

ABSTRACT

This study aims to examine the effect of service quality, financial accountability and perceptions of corruption on public satisfaction and trust. This type of research is quantitative research using questionnaires to obtain data. The sampling method used is cluster sampling and purposive sampling. The number of sample is determination using Slovin formula with an error rate of 5%. The number of respondents in this study were 114 respondents.

The results of this study that variables of service quality and perceptions of corruption had no significant effect on public satisfaction while financial accountability had a significant effect on public satisfaction variables of service quality and perceptions of corruption had no significant effect on public satisfaction. This study also found that service quality, financial accountability and perceptions of corruption have a significant effect on public trust.

Keywords: Quality of service, financial accountability, perception of corruption, public satisfaction and public trust.