

# Analysis: Attendance and Administrative Services for Community Satisfaction (Public) (Case Study: Posto Administrativo Dom Aleixo, Dili Timor-Leste)

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**Abstract** - Analysis of Attendance and Administration Services for Community Satisfaction in Posto Administrativo Dom Aleixo, Dili Timor-Leste. The aims of this study are how to analyze the attendance and administration service for community satisfaction in the Posto Administrativo Dom Aleixo. The result of this research is to discover administration services as a crucial task that cannot be ignored by local governments. The population of this research comes from the community belonging to the Posto Administrativo Dom Aleixo, composed of seven (7) Village such as Madohi, Comoro, Bairo-Pite, Fatuhada, Bebonuk, Manaleuana and Kampung Alor. Sample of this research are non-probability sampling method or used accidental method so the researcher selected 100 respondents to answer the questionnaire. A questionnaire was used as the primary instrument for data collection, and observations were used to support and complement the questionnaire results. Data analysis technique in this research uses quantitative method to analyze independent variables to dependent variables such as Attendance (X1) Administration services (X2) for Community Satisfaction (Y). The researcher used multiple linear regression analysis, through SPSS analysis tools, v. 21 that helps the researcher to respond to the needs of the results of this research. The results of data analysis showed that the determinant coefficient with a value of 0.430 with a percentage of 43%. The result shows that positive and significant between the independent variable (X1) Attendance and variable (X2) administration services, which simultaneously influences the dependent variable (Y) community satisfaction in the Administrador Posto Administrativo Dom Aleixo, Dili Timor-Leste.

**Keywords** - Attendance, Administrative Services, Community Satisfaction.

## I. INTRODUCTION

Attendance at the level of the Posto Administrativo is a means that can guarantee the sustainability of the community that can live in peace and freedom in the country of Timor Leste. In the context of development in Timor-Leste, public administration at the level of posto administrativo is an important role in providing direct services to the community. Efficient administration services and attendance contribute to ensuring complete, current and reliable community data. This data is very important for local development planning, resource distribution, and public policy formulation. Posto Administrativo Dom Aleixo is an urban area with a large population, facing many challenges in the process of registration, updating, and security of community data. This analysis aims to see how attendance and administration services make efforts to ensure community data efficiency and transparency.

Seituni, et. al (2024), in Eko Siswo Adi Sahputra, et. al (2025), public attendance is a fundamental element of effective governance, requiring attention and improving the quality of public attendance that are key in efforts to create dignified community welfare. The importance of service delivery is transparency, accountability, ethics, communication and efficiency in providing good public attendances. However, in practice, many countries still

face various challenges, such as bureaucracy, corruption, and limited resources, which impact community satisfaction with the attendance provided. attendance is a process of meeting the needs of others through the activities of others, which involves all the efforts that others make to achieve their goals. The implementation of public policy requires efficient attendance and coordination of administrative services. To exemplify the relationship between public policy and local administrative services, Public Services is an excellent service, and the best that follows the standard of services to the public in administrative to the satisfaction of communities in the Administrator Posto Administrativu Dom Alexo, Dili Timor-Leste. While good service means the quality of administration services can be guaranteed to serve the public well and start from the level of Posto with optimism.

Max Weber (1864–1920), in Dwi Astutiek, et. al (2025), states that administrative services must be based on clear rules, hierarchical structures, and professional standards, in order to make a theoretical basis for how public administration must provide fair and efficient and guaranteed services to the public. Lijan Sinambela (2010:133), in Aholiab Mosso, et. al (2018), added that administration services that are essentially about public satisfaction in Posto administrativo require excellent service quality. Public attendance is the provision of services to the needs of individuals or communities interested in processing data in the Postu Administrativu to process community personal identity cards and family registration, birth and death certificates (ovito), as well as recommendation services for various needs such as business licenses and change of domicile. It emphasizes the storage of community data and the exploration of reliable data to meet the needs of the community in the Administrator Posto Administrativu Dom Alexo, Dili Timor-Leste.

Community satisfaction is the public's response to optimizing the performance of attendance and administrative services of a public institution, which comes from the elements of behavior or ethics as an important element of governance to determine the good functioning of services, which explains the professionalism of attendance providers to the publics well. according to Kotler and Keller (2014), in Imam Sucahyo, et al (2023), satisfaction is defined as the level of public sentiment, through the results of comparing the received attendances performance with what they expected. Public confidence will increase when they receive good and satisfactory services that come from the behavior of serving administrative services that have dignified communication to meet based on public needs.

