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The Effect of Competency and Infrastructure on Public Contentment Through Service Caliber at The UPTD BLK of West Tanjung Jabung District

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Abstract: This study intends to investigate the influence of expertise and infrastructure on public contentment through service caliber at the Technical Implementation Unit (UPTD) of the West Tanjung Jabung Regency Vocational Training Center (BLK). This study on the payroll a descriptive and quantitative technique with a survey method. The study population comprised all 106 users of vocational training services at the UPTD BLK in West Tanjung Jabung Regency, and the total population was sampled (census technique). Data were obtained by a questionnaire utilizing a Likert scale and analyzed using route analysis derived from Partial Least Squares (PLS). The results demonstrated that expertise and infrastructure had a favorable and meaningful effect on service caliber. Furthermore, service caliber had a favorable and meaningful effect on public contentment. The path analysis also indicated that service caliber mitigated the influence of expertise and infrastructure on public contentment. This study gives practical insights for the UPTD BLK in West Tanjung Jabung Regency to improve personnel competency and the supply of facilities and infrastructure to achieve optimal service caliber and boost public contentment.

Keyword: Expertise, Infrastructure, Service Caliber, Public Contentment, Partial Least Squares.

INTRODUCTION

Public services are an expression of the state's responsibility in serving the basic needs of the community and ensuring the fulfillment of citizens' rights. The caliber of public services is part of the primary markers of the achievement of good governance. Dwiyanto (2018) noted that caliber public services are defined not only by effective policies, but also by the capacity of human resources and the support of suitable service facilities. In this framework, government entities are supposed to deliver services that are effective, efficient, transparent, and oriented towards public contentment. Furthermore, according to Zahari et al. (2025), public service management plays a key role in creating public trust in the government. When service management is implemented successfully, the public will feel concrete benefits in the form of

convenience, speed, and certainty of service. Conversely, if service management is poor, it is typically difficult and non-transparent, ultimately diminishing the government's legitimacy in the eyes of the public.

As public demands for professional, fast, and accountable public services increase, central and regional governments continue to push for bureaucratic reform. Part of the main purposes of bureaucratic reform is to improve the caliber of public services, which has a direct impact on public contentment. Law Number 25 of 2009 respecting Public Services says that public service providers are obligated to deliver caliber services, supported by qualified personnel and suitable facilities and infrastructure.

In the employment sector, the Regional Technical Implementation Unit for Vocational Training Centers (UPTD BLK) plays a critical role in increasing the caliber and competitiveness of the workforce through competency-based training programs. The successful implementation of UPTD BLK obligations depends greatly on the caliber of services given to the public, notably to training participants. Caliber services will boost public contentment and strengthen the institution's reputation as a professional and trusted provider of job training services.

Several studies have demonstrated that the caliber of public services in the job training sector still confronts several issues. Moenir (2015) suggests that part of the causes of low public service caliber is limited staff competency and inadequate supporting facilities and infrastructure. Staff who lack the abilities appropriate to their tasks likely to provide substandard, sluggish, and unresponsive services to public needs.

Staff competency is a major determinant in the delivery of public services. Spencer & Spencer (1993) claim that competency is a core person caliber associated to improved performance in a job, covering knowledge, abilities, and work attitudes. In the context of public services, Wibowo (2016) underlines that competent workers will be able to provide services professionally, accurately, and with a focus on user happiness. Several prior research have indicated that staff competency has a good and considerable impact on public service caliber (Siregar, 2020; Pratama & Lestari, 2021).

In addition to skill, the availability of facilities and infrastructure is also a vital aspect in determining service caliber. structures and infrastructure are physical structures used to support the service process, such as buildings, work equipment, information technology, and the service environment. Ratminto and Winarsih (2018) noted that proper facilities and infrastructure will speed the service process, boost user comfort, and improve public impression of the caliber of public services. Research by Putri (2021) demonstrates that facilities and infrastructure have a major influence on service caliber and public contentment in local government organizations.

Public service caliber works as a strategic variable linking internal organizational characteristics with public contentment. Parasuraman et al., referenced in Zahari et al. (2025), argue that service caliber can be judged through five key dimensions: tangibles, reliability, responsiveness, assurance, and empathy. If these five Standards are optimally addressed, the service offered will be able to meet public expectations and provide contentment. Tjiptono (2019) noted that strong service caliber is a crucial prerequisite for establishing public happiness.

