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## **THE INFLUENCE OF SOCIAL POLICY AND INTERVENTION ON PUBLIC SATISFACTION IN THE SOCIAL SERVICES FOR WOMEN'S EMPOWERMENT AND CHILD PROTECTION OF CENTRAL PAPUA PROVINCE**

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### **Abstract**

This study analyzes the influence of social policies and interventions on community satisfaction at the Social Service for Women's Empowerment and Child Protection of Central Papua Province. Using a quantitative approach with multiple linear regression analysis techniques, data were obtained from 35 respondents through questionnaires, observations, and documentation. The results of the study indicate that the policies implemented do not have a significant effect on community satisfaction, which is caused by inconsistent implementation, lack of community participation, and minimal policy socialization. On the other hand, social interventions have a significant effect on community satisfaction, with the main factors being the relevance of the intervention to community needs, transparency of implementation, and the positive impacts felt. Simultaneously, social policies and interventions have a significant effect on community satisfaction, confirming that integrated management of these two aspects is essential to improve the effectiveness of social services. Therefore, the main recommendation is to strengthen the synergy of policies and social interventions by ensuring consistent implementation and increasing community involvement in the process of policy formulation and evaluation.

**Keywords:** Policy, Social Intervention, Community Satisfaction, Public Services, Central Papua

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## INTRODUCTION

### Background

Public satisfaction with public services is an important indicator in assessing the effectiveness of policies and programs implemented by the government (Tjiptono & Chandra, 2018). In the context of social development, the government has a responsibility to ensure that the policies and social interventions implemented are able to improve the welfare of the community. (Roreng et al., 2024). One of the institutions that plays a strategic role in this regard is the Department of Social Affairs, Women's Empowerment and Child Protection (Dinsos PPPA) which has a mandate to implement social protection programs, especially for vulnerable groups such as women and children.

In Central Papua Province, public satisfaction with Dinsos PPPA services is still a major challenge. Although various policies have been implemented to improve social welfare, there are still gaps in policy implementation that cause low levels of public satisfaction. Several studies (Mangopo et al., 2025; Randan et al., 2025; Rauf et al., 2025) shows that social policies that are not implemented properly can cause public distrust of government institutions (Anderson, 2016). In addition, social interventions that are not targeted or do not match the needs of the community can also reduce the effectiveness of social programs (Agustino, 2016).

The initial survey results show that there are still public complaints about access to social services, minimal public participation in policy making, and lack of transparency in the implementation of social programs. This phenomenon indicates that further evaluation is needed regarding the extent to which the policies and social interventions implemented are able to increase public satisfaction at the Dinsos PPPA of Central Papua Province.

### Urgency of Research

This study is important because it contributes to filling the literature gap related to the relationship between social policy, social intervention, and community satisfaction in the context of local government. Previous studies have mostly discussed the effectiveness of public policy in general (Dye, 2017) without considering how social policy and intervention simultaneously affect community satisfaction in the social service sector.

In addition, by using quantitative methods and multiple linear regression analysis, this study will provide more objective empirical findings related to factors that influence community satisfaction. The results of this study can also be used as recommendations for local governments in increasing the effectiveness of social intervention policies and programs that are more inclusive, transparent, and in accordance with community needs.

### Formulation of the problem

Based on the background that has been described, this study attempts to answer the following questions:

1. Do the policies implemented by the Central Papua Province PPPA Social Service have a significant impact on community satisfaction?
2. How do social interventions affect community satisfaction?
3. Do social policies and interventions simultaneously affect public satisfaction?

### **Research purposes**

This research aims to:

1. Analyzing the influence of policies on community satisfaction at the PPPA Social Service of Central Papua Province.
2. Identifying the role of social interventions in increasing community satisfaction.
3. Evaluating the simultaneous influence of policies and social interventions on community satisfaction.

By understanding the dynamics of policies and social interventions in increasing public satisfaction, it is hoped that this research can contribute to the development of public policy strategies that are more responsive and oriented towards community needs.

## **LITERATURE REVIEW**

### **Theory of Community Satisfaction**

Public satisfaction with public services is one of the main indicators in assessing the effectiveness and quality of services provided by the government. Sinambela (2010) stated that the main purpose of public services is to meet the needs and expectations of the community. This satisfaction occurs when public expectations are equal to or higher than the performance of the services received. SERVQUAL Model(Halik et al., 2024)developed by Parasuraman, Zeithaml, and Berry (1988) identified five main dimensions that influence customer satisfaction, namely reliability, responsiveness, assurance, empathy, and tangibles.