Based on the above background, it can be seen from the theory of Max Weber (1864–1920), in Dwi Astutiek, et. al (2025), states that public administrative services must be based on clear rules, hierarchical structures, and professional standards, in order to make a theoretical basis for how public administration must provide fair and efficient and guaranteed services to the public, which defines that public satisfaction depends on the quality of services and results provided by employees. If suppliers provide well, public satisfaction will be a positive result. The public wants the attendance and administration services provided to meet their expectations with quality. This study will focus on the attendances and administration services provided to satisfy the public/communities. We often see Posto Administrativu, Sucos, Aldeia or Bairro, indiscipline of communication and languages when serving their communities that belong to the Posto Administrativu Dom Alexo, Dili Timor-Leste.

Based on the above problems and concerns, the author is very interested in knowing and discovering better the operational system and role of public services to ensure community satisfaction with the title: Analysis Attendance and Administration Services for Community Satisfaction in Administrator Posto Administrativu Dom Alexo, Dili Timor Leste. In general, the objective of this research is to discover the system of attendance and administration services that are fundamental factors to influence the satisfaction of communities in Administrator Posto Administrativu Dom Alexo, Dili Timor-Leste. The benefit of this research is that it can be a reference and learning material for other authors who will conduct further research to further strengthen the development of administration at the level of post, suku and Aldeia or Bairro. This study aims to analyze the influence of service, administration services, on community satisfaction in Posto Administrativu Dom Aleixo, Dili Timor-Leste. In addition, this study serves as a reference for the Post to determine the extent to which factors influence community satisfaction to allow them to maintain positive impacts and find solutions to reduce and overcome the negative impacts faced in the Posto Administrativu Dom Aleixo, Dili, Timor-Leste.

## II. LITERATURE REVIEW

### A. Definition of Attendance

Attendance is a fundamental public duty of civil servants, both as state servants and as community servants. The main aspects of community service are to protect their communities throughout Timor, advance public welfare, educate the nation, and participate in the implementation of a world order based on freedom, peace, and guaranteed social justice. A community servant is a person who has the responsibility and duty to serve the communities belonging to the Posto Administrativu Dom Alexo, Dili Timor-Leste. Attendance standards are rules used as guidelines for service delivery to evaluate performance as an obligation to provider promises to communities to provide quality, fast, easy, cheap, and measurable attendance. Components of the service standard related to the service delivery process include requirements, procedures, duration of service, fees, and handling of complaints from its communities.

Regional governments are administrative posts, which are the backbone of the municipality that provides their attendance to communities. As public service providers, sub-districts have the primary role of assisting the mayor in government administration, development, and community affairs within the sub-district area. They also increase the efficiency of public services by promoting good governance and improving the quality of services or licenses through transparency and standardization. Other duties of sub-districts include providing services such as Identity Card (BI), birth certificate (Baptism), Family Registration, marriage certificate, land certificate, Building Permit, change certificate, land registration, Police Clearance Certificate, crowd permit, and document legalization. According to expert Aholiab Mosso (2018), states that attendance is an action to meet the needs of others (consumers, customers, guests, clients, patients, passengers, etc.) that can be felt by the person who serves and the person who receives attendance.

Public attendances are all forms of services that have the principle of responsibility that is implemented from the governance of the President of the Municipal Authority, Posto Administrativu, Sukus, Aldeia and Bairro. Surjadi, (2009: 107), in Aholiab Mosso et. al (2018), stated that ensuring public Attendance performance requires a reform strategy that encompasses three aspects: reform of government bureaucratic institutions, reform of government official identity, and reform of the process of implementing government obligations. Thus, attendance is a fundamental public duty of civil servants, both as state servants and as community servants.

Lingga Septin Aldaty, et. al (2025) states that public attendance is all activities or processes carried out by government institutions or agencies to respond to the needs of the community with various types of services. Quality of public attendance or what is commonly called excellent service is the best service that meets service quality standards. Good public attendance must be supported by reliable and competent staff who understand and perform their core duties and functions according to their areas and responsibilities assigned to them. In addition, they must have a moral commitment and responsibility to the community. The principle of public attendance is a process by which government institutions serve the public and offer information to the community adequately to give satisfaction to the community. This attendance involves direct interaction between civil servants and the community, with the objective of resolving the needs or rights of the community, in addition to good attend involves educated treatment, clarity of information, speed, transparency, and justice for all.