Various empirical research have revealed that service caliber has a direct and considerable influence on public contentment. Yuliani's (2020) research concluded that boosting the caliber of public services considerably boosts public contentment with government service organizations. Furthermore, Rahman and Hidayat's (2022) research indicated that service caliber functions as a mediator variable in the association between staff expertise and public contentment.

In the framework of the Technical Implementation Unit (UPTD BLK) in West Tanjung Jabung Regency, various difficulties persist that could potentially impair service caliber and

public contentment. These include insufficient training facilities, instructor competencies that do not match industry needs, and a substandard service system for training participants. These factors have the potential to reduce public contentment and the effectiveness of job training program execution.

Derived from theoretical explanations and past study findings, it can be argued that expertise and infrastructure are essential factors impacting service caliber, which in turn effects public contentment. However, research specifically examining the role of service caliber as a mediating variable between expertise and infrastructure on public contentment at Technical Implementation Units (UPTD) for Vocational Training Centers (BLK), particularly in West Tanjung Jabung Regency, is still relatively limited. Therefore, this study is vital to give empirical findings and policy recommendations for enhancing service caliber and public contentment at the UPTD BLK in West Tanjung Jabung Regency.

METHOD

This research was conducted at the Regional Technical Implementation Unit of the Vocational Training Center (UPTD BLK) in West Tanjung Jabung Regency, Jambi Province. The types of data used in this investigation were secondary and primary. According to Sugiyono in Sudirman et al. (2020), primary data is data gathered directly by the researcher from original sources, while secondary data includes documentation, published data, or data used by the organization. The variables utilized in this study were expertise (X1) and infrastructure (X2) as independent (exogenous) factors, with public service caliber (Y) as a mediating variable, and public contentment (Z) as a dependent (endogenous) variable.

The population of this study comprised all 106 people who had utilized population administration services at the UPTD BLK (Services and Public Service Unit) of West Tanjung Jabung Regency. Because the population was very small and could not be fully reached, the researcher utilized a saturation sampling approach (census method) as a sampling strategy. Sugiyono (2016) says that saturated sampling is a sampling strategy where all members of a population are used as samples. The data analysis method 0n the payroll was structural path analysis using the Structural Equation Modeling-Based Partial Least Squares (SEM-PLS) approach. SEM-PLS was chosen because it is capable of testing complex models, explaining correlations between latent variables, and stays successful for relatively small samples (Hair et al., 2019).

RESULTS AND DISCUSSION

Descriptive Research Variables

Data Profiling of the research data was utilized to assess interviewees' responses to each indicative variable studied. The findings of questionnaires sent to 100 interviewees regarding the characteristics of expertise (X1), infrastructure (X2), caliber of public services (Y), and public contentment (Z) at the Population and Civil Registration Office of West Tanjung Jabung Regency are shown in the following table:

Table 1. Results of Data Profiling Per Variable

No	Variables	Item	Total Score	Scale Range	Category
1	Expertise (X1)	9	3533	3.243,6–4.006,7	High
2	Facilities and infrastructure (X2)	10	3938	3.604–4.451	Good
3	Caliber of public services (Y)	10	3918	3.604–4.451	Good
4	Public contentment (Z)	8	3147	2.883,2–3.561,5	Satisfied

Source: Primary data, processed, 2025

The results of this study reveal that each member of the public has a positive opinion of the variables of digitization, professionalism, public service caliber, and public contentment. The total score for each variable: expertise (X1) was 3533, categorized as good; infrastructure (X2) was 3938, categorized as high; and public service caliber (Y) was 3918, categorized as good. The public contentment variable (Z) was 3147, classified as satisfied.