Research by Fauzan and Setiawan (2023) found that service quality has a significant influence on public satisfaction in the context of motor vehicle testing in Garut Regency. This study emphasizes the importance of public involvement in evaluating public services in order to improve the effectiveness of social policies.

### **Policy Implementation Theory**

Public policy implementation refers to the process of implementing political decisions into real actions aimed at achieving certain goals (Dye, 2017). The success of policy implementation depends on several factors, including consistency of implementation, coordination between institutions, and the level of community involvement (Mokodongan, Tangkere, & Rorong, 2021). In the context of social services, policies that are not implemented properly are often the cause of low levels of community satisfaction with public services.(Halik & Halik, 2024; Lambe & Tandi, 2021; Randan et al., 2025).

## Social Intervention Theory

Social intervention refers to planned efforts made by the government or organizations to address specific social problems and improve community welfare (Sari & Putra, 2024). Social intervention approaches can be programs, policies, or actions designed to bring about positive change in society. Recent research by Sari and Putra (2024) shows that community-based social interventions can improve the independence and welfare of communities in transmigration areas.

## Operational Definitions of Key Concepts

- a. Social Policy is a series of decisions and actions taken by the government or related institutions that aim to improve the social welfare of the community through certain programs and services (Dye, 2017).
- b. Social intervention is a structured effort made to address social problems with the aim of bringing positive changes to people's lives (Sari & Putra, 2024).
- c. Public Satisfaction is the level of satisfaction felt by the public as recipients of public services, which is measured based on a comparison between expectations and the performance of the services received (Tjiptono & Chandra, 2018).

## Relevant and Recent Literature

Recent research in public administration shows that well-designed policies, but not implemented effectively, can lead to public dissatisfaction (Agustino, 2016). In addition, research by Mokodongan et al. (2021) found that appropriate population policies and good service quality have a significant impact on public satisfaction in Minahasa Regency.

Meanwhile, studies on social interventions show that community-based programs are more effective in improving social welfare compared to top-down approaches (Sari & Putra, 2024). In the context of social services in Indonesia, research by Fauzan and Setiawan (2023) emphasizes the importance of transparency and accountability in the implementation of social intervention programs to increase public trust in the services provided.

## Hypothesis Development

Based on previous theories and research, the hypothesis proposed in this study is:

**H1:** The policies implemented by the Social Service for Women's Empowerment and Child Protection of Central Papua Province have a significant impact on public satisfaction (Dye, 2017).

**H2:** Social interventions carried out by the Social Service for Women's Empowerment and Child Protection of Central Papua Province have a significant impact on community satisfaction (Sari & Putra, 2024).

**H3:** Social policies and interventions simultaneously have a significant impact on community satisfaction (Fauzan & Setiawan, 2023).

This hypothesis testing is expected to provide empirical insight into the factors that influence public satisfaction with social services in Central Papua Province. Based on the hypothesis that the author proposed above, the author tries to describe the conceptual framework in this study as in **Figure 1** following.

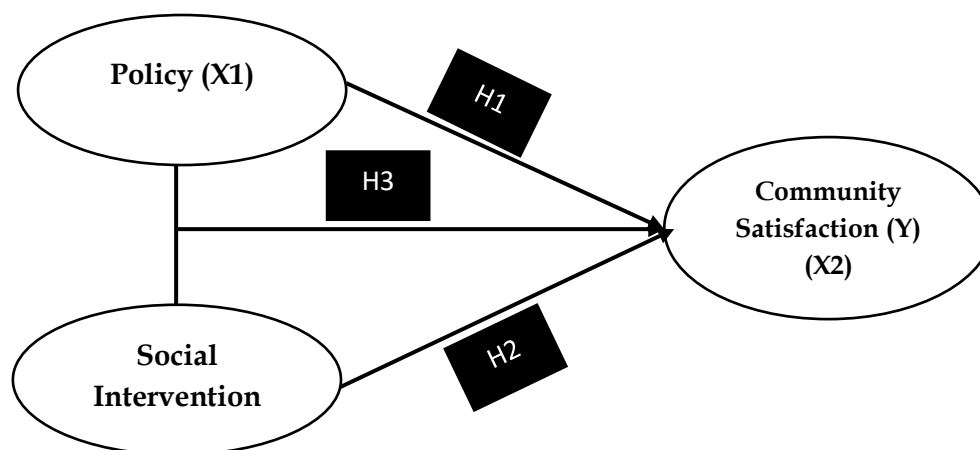


Figure 1. Research Concept Framework  
Source: Author, 2025

## METHOD

This research uses a quantitative approach with an explanatory research design. (Singarimbun, M & Effendi, 2008; Susilana, 2015), which aims to analyze the influence of social policies and interventions on community satisfaction at the Social Service for Women's Empowerment and Child Protection (Dinsos PPPA) of Central Papua Province. This research design was chosen because it allows testing the causal relationship between independent variables, namely policy ( $X_1$ ) and social intervention ( $X_2$ ), on the dependent variable, namely public satisfaction ( $Y$ ).