Mahmudi (2010:228-229), in Kamaruddin Sellang, et. al (2018), states that in addition to the principle of various public services that must be complied with, providers to communities must adhere to the following principles such as; a) simplicity: Public attendance procedures must be simple and guarantee capacity, b) clarity: Requirements of Attend officers responsible for fees, and payment methods must be clear and legal, c) punctuality: Service officers must complete within the specified time or working hours, d) service officers: Service officers must be productive e) security: Service officers must provide a sense of legal certainty without discrimination in the sense of Village, municipality and economic status, f) accountability: Appointed officers are responsible for service delivery and resolution of any problems during their mandate, g) facilities and infrastructure: guarantee to the community, i) comfort: The work environment must be orderly and organized,

the waiting room is comfortable, clean, and tidy, the environment is beautiful and healthy, and equipped with supporting facilities such as parking, toilets, places of worship, and others.

Sinambela (2008:6), in Lingga Septin Aldaty, et. al (2025), states that the principles of public attendances are reflected in: a. Transparency: Open, easy, and accessible to all required parties, and adequately provided and easily understood, b. Liability: Can be accounted for in accordance with statutory regulations, c. Conditional: Appropriate to the conditions and capabilities of the service provider and recipient, while adhering to the principles of efficiency and effectiveness, d. Participatory: Encourage community participation in public service delivery by considering community aspirations, needs, and expectations.

In relation to the principle of attendance mentioned above, the researcher ensures that it serves as a guide for the provision of public attendance by government institutions, especially in Posto Administrativo and also serves as an indicator to evaluate the performance of public attendance providers. With these principles in this public attendance activity, ensure that communities will receive services that can meet their needs and ensure that the process is satisfactory and does not cause inconvenience / confusion to them.

### ***B. Types of Attendances***

Types of attendance come from interests that take various forms, which public institutions use to serve their communities in need are:

- a. Administrative Services: are services that produce and have various forms of official documents that the community needs, such as citizenship status, certificate of competence, ownership or control of property, and others. These documents include Resident Identity Card (KTP), Birth Certificate, Death Certificate (Ovito).
- b. Serves in the Form of Things: are attend that produce various forms or types of things that the community needs such as the implementation of social programs that the affected communities need.
- c. Attend in the Form of Delivery: This refers to services provided or served in various ways that the community needs such as education, health, transportation, postal serve, and training for the community through the leadership of Suku, Aldeia or Bairro.

### ***C. Indicator of Attendance***

Scientific research requires indicators to measure and evaluate the contexts of the title of a search. According to Lingga Septin Aldaty, et. al (2025) Attendance indicators are measurement tools used to assess attendance, which are generally divided into 3 main categories as follows:

1. Tangibles and Reliability are physical facilities that are in good condition of buildings, waiting areas, equipment, and desks such as facilities that are clean, comfortable, and in good condition. Personal Appearance: The professional appearance of the personnel attending is uniform, clean, identification card, and organized and the organization's ability to provide accurate, complete, and promised services such as: a. Truth and Accuracy, provide accurate information and complete work properly by legal means. b. Meeting Deadlines: Meeting deadlines promised to the client. Keep promises or promises time to communities.
2. Responsiveness: Such as readiness and kindness to provide assistance and start working quickly and safely are: a. Fast response: Time used to receive customers or respond to emails/phone calls so as not to prejudice the community waiting too long before receiving services. b. Willingness to Help: Demonstrated behavior and willingness to help a customer who has a problem or need.
3. Assurance and Empathy: As the trust and security that the organization or personnel who provide services to their communities that knowledge and competence that serve must have sufficient knowledge and skills to solve the issues of the communities, care and individual attention given to each community gives attention to the specific needs of the community.

