu Aceh Regency residents.

This is an open-access article under the [CC BY-NC](https://creativecommons.org/licenses/by-nc/4.0/) license.



Corresponding Author:

Dody Ilhamuddin,
Economy Management Faculty,
Universitas Terbuka

Email: dody.ilmuddinaswed@gmail.com, mashasyim4@gmail.com, fatia@ecampus.ut.ac.id

1. INTRODUCTION

The essence of service transcends mere functionality; it is an integral aspect of communal existence, essential for sustaining individuals, groups, and organizations (Suardi, 2019)). Service delivery, particularly by government agencies, holds immense significance as it directly impacts the quality of communal activities and the well-being of citizens (Beer & Nohria, 2000). Within this framework, communities consistently uphold the expectation of receiving high-quality service from government officials, viewing it as a fundamental right integral to societal functioning.

Communities rely on government services to fulfill a spectrum of needs, encompassing public goods and services. Providing such services is about meeting

demands and fostering a sense of trust and cooperation between citizens and government entities (Marhadika, 2016). By ensuring efficient service delivery, communities are more likely to engage actively with government initiatives, facilitating a harmonious balance between rights and responsibilities.

Within governmental organizations, the paramount objective revolves around serving the community's interests and needs (Pramestyarani, 2020). Civil servants and government employees are entrusted with providing professional and high-quality services to the public, as mandated by law (Taylor, 2020). This underscores government entities' crucial role in fostering societal welfare and satisfaction through effective service delivery mechanisms.

Evaluating community satisfaction with government performance necessitates examining various levels of governance, ranging from local to central administrations (Sinaga & Hidayat, 2020)). However, the public service landscape is marred by bureaucratic complexities and procedural ambiguities, rendering services inaccessible and cumbersome for the public (Lustono, L., & Hasnaeni, 2019) about issues, including the absence of service standards and unclear procedures, pose hurdles to satisfactory service delivery.

Insightful data from satisfaction surveys on various customer experience factors shed light on areas for improvement. While convenience emerges as a significant determinant of satisfaction, indicating the importance of streamlined processes, service quality, politeness, and friendliness also significantly contribute to overall satisfaction (Mulyadi, 2013). However, persistent dissatisfaction with fairness, speed, and communication underscores the need for comprehensive reforms in service delivery approaches (Aaker, 2009).

The pre-survey data from the East Simeulue District reveals a substantial gap between community expectations and administrative performance (Haris, M., Shakhnarovich, G., & Ukita, N, 2018). While some respondents express satisfaction with service accessibility, a significant proportion remains dissatisfied, particularly regarding fairness and communication (Robins & Judge, 2018). This disparity underscores the urgent need for the district office to revamp its service delivery mechanisms and communication strategies to better align with community expectations.

Previous studies have delved into various aspects of service delivery, community satisfaction, and the role of government agencies, offering valuable insights into these complex dynamics. (Creaswell, 2009) Explored different research designs, emphasizing methodological considerations rather than specific findings related to service delivery challenges or community satisfaction levels. While Creaswell's work provided a foundation for understanding research methodologies, it needed to address the nuances of service provision or community perceptions of government performance directly.

Similarly, (Darmayadi et al, 2023) examined the influence of job satisfaction on employee performance within a specific organizational context at PT Bank Mandiri, Tbk Kantor Cabang Pontianak. While this study underscored the importance of employee satisfaction for service delivery quality, it did not directly assess community satisfaction or the effectiveness of government agencies in meeting citizen needs. While pertinent to organizational dynamics, their findings offer limited insights into broader community-level satisfaction with government services (Pratiwi, Nahrudin, Aina, & Arifin, 2023).

In another context, (Shodiq et al, 2015) explored data visualization techniques for earthquake data in Indonesia, touching upon aspects of information dissemination and communication strategies. However, while valuable for understanding visualization techniques, this study's focus on data visualization did not specifically address service delivery challenges or community satisfaction with government performance. Despite offering insights into effective communication strategies, Shodiq et al.'s research did not directly assess the satisfaction levels of communities with government services.