The population in this study was the community who received services from the Dinsos PPPA of Central Papua Province, as well as employees who were responsible for implementing social policies and interventions. The research sample was taken using a purposive sampling technique. (Sugiyono, 2020), where the selection of respondents is based on certain criteria, namely the community who have received services from the PPPA Social Service at least once in the last six months and employees who have more than one year of work experience in the institution. Based on these criteria, the number of samples in this study was 35 respondents, consisting of 21 community service recipients and 14 PPPA Social Service employees.

This research was conducted at the Social Service for Women's Empowerment and Child Protection of Central Papua Province, with an implementation period of three months, namely from November to January 2025. The research location was chosen because this institution has a strategic role in implementing social policies and interventions for vulnerable groups, especially women and children.

Data collection was carried out using a questionnaire compiled based on a Likert scale with five answer categories, from strongly disagree (1) to strongly agree (5). (Santosa, 2018) The questionnaire included statements related to policy effectiveness, community involvement in social interventions, and the level of community satisfaction with the services provided. In addition to the questionnaire, data were also collected through limited interviews with Dinsos PPPA employees to obtain additional information on the implementation of policies and social interventions.

The data analysis technique used in this study is multiple linear regression analysis, with the help of SPSS software version 25. This analysis aims to determine the effect of each independent variable (policy and social intervention) on the dependent variable (community satisfaction), both partially (t-test) and simultaneously (F-test). Before the regression analysis was carried out, the data was tested using validity and reliability tests to ensure that the research instrument had a high level of accuracy and consistency.(Ghozali, 2021). In addition, classical assumption tests were conducted, including normality tests, multicollinearity tests, and heteroscedasticity tests, to ensure that the regression model meets the required statistical assumptions.(Ghozali, 2021).

The results of this study are expected to provide empirical insights into the effectiveness of policies and social interventions in increasing community satisfaction. The findings from the data analysis will be the basis for providing recommendations for local governments to formulate policies that are more effective and responsive to community needs.

## RESULTS AND DISCUSSION

### RESULTS

#### Respondent Characteristics

The characteristics of respondents in this study include gender, age, education level, and employment status. Data obtained from 35 respondents are presented in **Table 1** following.

**Table 1.** Respondent Characteristics

Characteristics	Category	Frequency (n)	Percentage (%)
<b>Gender</b>	Man	14	40.0%
	Woman	21	60.0%
<b>Age (years)</b>	18-30	10	28.6%
	31-45	15	42.9%
	46-60	10	28.6%
<b>Level of education</b>	Elementary/Middle School	5	14.3%
	SENIOR HIGH SCHOOL	15	42.9%
	Diploma/Bachelor	15	42.9%
<b>Employment Status</b>	Doesn't work	12	34.3%
	Social Service Employee	14	40.0%
	Businessman	9	25.7%

*Source: Primary research data (2025)*

Based on **Table 1**, the majority of respondents in this study were women (60%), which reflects that the female group received more services from the Central Papua Province PPPA

Social Service than men (40%). In terms of age, the majority of respondents were in the 31–45 year range (42.9%), which indicates that the productive age group is more dominant in assessing the policies and social interventions provided.

In terms of education level, most respondents have a high school education (42.9%) and a Diploma/Bachelor's degree (42.9%), while the other 14.3% only have an elementary/junior high school education. This shows that most respondents have a fairly good level of literacy in understanding the policies and social services provided.

Regarding employment status, 40% of respondents were Social Service employees, while 34.3% were unemployed and 25.7% were entrepreneurs. This illustrates that the research sample includes groups that have a direct relationship with social policies and services, both as beneficiaries and policy implementers.

## Statistical Test Results and Discussion

### Validity and Reliability Test

#### Validity Test

Validity testing is conducted to determine whether each item in the questionnaire can measure the variables studied accurately. This test uses Pearson Product Moment correlation, with the following testing criteria:

- If  $r\text{-calculate} > r\text{-table}$  (0.3338) at a significance level of  $\alpha = 0.05$ , then the item is valid.
- If  $r\text{-count} < r\text{-table}$  (0.3338), then the item is invalid.