### ***D. Administrative Services***

Administration as the key foundation of administration work is a function to support the operation and functioning of the office, including managing documents or archives, scheduling, handling financial matters, attending guests and calls, and managing company data and databases. The objective is to ensure the smooth and

efficient daily administration of an organization that guarantees the satisfaction of the community, Max Weber (1864–1920), in Dwi Astutiek, et. al (2025). The duties and responsibilities of the administrative services are as follows:

- a) Document Management: Managing incoming and outgoing mail, and gathering internal documents such as reports, memos, and contracts.
- b) Scheduling: Arrange meetings, events, and other important activities within the office.
- c) File: Organize and store documents neatly for easy retrieval.
- d) Financial Administration: Perform simple financial tasks such as recording expenses, preparing petty cash reports, or processing receipts and invoices.
- e) Office Supplies: Service internal office needs, including providing office supplies, service supplies, and managing office facilities.
- f) Community Outreach: Handle incoming calls and answer questions from communities or business partners.
- g) Database Management: Manage and update company databases, such as employee or community data.
- h) Support Services: Assist other departments with other administrative and operational tasks.

Related to the above explanation, it is concluded that an administrative service includes supporting office operations by managing documents, correspondence, schedules, data, and inventory, as well as handling internal/ external communications and basic financial administration to ensure the day-to-day operations of the company run smoothly. This role is crucial to maintain order, discipline, and efficiency in the flow of work as a means of facilitating and serving the community with maximum responsibility.

### ***E. Functions and Principles of Administrative Services***

Artigo 137 of the Constitution of the RDTL states the General Principles of Public Administration as follows:

1. Public Administration shall be responsible for the prosecution of the public interest, which is respect for the legitimate interests of citizens and constitutional institutions.
2. The structure of the Public Administration is in a way to avoid bureaucratization, seek to bring the work of the population closer and uphold the interest of participation in its effective management.
3. The law shall establish the rights and guarantees of the administrators, especially against acts that violate their rights and legitimate interests.
4. Also, according to Ministerial Diploma n.o 24/2014 (and subsequent amendments as also stated in DL 84/2023), states the Administrative Post is an instrumental organic sub-unit of the Municipal Service. It consists of four (4) local services, to support the Administrator Posto Administrativo (APA):
  1. Local Service Administration: a. Core Function: Internal coordination, staff management, and logistics. b. Legal Duty. Manage human resources and personnel files of employees in the Post. b. Perform general administration such as correspondence, documents, and filing. c. Manage and support state assets (buildings, equipment) in the Posto Administrativo.
  2. Local Financial Services. maid. Main Function: Financial management of the Administrative Post and support budget execution. b. Legal Duty: a. Support the execution of the state budget allocated to the Administrative Post (such as the Administrative Post Manpower Program). b. Collect and manage revenues delegated by the Municipal Authority to the Posto Administrativo. c. Prepare and submit financial reports on activities.
  3. Local Services Local Planning and Development: a. Main Function: Monitoring and evaluation of development projects. b. Legal Duties: Manage and update rustic and community land and heritage inventories. b. Support the Administrator in the planning and execution of projects in the Posto Administrativo, including projects from Central Ministries. c. Coordinate with the suku and the Council on local development plans.
  4. Local Community Development Services: a. Main Function: Liaison with the community and support for local initiatives. b. Legal Duty: a. Support and facilitate public service approaches to the population. b. Support speakers and organizations to promote community development. c. Manage and update inventory of existing community land.

**F. Indicator of Administration Service**

Important dimensions covering administrative services discovered by Sitorus 2009) in Siti Qomariah (2022), which can measure administrative services using three dimensions:

- a. Effectiveness and productivity are the ability to achieve planned goals or results and focus on "doing the right things".
- b. Professional service is a way in which an organization helps, information, or community service with competence and attitude related to established standards of ethics and conduct.
- c. Transparency and communication are the ability to open in the context of administrative services to serve the community, through sharing information, motivational ideas as well as listening to the voice of the community.