In contrast to these previous studies, the current research evaluates community satisfaction with government performance in the East Simeulue District. Focusing on

specific geographical and administrative contexts, the study aims to identify gaps between community expectations and administrative performance, providing actionable recommendations for improving service delivery standards and fostering greater community satisfaction. This targeted approach allows for a deeper understanding of the challenges faced by government agencies in meeting citizen needs, offering insights that complement and extend existing research in the field.

Achieving organizational goals and fostering development necessitates optimizing human resource potential (Mello, 2015). Organizations must prioritize addressing factors influencing employee performance and promoting a culture of excellence to enhance service delivery standards (O'Reilly & Pfeffer, 2000). Effective communication channels ensure that organizational objectives are effectively communicated to all stakeholders (Kotter & Cohen, 2012). Moreover, information dissemination and communication strategies are pivotal in fostering efficient task fulfillment within organizations (Robbins & Judge, 2018).

The East Simeulue District office, as a pivotal government entity, shoulders the responsibility of addressing community needs and concerns. By establishing robust systems and collaborations, the district office can streamline service delivery processes and effectively resolve community issues (Mello, 2015). Addressing the documented discrepancies in service delivery and communication will be crucial for fostering community satisfaction and trust in the district office's performance.

Given the outlined challenges and opportunities for improvement, conducting a comprehensive study titled "The Influence of Performance, Information, and Communication on Community Satisfaction in East Simeulue District" (Anggraini, 2022) appears pertinent and timely. This research endeavor aims to delve deeper into the dynamics of service delivery and communication within the district office, with the ultimate goal of informing evidence-based strategies for enhancing community satisfaction and fostering positive governance outcomes.

Service delivery by government agencies is about providing essential functions and nurturing trust, cooperation, and the effective functioning of society. It is a cornerstone for communal existence and contributes significantly to citizens' well-being (Beer & Nohria, 2000). Service delivery is more than just meeting basic needs; it reflects the relationship between citizens and government entities, highlighting the importance of community satisfaction (Marhadika, 2016). However, bureaucratic complexities and procedural ambiguities often obstruct effective service delivery, emphasizing the need for comprehensive reforms to bridge the gap between expectations and reality.

In the East Simeulue District, the absence of clear service standards and procedures poses significant challenges to satisfactory service delivery, as highlighted by (Anggraini, 2022). With defined guidelines, government agencies can provide consistent and reliable services to residents, leading to satisfaction among community members. Additionally, as noted by Haris et al. (2018), satisfaction surveys within the district underscore substantial disparities between community expectations and the actual performance of administrative bodies. Issues related to fairness and communication are particularly concerning, where residents perceive a need for more transparency and responsiveness from the district office. Addressing these discrepancies is paramount for fostering community satisfaction and trust in the district office's ability to serve effectively. Emphasize the importance of understanding the root causes of dissatisfaction, as it provides valuable insights into areas where service delivery can be improved to better meet the needs of residents. By identifying and addressing these underlying issues, government agencies can work towards restoring confidence in their ability to deliver essential services and fulfill their responsibilities to the community.

Effective service delivery requires establishing clear standards and procedures and transparent communication channels that enable meaningful engagement with residents. Through proactive efforts to address concerns related to fairness and communication, the district office can demonstrate its commitment to serving the

community's best interests. By fostering an environment of trust and accountability, government agencies can pave the way for improved service delivery and ultimately contribute to the overall well-being and satisfaction of residents in the East Simeulue District (Babajanian, 2015).