Measurement Model Analysis (Outer Model)

There are three Standards for examining the outer model: Shared Variance Evidence , Differentiator Legitimateity, and Shared Variance Measure of a Latent Factor. Shared Variance Evidence of the measuring model with reflecting indicatives is determined derived from the correlation between the estimated item scores/component scores. An individual's reflecting measure is regarded high if it correlates more than 0,70 with the construct being tested. In this investigation, a loading factor limit of 0,70 will be applied. Derived from the estimation results utilizing SmartPLS 3.0 software, the following results were achieved:

Shared Variance Evidence Test

Loading Factor

The findings of the initial research model computations using SmartPLS 3.0 software are shown in the following figure:

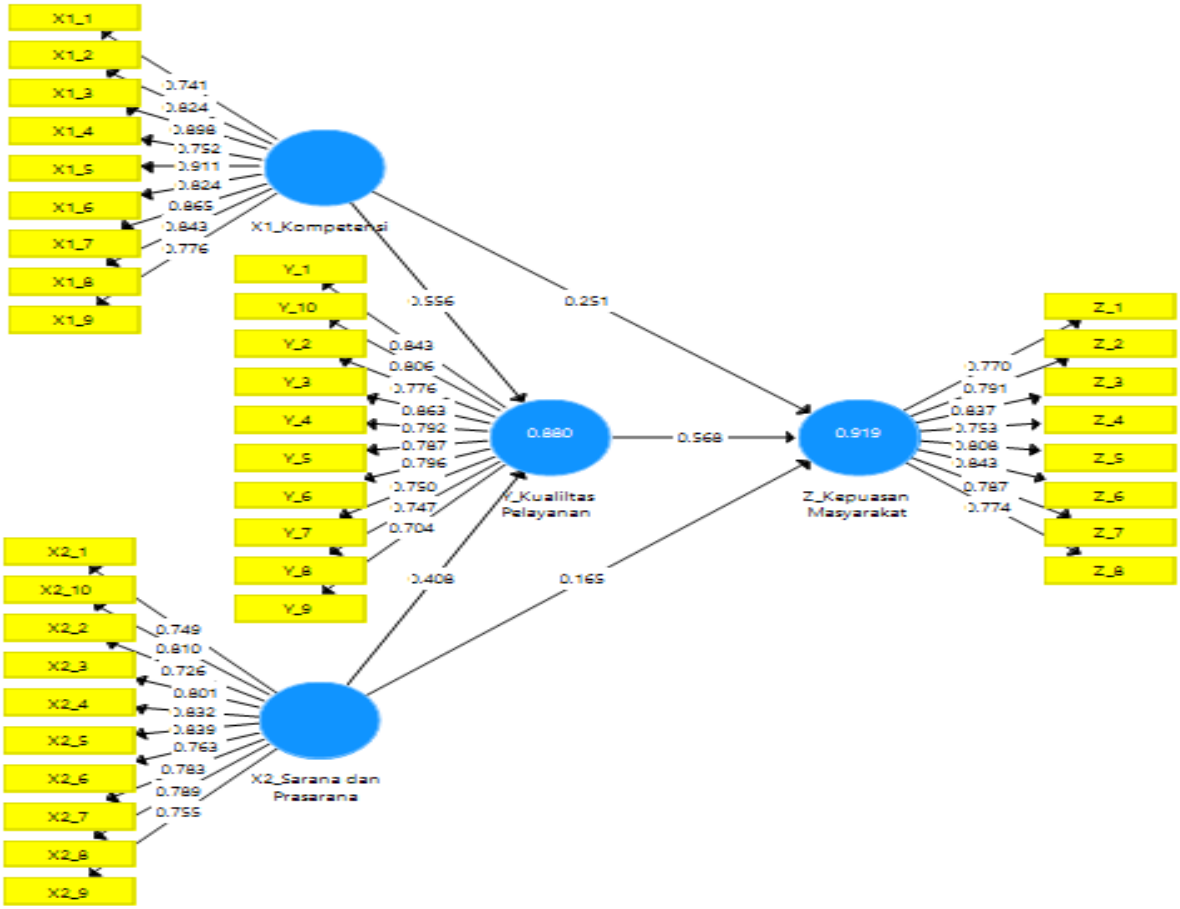

Figure 1. Outer Model

Derived from the outer loading results given in Figure 1, it can be seen that all indicatives for each research variable—expertise, infrastructure, public service caliber, and public

contentment—have loading values over 0,7, showing a high ability to measure their respective constructs. Outer loading is an indicative of Shared Variance Evidence , and the optimal value is above 0,70, Therefore, all indicatives in this study are judged legitimate and statistically meaningful in describing the latent variables examined.