**G. Community Satisfaction**

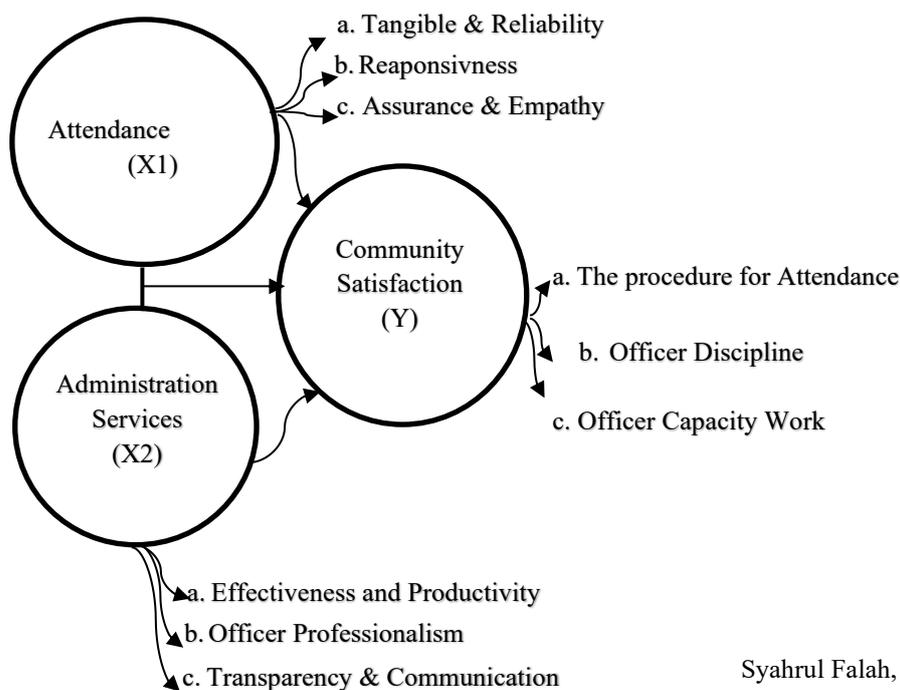
In general, satisfaction is one’s feeling of pleasure or disappointment that arises after comparing performance with the community’s desired outcome. Kotler, 2005 in Syahrul Falah, et. Al (2020). If performance meets expectations, communities will be satisfied. However, if performance exceeds expectations, communities will be highly satisfied. Conversely, if performance falls short of expectations, communities will be dissatisfied. Moreover, Suprpto (2006) in Syahrul Falah, et. Al (2020) stated that satisfaction is a feeling of relief or happiness due to the expectations of administrative services that will be met with quality and satisfied.

**H. Indicator of Community Satisfaction**

Artigu 121 states that Public Administration must be based on principles such as: Public interest, Respect for the rights and interests of citizens granted to them by law and Transparency, impartiality, and the ability to make quick decisions. Indicators of community satisfaction are:

- a. The procedure for community service, namely the stage of service facilities provided to the public, as seen from the simplicity of the service flow.
- b. Service officer discipline, namely officers' commitment to provide services, especially regarding consistent working hours in accordance with applicable regulations.
- c. Official service capacity, namely the level of ability of officials to provide/complete services to the public.

**I. Concept Design**



Syahrul Falah, et.al, (2020).

**Figure 1. Research Model of Public Service and Administrative Service Effects on Community Satisfaction**

**J. Hypothesis**

According to Abdullah et al., (2022, p. 49), hypothesis is a temporary answer to the formulation of a research problem, because the answer to the formulation of the problem is based on relevant theory and logic of thought has not been proven based on empirical facts.

Because it is a temporary assumption, the hypothesis must be proven through data collected and processed using statistical analysis (Zulfikar et al., 2024, p. 43).

Therefore, the hypothesis of this research is:

- H1 = There is a significant influence of attendance on community satisfaction in Postu Administrativo Dom Aleixo.
- H2 = Has a significant influence on Community Satisfaction Administration Service in Postu Administrativo Dom Aleixo.
- H3 = there is a simultaneous significant influence of Attention and Service Administration on Community Satisfaction in Postu Administrativo Dom Aleixo.

**III. RESEARCH METHODOLOGY****A. Boarding and Type Research**

This study examines the service delivery and administration for community satisfaction in the Dom Aleixo Administrative Post. This type of research uses quantitative methods as a method used with statistical tests. The data analysis technique uses Statistical Product and Service Solutions (SPSS) with V. 21. Data collection from this research is through a questionnaire with a Likert scale that will be distributed to the communities belonging to the Posto Administrativo Dom Aleixo, Dili Timor-Leste.

**B. Population in Sample**

According to Sugiyono (2013:80) in Syahrul Falah, et.al, (2020) population is a generalized area composed of objects / subjects that have certain qualities and characteristics determined by the researcher to study, and then draw conclusions.