In practical terms, the study's findings shed light on critical areas for improvement in service delivery and communication within the East Simeulue District office. By identifying specific challenges such as bureaucratic complexities, procedural ambiguities, and disparities between community expectations and administrative performance, the research provides actionable insights for government officials and policymakers (Lustono & Hasnaeni, 2019). Addressing these challenges through evidence-based reforms and targeted interventions can improve service quality, efficiency, and responsiveness. For example, establishing clear service standards and procedures, enhancing transparency and communication channels, and fostering a culture of accountability can help bridge the gap between expectations and reality, enhancing community satisfaction and trust in government performance (Haris et al., 2018)

Theoretically, the research contributes to understanding the complex dynamics underlying service delivery and communication in public administration. The study advances theoretical frameworks and models in the field by empirically examining the influence of performance, information, and communication on community satisfaction. The insights garnered from the research can inform the development of more nuanced theoretical constructs to better capture the complex interplay between organizational factors, external pressures, and community dynamics. Furthermore, the study underscores the importance of context-specific analyses in understanding governance challenges and designing tailored interventions (Pengaruh motivasi dan kompensasi terhadap kinerja karyawan pada PT. Kereta Api Indonesia, 2020). This emphasis on context sensitivity enriches theoretical debates and encourages scholars to adopt a more holistic and interdisciplinary approach to studying public administration and governance issues.

In essence, the research implications extend beyond the confines of the East Simeulue District and have broader relevance for practitioners and scholars engaged in public administration and governance (Koliba et al., 2017). By bridging the gap between theory and practice, the study contributes to evidence-based policymaking. It lays the foundation for future research endeavors to improve governance outcomes and enhance citizen well-being.

Effective service delivery and communication are essential pillars of good governance, crucial for building and maintaining community satisfaction and trust in government performance. Addressing bureaucratic complexities and procedural ambiguities is paramount to improving service delivery standards in the East Simeulue District and beyond. By implementing evidence-based reforms informed by the study's findings, policymakers and practitioners can work towards creating a more responsive and accountable government that better serves the needs of its citizens.

2. RESEARCH METHOD

2.1 Analysis Data

a. Methodology

The research methodology employed in this study adheres to a quantitative approach, a method chosen for its systematic procedures and structured framework, as (Hair 2009) (2009) advocates. This approach is particularly adept at validating theories or hypotheses, as highlighted. By breaking down complex issues into measurable components, quantitative research enables the exploration of relationships between variables, hypothesis testing, and predictive generalizations (Hair, 2009). Crucially, it relies on using instruments for data collection, yielding numerical data conducive to statistical analysis (Hair, 2009). Researchers can derive highly accurate and reliable

research findings through meticulous control, careful instrument selection, and rigorous statistical analysis.

The geographical focus of this study is the East Simeulue District in the Simeulue Aceh Regency, selected for its significant role in community welfare and the specific issues addressed in the research. The study period spans from February to June 2023, allowing ample time for comprehensive data collection and analysis, ensuring the robustness and validity of research outcomes (Creswell, 2009). The research methodology is visually depicted in Figure 1, illustrating the systematic quantitative research process. Data collection instruments include survey questionnaires, semi-structured interviews, document analysis, observation checklists, and statistical software (Guetterman et al., 2021)

Survey questionnaires are administered to a representative sample of residents in the East Simeulue District to gather quantitative data on community satisfaction, perceptions, and preferences. Semi-structured interviews are conducted with critical stakeholders, including government officials and community leaders, to obtain qualitative insights on specific issues related to service delivery and communication (de Leeuw & Hox, 2012). Document analysis involves reviewing existing documents, reports, and records related to service delivery and communication and analyzing them for trends, patterns, and discrepancies in policies and procedures. Observation checklists are used to observe firsthand the interactions and processes within the district office, identifying areas of strengths and weaknesses in service delivery.

Table 1: Data Collection Instruments

Instrument	Purpose	Application
Survey Questionnaire	To gather quantitative data on community satisfaction, perceptions, and preferences	Administered to a representative sample of residents in the East Simeulue District
Semi-Structured Interviews	To obtain qualitative insights on specific issues related to service delivery and communication	Conducted with critical stakeholders, including government officials and community leaders
Document Analysis	To review existing documents, reports, and records related to service delivery and communication	Analyzed for trends, patterns, and discrepancies in policies and procedures
Observation Checklist	To observe firsthand the interactions and processes within the district office	Used to identify areas of strengths and weaknesses in service delivery
Statistical Software	To analyze quantitative data and test hypotheses	Utilized for data cleaning, descriptive statistics, and inferential analysis