Based on the results of the analysis using SPSS version 25, the results of the validity test were obtained which are displayed in **Table 2** following:

**Table 2.** Validity Test Results

Statement No.	r-count	r-table (0.3338)	Information
P1	0.929	0.3338	Valid
P2	0.607	0.3338	Valid
P3	0.929	0.3338	Valid
P4	0.847	0.3338	Valid
P5	0.500	0.3338	Valid
P6	0.607	0.3338	Valid
P7	0.929	0.3338	Valid
P8	0.583	0.3338	Valid
P9	0.929	0.3338	Valid
P10	0.847	0.3338	Valid
P11	0.500	0.3338	Valid
P12	0.607	0.3338	Valid

Statement No.	r-count	r-table (0.3338)	Information
P13	0.929	0.3338	Valid
P14	0.847	0.3338	Valid
P15	0.929	0.3338	Valid
P16	0.658	0.3338	Valid
P17	0.929	0.3338	Valid
P18	0.607	0.3338	Valid
P19	0.929	0.3338	Valid
P20	0.847	0.3338	Valid
P21	0.607	0.3338	Valid
P22	0.929	0.3338	Valid
P23	0.847	0.3338	Valid
P24	0.658	0.3338	Valid

*Source: SPSS Output (2025)*

From the table above, all questionnaire items have a calculated r value > r table (0.3338), so all items are declared valid and can be used in this study.(Ghozali, 2021; Riadi, 2016).

### Reliability Test

Reliability testing aims to measure the consistency of research instruments in producing stable and reliable data.(Hair et al., 2021). This test uses Cronbach's Alpha, with the following criteria:

- If Cronbach's Alpha > 0.60, then the instrument is considered reliable.
- If Cronbach's Alpha < 0.60, then the instrument is considered unreliable.

The results of the reliability test are presented in Table 3 below:

**Table 3. Reliability Test Results**

Variables	Cronbach's Alpha Reliability Criteria	
Policy (X1)	0.859	Reliable
Social Intervention (X2)	0.912	Reliable
Community Satisfaction (Y)	0.971	Reliable

*Source: SPSS Output (2025)*

Based on the results of the reliability test, all variables have Cronbach's Alpha > 0.60, so it can be concluded that this research instrument is reliable and can be used in measuring research variables.



Based on the results of the validity and reliability tests, all questionnaire items were declared valid and reliable, so they can be used for further analysis in this study.

### Multiple Linear Regression Analysis

This study uses multiple linear regression analysis to test the effect of policy ( $X_1$ ) and social intervention ( $X_2$ ) on public satisfaction ( $Y$ ). The regression model used is as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Where:

- $Y$  = Community Satisfaction
- $X_1$  = Policy
- $X_2$  = Social Intervention
- $a$  = Constant
- $b_1, b_2$  = Regression coefficient
- $e$  = Error term

Based on the results of data processing using SPSS version 25, the following regression results were obtained:

**Table 4.** Multiple Linear Regression Analysis Results

Variables	Regression Coefficient (B)	t-count	Sig. (p-value)
Constant (a)	1,152	-	-
Policy ( $X_1$ )	0.178	1,376	0.179
Social Intervention ( $X_2$ )	0.725	6,831	0,000*
R-Square ( $R^2$ )	0.723	-	-
F-count	481,001	-	0,000*

Source: SPSS Output (2025)

\*Note: Significant at  $\alpha = 0.05$

From the regression results, the  $R^2$  value = 0.723 was obtained, which means that 72.3% of the variation in public satisfaction can be explained by policy variables and social interventions, while the remaining 27.7% is influenced by other variables not examined in this study.

### Partial Effect Test (t-Test)

#### 1. The Influence of Policy on Public Satisfaction

- t-count (1.376) < t-table (2.034) and p-value (0.179) > 0.05

- No significant effect on public satisfaction

## 2. The Influence of Social Intervention on Community Satisfaction

- t-count (6.831) > t-table (2.034) and p-value (0.000) < 0.05
- Has a significant impact on public satisfaction

### Simultaneous Effect Test (F Test)

- F-count (481.001) > F-table (3.28) and p-value (0.000) < 0.05
- Social policies and interventions simultaneously have a significant impact on community satisfaction.

