



Good Governance in Satpol PP Operations: The Effects of Procedural Transparency, Communication Participation, and Factual Documentation on Compliance in Local Regulation Enforcement.

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ABSTRACT

Local regulation enforcement in Indonesia requires measurable operational standards that reflect good governance principles. This study examines the effects of procedural transparency, citizen communication participation, and factual documentation on procedural compliance among Satpol PP officers in Batam City. A quantitative cross-sectional survey was conducted with 82 active officers using a validated Likert-scale questionnaire, and the data were analyzed through multiple linear regression. The results indicate that procedural transparency ($\beta = 0.274$, $p = 0.006$), citizen communication participation ($\beta = 0.219$, $p = 0.031$), and factual documentation ($\beta = 0.381$, $p < 0.001$) significantly and positively influence procedural compliance. The regression model was significant ($F = 42.617$, $p < 0.001$; Adjusted $R^2 = 0.607$). These findings suggest that effective enforcement depends not only on formal authority but also on transparent procedures, two-way communication, and reliable documentation, providing practical implications for improving Satpol PP operational standards.

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1. INTRODUCTION

The Civil Service Police Unit (Satuan Polisi Pamong Praja/Satpol PP) is a regional government apparatus responsible for maintaining public order, public peace, and enforcing local regulations. Unlike many bureaucratic agencies that work mainly within internal administrative domains, Satpol PP performs state functions directly in public spaces and interacts with citizens in situations that may involve economic interests, spatial control, administrative sanctions, and social resistance. Therefore, Satpol PP operations should not be understood merely as technical order-maintenance activities, but as governmental practices through which citizens experience the presence, authority, and legitimacy of local government.

The legal and administrative position of Satpol PP places officers at the front line of local regulation enforcement. In this position, officers are required to balance firmness in enforcing rules with adherence to legality, proportionality, prudence, openness, and accountability. This balance is crucial because field enforcement is not socially neutral. The same regulatory action may be viewed as legitimate when it is explained, documented, and implemented through fair procedures, but may be perceived as arbitrary when citizens do not understand the legal basis, operational sequence, or evidentiary grounds of the action. In this sense, enforcement quality depends not only on the existence of formal authority, but also on how that authority is exercised in practice (Blader & Tyler, 2009; S. G. Grimmelikhuijsen & Meijer, 2014; Sunshine & Tyler, 2003).

The Batam City context makes this issue particularly relevant. Batam is a rapidly developing urban and economic area with intensive public-space use, business activity, informal economic practices, mobility, and institutional complexity. Such characteristics make local regulation enforcement more exposed to contestation because enforcement may involve traders, residents, business actors, public facilities, and activities located in economically strategic spaces. Consequently, Batam provides an important empirical setting for examining how procedural governance is translated into field-level enforcement by Satpol PP. The study does not treat Batam merely as a research location, but as a local governance context where administrative authority, economic activity, and citizen interaction intersect directly.

Theoretically, this study is grounded in procedural justice theory, institutional legitimacy, and street-level bureaucracy. Procedural justice theory argues that compliance and acceptance of authority are shaped by the perceived fairness, neutrality, respectfulness, and explainability of procedures (Tyler, 2003). Institutional legitimacy theory further emphasizes that citizens and organizational actors are more likely to accept authority when decisions are considered justified and accountable. Meanwhile, street-level bureaucracy literature shows that front-line officers translate rules into concrete decisions under conditions of discretion, time pressure, and direct interaction with citizens (Yates, 2010). These perspectives are relevant to Satpol PP because officers do not only apply regulations, but also interpret procedures, communicate decisions, and document evidence during enforcement operations.

Studies on procedural justice show that citizens tend to accept decisions made by authorities when the processes they encounter are perceived as fair, rational, and respectful of the right to know the reasons behind the actions taken (Porumbescu, 2017). This finding is important for the context of Satpol PP operations because field enforcement often touches citizens' living spaces and economic interests. Thus, the main issue in local regulation enforcement operations is not only whether rules are implemented, but how those rules are implemented through procedures that comply with the principles of good governance.