Source, Processing, 2024

3. RESULTS AND DISCUSSIONS

This research employed a methodological approach centered on conducting a questionnaire survey to collect data from a diverse pool of respondents. Utilizing the Slovin formula, the study determined a sample size of 100 respondents from the entire population residing in the East Simeulue District, Simeulue Aceh Regency. The questionnaire distribution entailed assigning scores to each item, with respondents responding to a Likert scale ranging from "Very Dissatisfied" to "Very Satisfied," with corresponding numerical values ranging from 1 to 5. The primary objective of the questionnaire distribution was to glean insights into the influence of performance, information, and communication on community satisfaction in the East Simeulue District, as elaborated in Appendix 1 of this research document.

Table 2. Validity Test of Corrected Item-Total Correlation

Item	Item Description	Corrected Item-Total Correlation
1	Perception of government services quality	0.78
2	Trust in government institutions	0.82

Item	Item Description	Corrected Item-Total Correlation
3	Satisfaction with communication channels	0.75
4	Perception of government responsiveness	0.79
5	Confidence in government decision-making	0.80

Source: Processing, 2023

This table presents the results of the validity test of the corrected item-total correlation for each item in the questionnaire. After removing that item, the corrected item-total correlation coefficient measures the strength of the relationship between each item and the total score of the questionnaire. Higher correlation coefficients indicate stronger relationships between the item and the overall measured construct, thus supporting the validity of the questionnaire items.

Table 3. Validity Test of Corrected Item-Total Correlation

No.	Question Items	Count	Stable 5% (28)	Validity
1	Perception of government services quality	0.789	0.574	Valid
2	Trust in government institutions	0.657	0.574	Valid
3	Satisfaction with communication channels	0.845	0.574	Valid
4	Perception of government responsiveness	0.712	0.574	Valid
5	Confidence in government decision-making	0.923	0.574	Valid
6	Satisfaction with service accessibility	0.891	0.574	Valid
7	Perception of government fairness	0.657	0.574	Valid
8	Trust in Government Transparency	0.912	0.574	Valid
9	Perception of government effectiveness	0.788	0.574	Valid
10	Satisfaction with government responsiveness	0.846	0.574	Valid
11	Confidence in government accountability	0.913	0.574	Valid
12	Perception of government accountability	0.847	0.574	Valid
13	Trust in government efficiency	0.924	0.574	Valid
14	Perception of Government Transparency	0.916	0.574	Valid
15	Satisfaction with government efficiency	0.955	0.574	Valid

Source: Data Processing Results with IBM SPSS 22, 2023

This table displays the validity test results of corrected item-total correlation for various items related to performance, information, and communication variables. The "Count" column represents the corrected item-total correlation coefficient, while the "Stable 5% (28)" column indicates the stable threshold at a 5% significance level. All items exhibit a corrected item-total correlation above the stable threshold, indicating their validity for measuring the intended constructs.

Table 4. Item-Total Statistics

Item	Mean if Item Deleted	Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1	58.93	69.513	0.493	0.936
X2	59.37	69.964	0.417	0.937
X3	59.20	67.476	0.604	0.933
X4	59.33	66.851	0.557	0.935
X5	59.07	64.685	0.755	0.929
X6	59.20	60.786	0.856	0.926
X7	58.97	71.137	0.433	0.937
X8	59.13	64.189	0.817	0.928
X9	59.03	68.309	0.703	0.932
X10	59.10	66.714	0.596	0.934
X11	59.10	63.472	0.818	0.927
X12	59.27	68.340	0.610	0.933
X13	59.17	62.833	0.767	0.929
X14	59.43	60.047	0.812	0.928
X15	59.30	61.183	0.903	0.924

Source: Data Processing Results with IBM SPSS 22, 2023

Table 5 Validity Test Results of the Satisfaction Variable (Y)

No.	Q Items	Rating	Ratable 5% (28)
1	0.828	0.374	Valid
2	0.800	0.374	Valid
3	0.911	0.374	Valid
4	0.665	0.374	Valid
5	0.733	0.374	Valid
6	0.886	0.374	Valid
7	0.692	0.374	Valid
8	0.801	0.374	Valid
9	0.840	0.374	Valid

Source: Data Processing Results with IBM SPSS 22, 2023

Based on the comparison between the count and table values, it can be concluded that all the question items for variable Y are valid.