In this research came from seven villages such as: Suku Fatuhada, Comoro, Kampung Alor, Bebonuk, Madohi, Manleuana, Bairo Pite, which belongs to the Posto Administrativo Dom Aleixo, Dili Timor-Leste. With a large number of populations, the researcher used accidental sampling method.

According to Sugiyono (2011) in Syahrul Falah, et.al, (2020), accidental sampling is a non-probability sampling technique in which researchers select samples with communities encountered at the research site, which are easily accessible and available, without special planning, rigorous or quick cost-effective, although the results are not representative and valid for population generalization.

The target sample that the researcher will use is 100 communities that will represent the population composed of seven village (7) such as: Fatuhada, Comoro, Kampung Alor, Bebonuk, Madohi, Manleuana, Bairo Pite iha Posto Administrativo Dom Aleixo, Dili Timor-Leste.

**C. Method Analysis Data Research**

Data analysis technique in this research uses quantitative method to analyze the independent variables to dependent variables such as Attendance (X1) Administration services (X2) to Community Satisfaction (Y). The researcher's data processing technique used multiple linear regression analysis. Sanusi in Sari & Zefri (2019), multiple linear regression is analyzing the relationship or influence between a dependent variable on the independent variable.

The formulation is  $Y = a + b_1 X_1 + b_2 X_2 + \dots + b_n X_n$ : Y= Satisfaction Community A= Coefficients B1 no b2 = Coefficients determination X1= Attendance X2= Administration Services. Data were analyzed by processing software (SPSS) Statistical Product and Service Solutions version 21. The data analysis techniques used in this study include: validity test, repeatability test, and determinant coefficient test, such as R-square (R<sup>2</sup>) test.

#### IV. RESULTS AND DATA ANALYSIS

This research was conducted in the Administrator Posto Administrativo Dom Aleixo, Dili Timor-Leste, with a research period of almost 1 month, starting from December 2025.

##### A. Validity Test

**Table 1. Validation Test Results**

No	Variable	Indicator	R-Count	R-Table	Obst
1.	Attendance	Item1	0.816	0.197	validity
		Item 2	0.811	0.197	
		Item 3	0.823	0.197	
		Item 4	0.769	0.197	
		Item 5	0.770	0.197	
		Item 6	0.695	0.197	
2.	Administration Services	Item 1	0.752	0.197	
		Item 2	0.736	0.197	
		Item 3	0.768	0.197	
		Item 4	0.795	0.197	
		Item 5	0.796	0.197	
		Item 6	0.872	0.197	
3.	Community Satisfaction	Item 1	0.705	0.197	
		Item 2	0.726	0.197	
		Item 3	0.614	0.197	
		Item 4	0.551	0.197	
		Item 5	0.769	0.197	
		Item 6	0.637	0.197	

*Questionnaire Results, 2025*

The validity test results show that all indicators for the variables service quality, service facility, work discipline, employee competence, and public satisfaction meet the validity criterion with values less than 0.05. This finding shows that each research statement/instrument is considered valid. Therefore, the measurement model in this study has met the requirements of validity in this research.

##### B. Reliability Test

**Table 2. Reliability Test**

No	Variable	Cronbach Alpha	Obst
1.	Attendance	0.879	Repeatability
2.	Administration Services	0.876	
3.	Community Satisfaction	0.813	

Based on the results of the analysis of all variables in this study, Cronbach's Alpha value is higher than 0.60, which shows that the reliability is greater in this research. Variable Attendance with a value of 0.879,

Administration Services 0.876 and community satisfaction with a value of 0.813. These values indicate that all indicators within each construct are consistent in measuring the intended variables. Therefore, all the variables in this study can be declared as reliable and suitable for use in the subsequent structural model analysis.

### C. Multiple Linear Regression Analysis Results

**Table 3. Multiple Linear Regression Results**

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.803	1.478		3.927	.000
	Attendance	.269	.126	.287	2.127	.036
	Administration Services	.386	.131	.399	2.957	.004
a. Dependent Variable: Community Satisfaction						

Questionnaire Results, 2025

Based on the table above, the value listed in the Unstandardized Coefficients column indicates the regression coefficients for each independent variable. Therefore, the multiple linear regression equation is as follows:

$$\text{Value Y} = 5.803 + 0.269 X_1 + 0.386 X_2 + e$$

The equation can be described as follows:

1. Constant value with a total of 5.803, this result means that when the service variable and the administration service variable have a value of zero (0) or no, then community satisfaction with a value of 5.803.
2. The value of the regression coefficient of the Attendance variable ( $X_1$ ) is 0.269, which would indicate that for every one unit increase or 1 source in the Attendance variable ( $X_1$ ), it means that community satisfaction will increase by 0.269.
3. The regression coefficient value of the variable Administration Services ( $X_2$ ) is 0.386, which would indicate that for every one unit increase or 1 source in the variable Administration Services ( $X_2$ ), it means that community satisfaction will increase by 0.386.