Average Variance Extracted (AVE)

Another technique for establishing Shared Variance Evidence at the construct level is the average variance extracted (AVE). The proviso in the measurement model (outer model) indicates that the AVE is regarded to have satisfied Shared Variance Evidence if the AVE value is larger than 0,50, The AVE values are as follows:

Table 2. Average Variance Extracted Values

Variables	AVE	Description
Expertise (X1)	0,686	Legitimate
Facilities and infrastructure (X2)	0,617	Legitimate
Caliber of public services (Y)	0,620	Legitimate
Public contentment (Z)	0,634	Legitimate

Source: SmartPLS 3 Output (2025).

Table 2 demonstrates that all variables—digitalization, professionalism, public service caliber, and public contentment—have AVE values above the specified minimum level of 0,50, An AVE value above 0,5 shows that the variance of the indicatives of each construct is successfully explained by that construct. Therefore, it can be argued that the four variables in this study have met the Legitimateity test at the convergent stage.

Differentiator Legitimateity Test

The differentiator Legitimateity test uses cross-loading values and is undertaken to confirm that each concept of each latent variable is unique from the other variables. An indicative is regarded to achieve differentiator Legitimateity if the indicative's cross-loading value for its variable is the largest compared to the other variables, or if its cross-loading value is more than 0,7. The results of the differentiator Legitimateity test are as follows:

Table 3. Cross-Loading

Item	Expertise (X1)	Facilities and infrastructure (X2)	Caliber of public services (Y)	Public contentment (Z)
X1_1	**0,741**	0,669	0,737	0,767
X1_2	**0,824**	0,745	0,816	0,835
X1_3	**0,898**	0,768	0,771	0,755
X1_4	**0,752**	0,687	0,726	0,703
X1_5	**0,911**	0,775	0,801	0,806
X1_6	**0,824**	0,720	0,796	0,813
X1_7	**0,865**	0,785	0,698	0,720
X1_8	**0,843**	0,777	0,738	0,742
X1_9	**0,776**	0,725	0,752	0,697
X2_1	0,750	**0,749**	0,716	0,727
X2_10	0,769	**0,810**	0,731	0,710
X2_2	0,797	**0,726**	0,778	0,802
X2_3	0,637	**0,801**	0,667	0,668
X2_4	0,624	**0,832**	0,745	0,728
X2_5	0,648	**0,839**	0,692	0,694

Item	Expertise (X1)	Facilities and infrastructure (X2)	Caliber of public services (Y)	Public contentment (Z)
X2_6	0,616	**0,763**	0,645	0,635
X2_7	0,591	**0,783**	0,675	0,666
X2_8	0,808	**0,789**	0,726	0,725
X2_9	0,740	**0,755**	0,697	0,707
Y_1	0,797	0,836	**0,843**	0,818
Y_10	0,687	0,685	**0,806**	0,722
Y_2	0,682	0,700	**0,776**	0,688
Y_3	0,810	0,826	**0,863**	0,817
Y_4	0,697	0,632	**0,792**	0,803
Y_5	0,690	0,677	**0,787**	0,694
Y_6	0,818	0,771	**0,796**	0,760
Y_7	0,605	0,602	**0,750**	0,688
Y_8	0,701	0,653	**0,747**	0,753
Y_9	0,729	0,703	**0,704**	0,706
Z_1	0,709	0,733	0,703	**0,770**
Z_2	0,669	0,738	0,715	**0,791**
Z_3	0,772	0,754	0,796	**0,837**
Z_4	0,748	0,676	0,732	**0,753**
Z_5	0,759	0,771	0,793	**0,808**
Z_6	0,718	0,770	0,751	**0,843**
Z_7	0,809	0,701	0,777	**0,787**
Z_8	0,674	0,603	0,764	**0,774**

Source: SmartPLS 3 Output (2025).

Table 3 demonstrates that all indicatives in the research variables have cross-loading values larger than 0,7. Derived from these results, it can be concluded that the indicatives utilized in this study have good differentiator Legitimateity in generating their variables. All indicatives have cross-loading values greater than the cross-loading values of the other variables. Therefore, the differentiator Legitimateity Standards is met, and the model can advance to the next step of analysis.