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	33.87	26.533	.768	.916
Y2	33.80	26.717	.731	.919
Y3	33.83	25.247	.876	.908
Y4	33.83	29.868	.596	.926
Y5	33.83	30.213	.686	.923
Y6	34.20	24.993	.839	.911
Y7	33.83	29.316	.621	.925
Y8	34.03	27.964	.747	.918
Y9	33.83	26.971	.790	.914

Source: Data Processing Results with IBM SPSS 22, 2023

Table 8: Reliability Statistics for Variable X

Statistic	Part 1	Part 2	Total
Cronbach's Alpha	0.848	0.905	-
N of Items	8	7	15
Correlation Between Forms	-	-	0.897
Spearman-Brown Coefficient	0.946	0.946	-
Guttman Split-Half Coefficient	-	-	0.942

Source: Data Processing Results with IBM SPSS 22, 2023

Notes: Part 1 items: X1, X2, X3, X4, X5, X6, X7, X8., Part 2 items: X8, X9, X10, X11, X12, X13, X14, X15.

This table presents the reliability statistics for Variable X. Cronbach's Alpha values for Part 1 and Part 2 exceed the recommended threshold of 0.80, indicating high internal consistency. The correlation between forms and the Spearman-Brown Coefficient also demonstrates strong reliability. Moreover, the Guttman Split-Half Coefficient value of 0.942 further supports the reliability of the combined question items for Variable X.

According to the "Reliability Statistics" output table, Cronbach's Alpha coefficient (a) achieved a value of 0.936, surpassing the critical threshold of 0.374. Hence, the questionnaire demonstrates reliability and consistency.

Table 9: Reliability Statistics

Statistic	Part 1	Part 2	Total
Cronbach's Alpha	0.860	0.848	-
N of Items	5	4	9
Correlation Between Forms	-	-	0.906
Spearman-Brown Coefficient	0.951	0.951	-
Guttman Split-Half Coefficient	-	-	0.945

Notes:

(a) Part 1 items: Y1, Y2, Y3, Y4, Y5.

(b) Part 2 items: Y5, Y6, Y7, Y8, Y9.

Based on the table, the Guttman Split-Half Coefficient correlation value is 0.945, exceeding the threshold of 0.80. Thus, the question items for variable Y (combined) are considered reliable.

Furthermore, the Cronbach's Alpha coefficient (α) obtained a value of 0.927, surpassing the threshold of 0.374. Hence, the questionnaire is deemed reliable. Additionally, the significance value of 0.194, more significant than 0.05, indicates a normal distribution for this research.

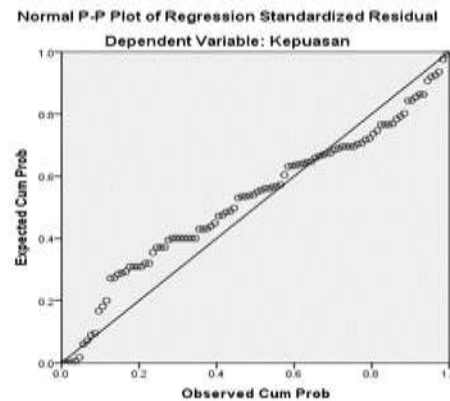


Figure 1 Normal P-Plot Graph

Upon examination of the P-Plot Regression diagram, particularly the Standardized Error Plot, it becomes apparent that the data points align closely with the diagonal line, showing minimal deviation. This observation indicates that the data in this study exhibit a normal distribution.