### D. Coefficients Determination

**Table 4. Result of Coefficient Determination**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.656	0.430	0.418	3.935
<b>Predictors:</b> (Constant), Administrative Services, Public Service (Attendance)				
<b>Dependent Variable:</b> Community Satisfaction				

Based on table 4, the R Square value of 0.430 indicates that 43% of the variance in community satisfaction can be explained by two independent variables: Attendance, Administration Services, and Community Satisfaction. The remaining 57% is influenced by other factors that are not related to this research. Therefore, the regression used to say that there is a strong ability to explain the variations of community satisfaction in Posto Administrativo Dom Aleixo, Dili, Timor-Leste.

### E. Analysis of Attendance in Community Satisfaction in Posto Administrativo Dom Aleixo

Based on Table 3, the regression coefficient for attendance is 0.269, with a significance value of 0.036. This indicates that the first hypothesis ( $H_1$ ), which states that the variable Attendance ( $X_1$ ) has a positive and significant effect on Community Satisfaction, is rejected because the significance value is less than 0.05 and the coefficient is positive. This indicates that the attendance variable has a positive and significant effect on community satisfaction in the Posto Administrativo Dom Aleixo, Dili, Timor-Leste.

### **F. Analysis of Administration Services for Community Satisfaction in Posto Administrativo Dom Aleixo.**

Based on Table 3, the regression coefficient for administrative services is 0.386, with a significance value of 0.004. This indicates that the first hypothesis (H2), which states that the variable Administration Services (X2) has a positive and significant effect on Community Satisfaction, is rejected because the significance value is also less than 0.05 and the coefficient is positive. This indicates that the administration service variable has a positive and significant effect on community satisfaction in Dom Aleixo Administrative Post, Dili, Timor-Leste.

## **V. CONCLUSIONS AND SUGGESTIONS**

### **A. Conclusions**

Based on the research results, it is concluded that the variable Attention and Service Administration has a positive and significant effect on Community Satisfaction in Dom Aleixo Administrative Post, Dili Timor-Leste. This means that better exploration in services and administrative services does tend to increase community satisfaction. Of these two independent variables, administrative services are the most dominant factor, with the highest regression coefficient value of 0.386.

In addition, the R Square value reached 0.430, which indicates that 43% of the variation in community satisfaction can be explained by two (2) independent variables, while the remaining 57% is influenced by factors that are not within the framework of this research. These results show that this research has a strong ability to explain the factors that influence community satisfaction. Therefore, further improvement of administrative services and services, which is a strategic step for local governments, needs to be strengthened and improved to increase community satisfaction, while continuing to improve administrative services and services in Posto Administrativo Dom Aleixo, Dili Timor-Leste, to better support the needs of the community belonging to the Posto Administrativo Dom Aleixo belongs to Village; Madohi, Kampung Alor, Comoro, Bairro Pite, Manleuanan, Fatuhada no Bebonuk.

### **B. Suggestions**

Optimiza atenedmentu no servisu administrasaun, tanba variabel indenoendente rua iha fó impaktu signifkativu ba satisfasaun komunidadu, deskobrimentu ida-ne'e indika katak atenedmentu no servisu administrasaun, presiza nafatin atu hadi'a liliu ba iha oficial atenedmentu no servisu administrasaun iha Posto Administrativo Dom Aleixo. persiza halo avaliasaun regulár ba prosedimentu servisu nian, ajusta padraun operasionál sira hodi hatán ba nesesidade komunidadu nian, no hasa'e transparénsia no responsabilizasaun iha prosesu servisu hotu-hotu. Tanba rezultadu husi persentajen nato'on hodi suptitui ba governu lokal hodi hadia diak liutan atenedmentu no servisu administrasaun nian iha Posto refere hodi garantia ba kualidade ida ne'ebé diak liu tan.