Composite Reliability

The composite reliability test attempts to determine the reliability of the items developed in this study. According to Hair et al. (2019), a construct is regarded reliable if its composite reliability value is larger than 0,70, This model is considered good if it fits its assumptions. If the items utilized have a composite reliability of ≥ 0,70, then the items can be regarded reliable in measuring their latent variables. If the composite reliability is <0,70, the items are regarded unreliable in measuring or reflecting the latent variable. The findings of the composite reliability test are reported in Table 4 below:

Table 4. Composite Reliability Test Results

Variables	Composite Reliability	Description
Expertise (X1)	0,951	Reliabel
Facilities and infrastructure (X2)	0,941	Reliabel
Caliber of public services (Y)	0,942	Reliabel

Public contentment (Z)	0,933	Reliabel

Source: SmartPLS 3 Output, 2025.

Derived from the composite reliability test findings shown in Table 4, it can be seen that all latent constructs in this study had composite reliability values above the required minimal limit. Thus, these results imply that all components in the research model have met the criterion for good internal reliability.

Structural Model Test (Inner Model)

The direct effects value, commonly referred to as the route coefficient, in SEM PLS analysis can be used to determine the structural value of the model in this investigation. Path coefficients between constructs are then evaluated in order to test the hypothesis and ascertain the significance and strength of the relationship.

R Square

The degree to which a model explains the variance in the dependent variables is indicated by the coefficient of determination (R2). The combined ability of exogenous latent variables to predict an endogenous variable construct is measured by the coefficient of determination, according to Hair et al. (2019). In other words, the coefficient quantifies how much of an endogenous construct's variance can be accounted for by all related external constructs. This criterion is modified based on how many exogenous variables are produced. The R-square estimation results using SmartPLS 3.0 are shown in Table 5:

Table 5. R-Square Test Results

Variables	R Square
Caliber of public services (Y)	0,880
Public contentment (Z)	0,919

Source: SmartPLS 3.0 output (2025).

According to Table 5, the R-Square value for the Service Caliber variable is 0,880, This result indicates that 88% of the variation in service caliber at the Technical Implementation Unit (UPTD) BLK (Vocational Training Center) in West Tanjung Jabung Regency can be explained by the independent variables used in this research model. Meanwhile, the remaining 12% is determined by factors beyond the research model. This high R-Square value suggests that the structural model has very meaningful explanatory power for service caliber.

Furthermore, the R-Square value for the Community Contentment variable is 0,919. This finding shows that 91.9% of the variation in community contentment (training participants) can be explained by the service caliber variable and other exogenous variables in the study model. The remaining 8.1% of the difference in community happiness is determined by additional factors not explored.

Q Square

Ghozali & Latan (2015) said that a model is deemed to have meaningful predictive value if the Q square value is more than 0 (> 0). The predictive-relevance value is generated using the following formula:

$Q2=1 – (1- R12) (1- R22)$

$Q2= 1 - (1- 0,880\ 2) (1 – 0,9192)$

$Q2= 1 – (1- 0,774) (1- 0,844$

$Q2= 1 – (0,226)(0,156)$

$Q2= 1 – 0,035$

$Q2= 0,965$

The Q-square calculation result in this study was 0,965, showing that the model in this study sufficiently describes the endogenous variables, as the value of 0,965 is more than 0,

Structural Model

The direct effects value, sometimes referred to as the route coefficient, in SEM PLS analysis can be used to determine the structural model value in this investigation. The significance and strength of the relationship as well as the hypothesis were then tested by evaluating the path coefficients between constructs.