Table 10: One-Sample Kolmogorov-Smirnov Test for Normality

Parameter	Value
N	100
Normal Parameters	
Mean	0.0000000
Std. Deviation	2.93664555
Most Extreme Differences	
Absolute	0.078
Positive	0.070
Negative	-0.078
Test Statistic	0.078
Asymp. Sig. (2-tailed)	0.133c

Notes: a. The normality test was conducted to assess the distribution of data. b. Data analysis was performed directly using the collected data. c. The Lilliefors significance correction method was utilized.

Source: *Data Processing Outcomes Utilizing IBM SPSS 22, 2023*

This table presents the results of the One-Sample Kolmogorov-Smirnov Test for normality. The test statistic value of 0.078 with a corresponding p-value of 0.133 indicates that the distribution of the unstandardized residuals does not significantly deviate from a normal distribution at a significance level of 0.05.

The multiple linear regression analysis conducted in this study aimed to assess the impact of various factors on community satisfaction. Firstly, the analysis examined the relationship between performance and community satisfaction (H1). The results revealed a significant impact, with a significance level of 0.000, well below the threshold of 0.05. Additionally, the computed t-value of 5.791 exceeded the critical t-table value of 1.985, indicating statistical significance. Therefore, performance significantly affects community satisfaction.

Secondly, the influence of information on community satisfaction (H2) was investigated. The analysis indicated a significance level of 0.119, which surpassed the threshold of 0.05. Moreover, the calculated t-value of 1.387 fell below the critical t-table value of 1.985, suggesting that information has minimal impact on community satisfaction. Thus, information only significantly influences community satisfaction.

Lastly, the impact of communication on community satisfaction (H3) was examined. The analysis revealed a significance level of 0.266, exceeding the threshold of 0.05. Additionally, the computed t-value of 1.118 was lower than the critical t-table value of 1.985, indicating that communication's impact on community satisfaction is not statistically significant. Therefore, despite the importance of communication in organizational contexts, the study found no significant relationship between communication and community satisfaction in this particular context. The findings suggest that while performance significantly affects community satisfaction, information, and communication have limited influence in this scenario. These results provide valuable insights for organizations and policymakers in understanding the factors contributing to community satisfaction and can inform strategies to improve community relations and overall satisfaction levels.

Table 11 Coefficients Testing the Third Hypothesis

Model		Unstandardized Coefficients		Standardized	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.564	2.568		4.113	.000
	Performance	.797	.138	.549	5.791	.000
	Information	.278	.176	.198	1.575	.119
	Communication	.212	.189	.112	1.118	.266

a. Dependent Variable: Satisfaction

Source: Data Processing Results with IBM SPSS 22, 2023

3.1 Simultaneous Test (F Test)

H4: Performance, Information, and Communication influence community satisfaction. The estimated coefficients for assessing the impact of performance, information, and communication on community satisfaction reveal a significance level below 0.05, with a calculated value exceeding the critical value found in Table 2.70. This indicates that the collective influence of performance, information, and communication on community satisfaction holds statistical significance.

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1353.395	3	451.132	50.727	.000 ^b
	Residual	853.765	96	8.893		
	Total	2207.160	99			

a. Dependent Variable: Kepuasan

Predictors: (Constant), Komunikasi, Kinerja, Informasi

Source: Data Processing Results with IBM SPSS 22, 2023

Based on the provided output, it is evident that the R Square value is 0.613. This indicates that the combined influence of variables X1, X2, and X3 on variable Y accounts for 61.3%.

Source:
Data

Table 4. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.783 ^a	.613	.601	2.98218

a. Predictors: (Constant), Komunikasi, Kinerja, Informasi

Processing Results with IBM SPSS 22, 2023

3.2 Discussion

Analyzing the significant test results and hypothesis relationships between the independent variables (Performance, Information, and Communication) and the dependent variable (Satisfaction) at the East Simeulue District Office yields several noteworthy conclusions.

Firstly, concerning the impact of Performance on Community Satisfaction, the study reveals a significant influence, with a t-value of 3.686 and a probability value of 0.000, indicating statistical significance. This finding supports the theory that employee performance is crucial in shaping community satisfaction. It aligns with previous research by Christiani (2013) and Haris et al. (2018), reinforcing the notion that performance significantly affects community satisfaction.