Optimizing attendance and administrative services, because two independent variables have a significant impact on community satisfaction, this finding indicates that attendance and administrative services still need to be improved, especially for attendance and administrative services in the Posto Administrativo Dom Aleixo. it is necessary to regularly evaluate service procedures, adjust operational standards to meet community needs, and increase transparency and accountability in all service processes. Because the result of the high percentage to replace the local government to improve the attendance and administration services in the Posto Administrativo Dom Aleixo, Dili Timor-Leste.

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ANEXU

Meeting with the Administrator of the Dom Aleixo Administrative Post At Work

<b>Tabel r Product Moment</b>											
<b>Pada Sig.0,05 (Two Tail)</b>											
N	r	N	r	N	r	N	r	N	r	N	r
1	0.997	41	0.301	81	0.216	121	0.177	161	0.154	201	0.138
2	0.95	42	0.297	82	0.215	122	0.176	162	0.153	202	0.137
3	0.878	43	0.294	83	0.213	123	0.176	163	0.153	203	0.137
4	0.811	44	0.291	84	0.212	124	0.175	164	0.152	204	0.137
5	0.754	45	0.288	85	0.211	125	0.174	165	0.152	205	0.136
6	0.707	46	0.285	86	0.21	126	0.174	166	0.151	206	0.136
7	0.666	47	0.282	87	0.208	127	0.173	167	0.151	207	0.136
8	0.632	48	0.279	88	0.207	128	0.172	168	0.151	208	0.135
9	0.602	49	0.276	89	0.206	129	0.172	169	0.15	209	0.135
10	0.576	50	0.273	90	0.205	130	0.171	170	0.15	210	0.135
11	0.553	51	0.271	91	0.204	131	0.17	171	0.149	211	0.134
12	0.532	52	0.268	92	0.203	132	0.17	172	0.149	212	0.134
13	0.514	53	0.266	93	0.202	133	0.169	173	0.148	213	0.134
14	0.497	54	0.263	94	0.201	134	0.168	174	0.148	214	0.134
15	0.482	55	0.261	95	0.2	135	0.168	175	0.148	215	0.133
16	0.468	56	0.259	96	0.199	136	0.167	176	0.147	216	0.133
17	0.456	57	0.256	97	0.198	137	0.167	177	0.147	217	0.133
18	0.444	58	0.254	98	0.197	138	0.166	178	0.146	218	0.132
19	0.433	59	0.252	99	0.196	139	0.165	179	0.146	219	0.132
20	0.423	60	0.25	100	0.195	140	0.165	180	0.146	220	0.132
21	0.413	61	0.248	101	0.194	141	0.164	181	0.145	221	0.131
22	0.404	62	0.246	102	0.193	142	0.164	182	0.145	222	0.131
23	0.396	63	0.244	103	0.192	143	0.163	183	0.144	223	0.131
24	0.388	64	0.242	104	0.191	144	0.163	184	0.144	224	0.131
25	0.381	65	0.24	105	0.19	145	0.162	185	0.144	225	0.13
26	0.374	66	0.239	106	0.189	146	0.161	186	0.143	226	0.13
27	0.367	67	0.237	107	0.188	147	0.161	187	0.143	227	0.13
28	0.361	68	0.235	108	0.187	148	0.16	188	0.142	228	0.129
29	0.355	69	0.234	109	0.187	149	0.16	189	0.142	229	0.129
30	0.349	70	0.232	110	0.186	150	0.159	190	0.142	230	0.129
31	0.344	71	0.23	111	0.185	151	0.159	191	0.141	231	0.129
32	0.339	72	0.229	112	0.184	152	0.158	192	0.141	232	0.128
33	0.334	73	0.227	113	0.183	153	0.158	193	0.141	233	0.128
34	0.329	74	0.226	114	0.182	154	0.157	194	0.14	234	0.128
35	0.325	75	0.224	115	0.182	155	0.157	195	0.14	235	0.127
36	0.32	76	0.223	116	0.181	156	0.156	196	0.139	236	0.127
37	0.316	77	0.221	117	0.18	157	0.156	197	0.139	237	0.127
38	0.312	78	0.22	118	0.179	158	0.155	198	0.139	238	0.127
39	0.308	79	0.219	119	0.179	159	0.155	199	0.138	239	0.126
40	0.304	80	0.217	120	0.178	160	0.154	200	0.138	240	0.126