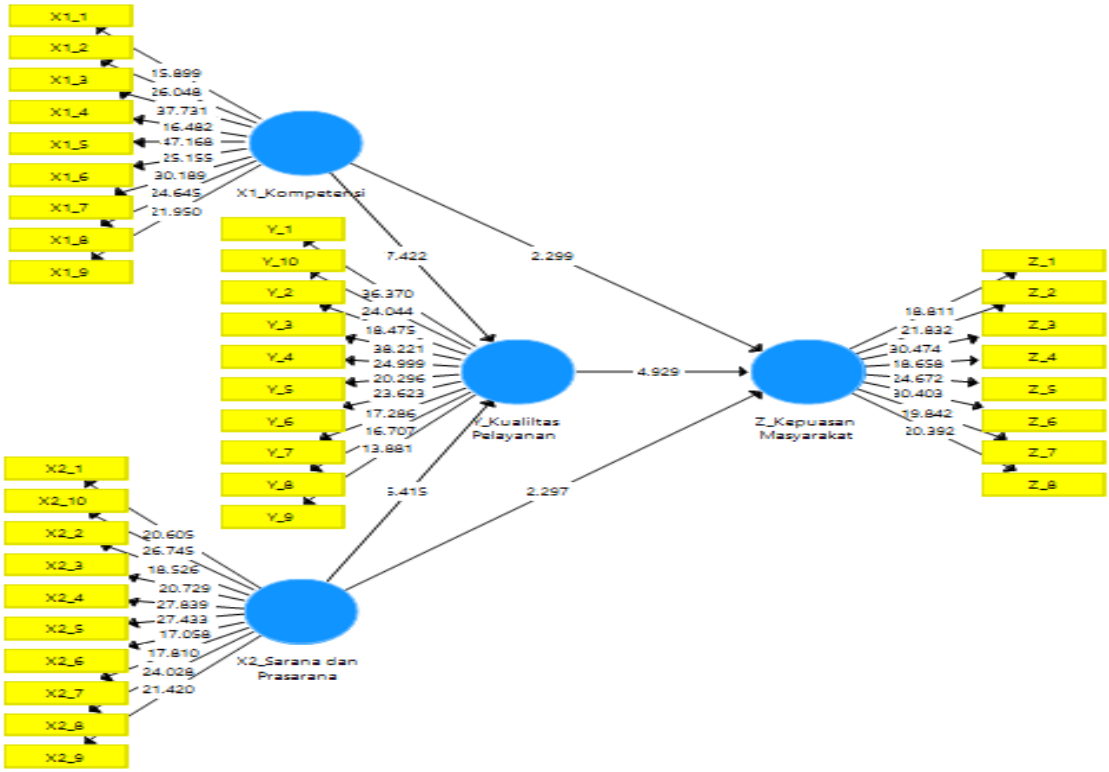

Figure 2. Bootstrapping Method

Hypothesis Testing

A significance level of $\alpha = 0.05$ is used to compare the p-values of the path coefficients in order to test hypotheses about how exogenous variables affect endogenous variables. If the t-table value is 1.96 or the p-value is less than or equal to 0.05 (p-value < 0.05), the test is considered highly relevant. The criteria for accepting and rejecting the hypothesis are as follows: the hypothesis is accepted if the t-ratio is less than computed t, and it is rejected if the t-score is greater than calculated t.

To answer the hypotheses given in this study, the Bootstrapping results (Path Coefficients) can be studied, both for direct and indirect impacts, as follows:

Direct Effect

The Direct Effect is a test to find the direct relationship between variables.

Table 6. Results for Inner Weights (Path Coefficients)

Direct Effect	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Expertise (X1) -> Caliber of public services (Y)	0,544	0,541	0,077	7,109	**0,000**

Facilities and infrastructure (X2) -> Caliber of public services (Y)	0,418	0,421	0,077	5,423	**0,000**
Expertise (X1) -> Public contentment (Z)	0,221	0,218	0,105	2,096	**0,037**
Facilities and infrastructure (X2) -> Public contentment (Z)	0,155	0,157	0,077	2,008	**0,045**
Caliber of public services (Y) -> Public contentment (Z)	0,606	0,607	0,116	5,229	**0,000**

Source: SmartPLS 3.0 output, 2025.