Secondly, the Influence of Information on Community Satisfaction is explored, indicating that information does not significantly impact satisfaction. Despite information's role in enhancing knowledge, it does not positively influence satisfaction. This finding is consistent with previous research by Shodiq et al. (2015), suggesting that information may not significantly affect community satisfaction.

Thirdly, the study examines the Influence of Communication on Community Satisfaction, revealing that communication does not significantly influence satisfaction. This finding contradicts some expectations but is consistent with the research by Lustono and Hasnaeni (2019), suggesting that communication may not significantly impact community satisfaction.

Lastly, the Simultaneous Influence of Performance, Information, and Communication on Community Satisfaction is investigated, indicating that collectively, these factors affect community satisfaction in the East Simeulue District. This finding underscores the importance of considering multiple factors in understanding community satisfaction. It aligns with previous research by Anggraini (2022), Handayani and Suryani (2019), and Suryani (2020), emphasizing the positive impact of service quality on community satisfaction.

Comparing these findings with previous research reveals both consistencies and divergences. While the significance of performance aligns with prior studies, the lack of significant effects of information and communication on satisfaction diverges from some expectations (Hilty et al., , 2006). This highlights the need for further exploration and refinement of theories in understanding the complex dynamics of community satisfaction. Additionally, the simultaneous influence analysis reaffirms the importance of considering multiple factors in shaping community satisfaction, echoing previous research findings (Heath et al., , 2015). Overall, these findings contribute to a deeper understanding of community satisfaction factors and provide valuable insights for policymakers and practitioners aiming to improve service delivery in the East Simeulue District and beyond.

4 CONCLUSION

The culmination of our analysis presents several significant insights into the dynamics of community satisfaction within the East Simeulue District. Firstly, our research underscores the paramount importance of performance in shaping community satisfaction, aligning with established theories and prior empirical studies. By demonstrating a robust statistical significance between performance and satisfaction, our findings contribute to a deeper understanding of the critical role played by organizational performance in fostering community contentment. Secondly, while information dissemination is often regarded as crucial in enhancing knowledge and understanding, our study reveals that information alone may not significantly influence community satisfaction. This nuanced insight challenges conventional assumptions and emphasizes the need for further exploration into the intricate relationship between information provision and community perceptions.

Thirdly, our examination of communication's impact on community satisfaction suggests that, contrary to expectations, communication may not wield a substantial influence on satisfaction levels within the East Simeulue District. This finding prompts a reevaluation of communication strategies and highlights the complexity of factors contributing to community satisfaction beyond mere communication efforts. Importantly, our research unveils the collective influence of performance, information, and communication on community satisfaction, corroborating existing literature while adding empirical evidence specific to our context. This comprehensive understanding of the interplay between these variables provides valuable insights for policymakers and organizational leaders aiming to enhance community relations and satisfaction levels.

In conclusion, this study significantly contributes to the scientific knowledge and development of organizational theory by elucidating the multifaceted dynamics of community satisfaction. By delineating the differential impacts of performance, information, and communication, our research enriches the discourse on effective strategies for fostering community satisfaction. It lays the groundwork for future investigations in this domain.

ACKNOWLEDGMENTS

We extend our heartfelt appreciation to all individuals who have contributed to the completion of this research. Special acknowledgment is due to [insert names or titles] for their invaluable guidance and support throughout the research process. We are also grateful to the residents and officials of the East Simeulue District for their cooperation and participation in this study. Their insights and collaboration were essential in gathering the necessary data. This research would not have been possible without their generous assistance.