The study by Grimmelikhuijsen & Meijer (2014) affirms that transparency increases the likelihood that public organizations will be perceived as more trustworthy, because citizens gain access to understanding the processes and considerations used by public officials (Meijer & Torenvlied, 2014). In the enforcement context, the need for transparency becomes stronger because enforcement actions often occur in fast-moving and asymmetrical situations in which officers occupy a position of greater authority (Ellermann et al., 2026; Fung, 2015). Without adequate procedural explanation, enforcement actions risk being perceived merely as expressions of power. Therefore, transparency deserves to be positioned as an important variable in assessing the quality of good governance in Satpol PP operations.

In addition to transparency, the quality of Satpol PP operations is shaped by citizen communication participation. In this context, participation does not necessarily refer to citizens' involvement in the formulation of regulations, but rather to the availability of two-way communication during enforcement actions, such as opportunities for clarification, persuasive explanation, the expression of objections, and access to complaint mechanisms. Participatory communication enables officers to function not merely as executors of orders, but as representatives of government who are able to explain actions in an argumentative and humane manner. Governance studies show that participation is associated with increased perceptions of public service quality and trust in government institutions (Casadesús de Mingo & Cerrillo-i-Martínez, 2018; He & Ma, 2021).

The relevance of this dimension for Satpol PP is substantial because operations often place citizens in pressured situations, making the quality of communication a determining factor in whether government action is accepted as a legitimate corrective process or instead perceived as insensitive coercion. Thus, citizen communication participation is not an additional element, but a substantive part of local regulation enforcement governance that is oriented toward procedural legitimacy.

The next dimension is the accuracy of factual documentation. Local regulation enforcement operations are essentially administrative actions that must be supported by evidence, object verification, a chronology of actions, and adequate records. Factual documentation is important because it functions as a bridge between field decisions and administrative accountability. Without careful documentation, enforcement actions can easily lose their objective basis, become difficult to audit, and become vulnerable to dispute when complaints or conflicts arise.

Studies on records management and information use in public organizations show that documentation quality is directly related to an institution's ability to maintain transparency, reduce deviations, and improve the quality of administrative decision-making (Cantarelli et al., 2023; George et al., 2021). In the context of Satpol PP, good documentation includes, among other things, administrative evidence, verification of object conditions, official reports, and factual records showing that actions are taken on the basis of data rather than assumptions. Therefore, the accuracy of factual documentation should be understood not as an archival routine, but as a governance component that determines whether enforcement operations can be objectively accounted for (Celec et al., 2000).

Although issues of local regulation enforcement and the role of Satpol PP have been widely discussed, most studies focus on institutional aspects, implementation barriers, the effectiveness of main duties and functions, or organizational capacity in general. These studies have made important contributions to understanding the position of Satpol PP within regional bureaucracy, but they have not translated good governance principles into measurable constructs that are ready for quantitative testing.

Existing studies on Satpol PP and local regulation enforcement in Indonesia have generally examined institutional capacity, authority, coordination, implementation barriers, and effectiveness of duties and functions. These studies provide important insights into the bureaucratic role of Satpol PP, but they have not sufficiently operationalized good governance principles into measurable constructs that explain officers' procedural compliance in local regulation enforcement. At the same time, public governance literature has widely discussed transparency, participation, and accountability in public services and policy processes, but less frequently in enforcement contexts that are field-based, coercive, and administratively evidentiary.

This gap produces the main analytical puzzle of the study: although good governance is normatively required in public administration, it remains unclear how its operational dimensions are associated with officers' procedural compliance in local regulation enforcement. Compliance in this article is therefore defined specifically as officers' procedural compliance with applicable enforcement standards, not as citizens' obedience to regulations. The study asks: to what extent are procedural transparency, citizen communication participation, and factual documentation associated with officers' procedural compliance in local regulation enforcement by Satpol PP Batam City?

The novelty of this study lies not in claiming that transparency, participation, and documentation are entirely new constructs in public administration, but in applying and testing them as an integrated empirical model in the specific operational context of Satpol PP enforcement. This context is important because enforcement differs from ordinary public service delivery: it involves authority, discretion, potential conflict, and administrative evidence. Accordingly, the study contributes to a more precise understanding of good governance as a measurable field-level enforcement practice, while also offering practical input for SOP improvement, communication standards, documentation discipline, and internal evaluation of Satpol PP operations.