Derived from Table 6 and Figure 2, the hypothesis testing can be explained as follows: 1. The influence of expertise on service caliber has a t-score of 7.109 > 1.96, and a P-value of 0,000 < 0,05. Therefore, hypothesis H1 is adopted. These results demonstrate that expertise has a favorable and meaningful effect on service caliber. 2. The effect of facilities and infrastructure on service caliber has a t-score of 5.423 > 1.96, and a P-value of 0,000 < 0,05. Therefore, hypothesis H1 is adopted. These results demonstrate that facilities and infrastructure have a favorable and meaningful effect on service caliber. 3. The influence of expertise on customer contentment has a t-score of 2.096 > 1.96, and a P-value of 0,037 < 0,05. Therefore, hypothesis H1 is adopted. These data demonstrate that expertise has a positive and meaningful effect on public contentment. 4. The influence of facilities and infrastructure on public contentment has a t-score of 2.008 > 1.96, and a P-value of 0,045 < 0,05. Therefore, hypothesis H1 is adopted. These data demonstrate that amenities and infrastructure have a positive and meaningful effect on public contentment. 5. The influence of service caliber on public contentment has a t-score of 5.229 > 1.96, and a P-value of 0,000 < 0,05. Therefore, hypothesis H1 is adopted. These data demonstrate that service caliber has a positive and meaningful effect on public contentment.

Indirect Effect

The indirect effect is used to test mediating variables. Therefore, the indirect influence of exogenous variables on endogenous variables is examined through the mediating variables. The following table provides the findings of the indirect effect calculation:

Table 7. Results for Inner Weights (Specific Indirect Effect)

Direct Effect	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Expertise (X1) -> Caliber of public services (Y) -> Public contentment (Z)	0,329	0,329	0,082	4,021	**0,000**
Facilities and infrastructure (X2) -> Caliber of public services (Y) -> Public contentment (Z)	0,253	0,255	0,065	3,911	**0,000**

Source: SmartPLS 3.0 output, 2025.

Derived from Table 7, the test using mediating variables can be explained as follows: 1. The influence of expertise through service caliber on public contentment has a t-score of 4.021 > 1.96, and a P-value of 0,000 < 0,05. Therefore, hypothesis H1 is adopted. These results demonstrate that expertise via service caliber has a positive and meaningful effect on public contentment. 2. The influence of facilities and infrastructure through service caliber on public contentment has a t-score of 3.911 > 1.96, and a P-value of 0,000 < 0,05. Therefore, hypothesis H1 is adopted. These results demonstrate that facilities and infrastructure through service caliber have a favorable and meaningful effect on public contentment.

The Effect of Expertise on Service Caliber

The results reveal that expertise has a favorable and meaningful effect on service caliber at the Technical Implementation Unit (UPTD) of the West Tanjung Jabung Regency Vocational Training Center (BLK). These results demonstrate that the higher an employee's competency, in terms of knowledge, abilities, and work attitude, the better the caliber of service delivered to the public.

This finding agrees with Wibowo's (2016) opinion, which asserts that competency is a fundamental individual feature causally related to performance and work caliber, including in the setting of public services. Competent staff are able to recognize community requirements, propose appropriate solutions, and carry out activities according to service standards. Furthermore, Spencer and Spencer (1993) indicate that competency covers goals, qualities, self-concept, knowledge, and abilities that motivate an individual to perform well. In the context of a Vocational Training Center (BLK), the competency of instructors and administrative staff is a vital factor in creating professional, prompt, and accurate service.

These results are also consistent with prior research by Sari and Nugroho (2019), which indicated that employee competency greatly improves the caliber of public services. Research by Prasetyo (2021) also indicated that boosting employee competency can increase the caliber of service perceived by the public. Thus, personnel competency at the Technical Implementation Unit (UPTD) of the West Tanjung Jabung Regency BLK has proven to be a critical factor in increasing the caliber of public services.

The Influence of Facilities and Infrastructure on Service Caliber

Research results reveal that facilities and infrastructure have a favorable and meaningful impact on service caliber. This means that the availability of suitable facilities, complete training equipment, and a comfortable work atmosphere can increase the caliber of service experienced by the public.

According to Sedarmayanti (2017), work facilities and infrastructure are the major supporting instruments for effective and efficient work. In public services, proper facilities will facilitate staff service delivery and promote the comfort of the public as service customers. This opinion is reinforced by Moenir (2015), who noted that the caliber of public service is substantially controlled by the availability of facilities and infrastructure that support the service process. Without proper facilities, service will be slow and unsatisfactory.