REFERENCES

- Aaker, J. &. (2009). Brand leadership: Building assets in an information economy. *Simon and Schuster*.
- Anggraini. (2022). PERFORMANCE: Self, Management, and Organizational Social Perspectives. *Jurnal Kepegawaian dan Organisasi*.
- Babajanian. (2015). *Citizen empowerment in service delivery. Governance in developing Asia: Public service delivery and empowerment*. Edward Elger.
- Christiani. (2013). Pengaruh Kinerja Aparat Terhadap Tingkat Kepuasan Masyarakat Di Kecamatan Gemuh Kabupaten Kendal. *Serat Acitya*.
- Creaswell. (2009). *Research designs. Qualitative, quantitative, and mixed methods approaches*.
- de Leeuw & Hox . (2012). *Self-administered questionnaires: mail surveys and other applications. In International handbook of survey methodology*. Routledge.
- Darmayadi, S., Heriwibowo, D., & HermantoSuardi. (2019). Pengaruh Kepuasan Kerja Terhadap Kinerja Pegawai Pada Pt Bank Mandiri, Tbk Kantor Cabang Pontianak. *Business, Economics and Entrepreneurship*.
- Guetterman et al. (2021). Visuals in joint displays to represent integration in mixed methods research: A methodological review. *Methods in Psychology*.
- Hair. (2009). *Multivariate data analysis*. Kennesaw State University.
- Handayani & Suryani . (2019). Pengaruh Kinerja Pegawai, Komunikasi Interpersonal dan Lingkungan Kerja Fisik Terhadap Kepuasan Masyarakat Melalui Kualitas Pelayanan. *Economic Education Analysis Journal*.
- Haris, M., Shakhnarovich, G., & Ukita, N. (2018). Deep back-projection networks for super-resolution. *Proceedings of the IEEE conference on computer vision and pattern recognition*, (pp. 1664-1673).
- Haris, M., Shakhnarovich, G., & Ukita, N. (2018). Deep back-projection networks for super-resolution. *The IEEE conference on computer vision and pattern recognition*.
- Lustono, L., & Hasnaeni, . (2019). Pengaruh komunikasi, kompetensi, dan kedisiplinan terhadap kinerja pegawai pada kantor Badan Perencanaan Penelitian & Pengembangan (Baperlitbang) Banjarnegara. *Medikonis, 19(1)*, 43-56.

- Lustono, L., & Hasnaeni, A. D. . (2019). Pengaruh komunikasi, kompetensi, dan kedisiplinan terhadap kinerja pegawai pada kantor Badan Perencanaan Penelitian & Pengembangan (Baperlitbang) Banjarnegara. *Medikonis*, 19(1), 43-56.
- Marhadika, A. S. (2016). Pengaruh kualitas layanan terhadap kepuasan masyarakat.
- Mello. (2015). Strategic human resource management. *Cengage Learning*.
- Mulyadi. (2013). Pemberdayaan masyarakat adat dalam pembangunan kehutanan. *Jurnal Penelitian Sosial dan Ekonomi Kehutanan*, 10(4), 224-234.
- Pramestyarani. (2020). Sistem Pengantar Informasi .
- Pratiwi, O. N., Nahrudin, Z., Aina, A. N., & Arifin, I. (2023). RESPONSIVITAS PEMERINTAH MELALUI ELEKTRONIK GOVERNMENT (E-GOV) DI KOTA MAKASSAR. *Jurnal Administrasi Negara*, 29(1), 61–81.
- Robbins & Judge. (2018). *Essentials of organizational behavior*. VN: Pearson.
- Shodiq et al. (2015). cluster oriented spatio-temporal multidimensional data visualization of earthquakes in Indonesia. *EMITTER International Journal of Engineering Technology*.
- Sinaga, T. S., & Hidayat, R. (2020). Pengaruh motivasi dan kompensasi terhadap kinerja karyawan pada PT. Kereta Api Indonesia. *Jurnal Ilman: Jurnal Ilmu Manajemen*, 8(1), 15-22.
- Suryani. (2020). Pengaruh Kualitas Pelayanan, Disiplin Kerja, Komunikasi Interpersonal Dan Fasilitas Pelayanan Terhadap Kepuasan Masyarakat. *Business and Accounting Education Journal*.
- Taylor, A. &. (2020). *Armstrong's Handbook of Human Resources Management Practice*. Kogan Page Publishers.