### Conclusion

- Social intervention has a significant impact on community satisfaction
- Policy does not have a significant partial effect
- Both have a significant effect simultaneously

### Discussion

The results of the study show that the policy ( $X_1$ ) has no significant effect on public satisfaction ( $Y$ ), with a t-value (1.376) < t-table (2.034) and p-value (0.179) > 0.05. This finding indicates that the policies implemented by the Social Service for Women's Empowerment and Child Protection (Dinsos PPPA) of Central Papua Province have not been effective enough in increasing public satisfaction. Several factors that can explain this include inconsistency in policy implementation, minimal community involvement in the policy formulation process, and lack of socialization and communication regarding policies that have been implemented. These results are in line with research by Mokodongan et al. (2021) which found that policies that are not implemented transparently and accountably often fail to increase public satisfaction.

On the contrary, the results of the analysis show that social intervention ( $X_2$ ) has a significant effect on community satisfaction, with a t-value (6.831) > t-table (2.034) and a p-value (0.000) < 0.05. This means that the better the social intervention provided by the PPPA Social Service, the higher the level of community satisfaction with the services they receive. This finding indicates that the social interventions carried out, such as social assistance, assistance for vulnerable groups, and women's and children's empowerment programs, have been running well and in accordance with community needs. A study by Sari & Putra (2024) also shows that community-based social interventions have a greater impact on community welfare and satisfaction compared to top-down policies that involve less direct community participation.

The results of the simultaneous test (F Test) also show that policies and social interventions together have a significant effect on community satisfaction, with the F-count value (481.001) > F-table (3.28) and p-value (0.000) < 0.05. This means that although the policy partially does not have a significant effect on community satisfaction, when combined with effective social interventions, the impact becomes significant. This confirms that policies and social interventions should not run separately, but must be managed in an integrated manner and support each other. In other words, good social interventions can strengthen the impact of policies that have been implemented, as long as there is good coordination between policy formulation and program implementation in the field.

The implications of the results of this study are the importance of increasing the effectiveness of policies through improved implementation, increased transparency, and community involvement in the policy-making process. Local governments need to ensure that the policies made are not only written in regulations, but are actually implemented with clear mechanisms that are easy for the community to understand. In addition, social interventions that have been running well need to be maintained and improved in quality, by paying attention to aspects of sustainability and long-term impacts on the community.

Overall, this study contributes to understanding the relationship between policies, social interventions, and community satisfaction in the social service sector. The results of this study also confirm that social interventions are the main factor that has a greater influence on increasing community satisfaction compared to policies that are not implemented effectively. Therefore, a more integrative strategy between policies and social interventions needs to be implemented to ensure the effectiveness of social services provided to the community.

## CONCLUSION

This study aims to analyze the influence of social policies and interventions on community satisfaction at the Social Service for Women's Empowerment and Child Protection (Dinsos PPPA) of Central Papua Province. The results of the study indicate that the policies implemented do not have a significant effect on community satisfaction, which can be caused by the lack of community involvement in policy formulation, inconsistent implementation, and minimal policy socialization. On the other hand, social interventions have been shown to have a significant effect on community satisfaction, where programs that are transparent, relevant to community needs, and have a direct impact on welfare contribute positively to the level of community satisfaction.

Simultaneously, policies and social interventions have a significant effect on community satisfaction, indicating that the effectiveness of policies will increase if supported by appropriate social interventions. This finding confirms that the synergy between policies and social interventions is very important in increasing community satisfaction with social services. Thus, although policies individually do not have a significant effect, when combined with effective social interventions, the impact becomes stronger in increasing community satisfaction.

Based on the results of the hypothesis testing, the first hypothesis ( $H_1$ ) is rejected, because the policy does not have a significant effect on public satisfaction. The second hypothesis ( $H_2$ ) is accepted, because social intervention has been proven to have a significant effect on community satisfaction. The third hypothesis ( $H_3$ ) is also accepted, because social policies and interventions simultaneously affect community satisfaction. This indicates that less effective policies can still be improved with stronger social interventions that are oriented towards community needs.

This study has several limitations, including the limited sample size of only 35 respondents, so the results of this study may not be generalizable to a wider population. In addition, this study only focuses on two main variables, namely policy and social intervention, while other factors such as the performance of service officers, infrastructure quality, and the level of community participation in social programs also have the potential to influence community satisfaction.

For further research, it is recommended to use a larger sample and cover a wider area so that the results are more representative. In addition, further research can explore additional factors that can influence community satisfaction, such as aspects of leadership, good governance, and the effectiveness of coordination between related institutions. With a more comprehensive approach, it is hoped that future research can provide more concrete recommendations in an effort to improve community satisfaction with social services at the regional and national levels.

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