These research findings accord with Putri's (2021) research, which indicated that facilities and infrastructure considerably influence the caliber of public service. Therefore, the facilities and infrastructure available at the Technical Implementation Unit (UPTD BLK) of West Tanjung Jabung Regency play a key role in supporting the caliber of service offered to the public.

The Influence of Service Caliber on Public Contentment

The results of the study also reveal that service caliber has a favorable and meaningful effect on public contentment. The greater the caliber of service offered, the higher the level of public contentment with the Technical Implementation Unit (UPTD) for Vocational Training and Education (BLK) in West Tanjung Jabung Regency. These results coincide with the perspective of Parasuraman et al. (2018), who said that service caliber is a primary factor determining customer happiness. Fast, courteous, timely, and methodical service will boost public contentment.

These results coincide with research by Lupiyoadi (2016) and Rinaldi (2022), which indicated that service caliber strongly determines public contentment with government agencies. Therefore, service caliber is a vital variable that must be consistently enhanced by the UPTD for Vocational Training and Education (UPTD) in West Tanjung Jabung Regency to create sustainable public contentment.

The Influence of Expertise on Public Contentment through Service Caliber

The investigation demonstrates that expertise has a positive and meaningful effect on public contentment through service caliber. This suggests that service caliber functions as a mediating variable, amplifying the influence of expertise on public contentment.

According to Kotler and Keller (2016), customer contentment is formed from the comparison between expectations and the service performance received. Competent staff are able to give services that meet or even surpass consumer expectations, therefore producing contentment. This finding accords with the idea of Zeithaml et al. (2018), which emphasizes that service caliber is a primary factor of customer happiness. Employee expertise is expressed in service caliber qualities such as reliability, responsiveness, assurance, empathy, and tangibles.

Previous research by Rahman and Putra (2021) also demonstrated that service caliber mediates the influence of employee competency on customer contentment. This suggests that expertise does not directly create contentment, but rather through enhancing service caliber. Therefore, developing employee expertise at the Technical Implementation Unit (UPTD BLK) must be oriented towards improving service caliber to maximally effect customer contentment.

The Influence of Facilities and Infrastructure on Customer Contentment through Service Caliber

The results of this study demonstrate that facilities and infrastructure have a favorable and meaningful effect on customer contentment through service caliber. This illustrates that service caliber is a critical link between available amenities and levels of consumer contentment.

According to Tjiptono (2019), physical amenities are concrete proof of service caliber that might influence customer perceptions and contentment. Good facilities and infrastructure will promote comfort, trust, and good public perceptions of services.

Research by Yuliana et al. (2020) indicated that service caliber modulates the influence of amenities and infrastructure on public contentment. This shows that appropriate facilities will improve contentment if efficiently 0n the payroll in the service process. In the context of the Technical Implementation Unit (UPTD) of the West Tanjung Jabung Regency Vocational Training Center (BLK), the availability of training rooms, practical equipment, and other supporting facilities can improve service caliber, ultimately impacting public contentment as training participants.

CONCLUSION

Derived from the survey results, overall, interviewees' perceptions of the four variables—expertise, facilities and infrastructure, public service caliber, and public contentment—at the Technical Implementation Unit (UPTD) of the West Tanjung Jabung Regency Vocational Training Center (BLK)—demonstrate positive synergy. Competent staff, along with suitable facilities and infrastructure, can contribute to efficient service delivery, therefore adding to public contentment.

This study also reveals that expertise and facilities and infrastructure have a favorable and considerable impact on both public service caliber and public contentment. This shows that increasing expertise leads to improved public service caliber. This progress is reflected in effective and procedurally compliant services, ultimately leading to higher public contentment. Furthermore, the influence of public service caliber on public contentment shows that improved public service delivery leads to greater public contentment, which in turn leads to increased public trust.

This research needs further inquiry to evaluate other elements that may influence public contentment more extensively. This is crucial so that government agencies, particularly the

Technical Implementation Unit (UPTD) for Vocational Training and Education (BLK) in West Tanjung Jabung Regency, can understand the various aspects that contribute to improving their contribution to providing caliber services to the public. Further research could also explore other characteristics, such as the usage of information technology and staff devotion, that have the potential to have a substantial impact. Thus, the information gathered will provide a more comprehensive review of future efforts to improve the caliber of public services.

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