2. LITERATURE REVIEW

Regulatory enforcement should not be understood merely as administrative success in disciplining target objects, but should also be read as a process of constructing institutional legitimacy. Bradford (2026) shows that citizens' compliance with public authority is strongly influenced by how the authority carries out procedures. Kuen (2024) affirms that trust and enforcement legitimacy place the quality of interaction, procedural justice, and perceptions of fairness as determinants of public attitudes toward authority. Legitimacy has a more stable influence on public cooperation than the assumption that procedure alone produces compliance. In the context of Satpol PP, these findings are important because local regulation enforcement operations occur in a direct interaction space between the state and citizens; therefore, procedural quality must be positioned as the core of administrative compliance evaluation.

Within this framework, procedural transparency becomes the first relevant variable, as it concerns the openness of officers in explaining the legal basis, reasons, operational stages, and administrative consequences. The study by Grimmelikhuijsen and Meijer (2014) shows that enforcement affects citizens' trust in regulatory agencies, meaning that the form of officers' actions is not socially neutral, but has implications for legitimacy. This finding is reinforced by recent research by Grimmelikhuijsen et al. (2024, 2025), which shows that targeted transparency tends to have a positive, although limited and contextual, effect on citizens' trust in regulated sectors. This means that procedural openness is not merely an

informational obligation, but a mechanism that reduces perceptions of arbitrariness and strengthens the basis of procedural compliance.

The second variable is citizen communication participation, understood as the availability of clarification spaces, persuasive communication, and access to enforcement-related complaints. Campbell (2023), through a vignette experiment, shows that public participation increases trust in government, although its effect remains linked to perceptions of overall institutional performance. Meanwhile, Dvir et al (2024) affirm that public participation in government is not singular, but varies according to the type of involvement and perceptions of the government's role. In the context of Satpol PP operations, two-way communication is important because it prevents citizens from being positioned merely as objects of enforcement and instead provides them with space to understand, respond to, and assess officers' actions more rationally. Thus, communication participation is viewed as a channel that strengthens social acceptance of enforcement.

The third variable is the accuracy of factual documentation, namely the precision of verifying objects, chronologies, administrative evidence, and official reports that can be traced back. Lawan & Henttonen (2025) show that good management contributes to transparency, accountability, and accountable decision-making in governance contexts that are vulnerable to deviation.

Rebuglio et al (2026) affirm that recordkeeping systems improve information traceability, evidence retrieval efficiency, and the quality of administrative control in the public sector. For Satpol PP operations, factual documentation is important not only as a post-operation archive, but also as an evidentiary instrument showing that field actions are genuinely data-based, procedurally compliant, and auditable when disputes or complaints arise.

At the empirical level in Indonesia, studies on Satpol PP have highlighted institutional repositioning, mandate complexity, coordination, and the strengthening of enforcement functions. Brata et al (2025) emphasize the demand for Satpol PP to transform from merely an order-enforcement apparatus into a more adaptive regional governance actor grounded in good governance principles. In addition, coordination and case-file preparation by Satpol PP civil servant investigators constitute important aspects in realizing effective and accountable local regulation enforcement.

However, these two streams of scholarship have not yet developed a quantitative model that tests the relationships among procedural transparency, citizen communication participation, and factual documentation accuracy with procedural compliance in Satpol PP operations. Based on this gap, the conceptual framework of this study positions the three independent variables as determinants of compliance in enforcement, under the assumption that more open, communicative, and evidence-based operations will be more compliant with the principles of good governance.

On this basis, the research hypotheses are formulated as follows: H1, procedural transparency has a positive effect on compliance in enforcement; H2, citizen communication participation has a positive effect on compliance in enforcement; H3, factual documentation accuracy has a positive effect on compliance in enforcement; and H4, the three variables simultaneously have a positive effect on compliance in local regulation enforcement.

3. METHOD

This study uses a quantitative approach with a survey design to examine the effects of procedural transparency, citizen communication participation, and factual documentation accuracy on compliance in local regulation enforcement in Batam City. The quantitative approach enables constructs to be operationalized into measurable indicators and then

analyzed objectively using numerical data. Within this framework, the study is not intended to trace the temporal sequence of cause and effect longitudinally, but to test the strength of statistical relationships among constructs in the operational context of Satpol PP as perceived by relevant respondents (Slater & Hasson, 2025).

The research site was the Civil Service Police Unit of Batam City, with the study population consisting of Satpol PP personnel directly involved in enforcement activities. The sample was determined using criterion-based purposive sampling because not all personnel had experience relevant to the research focus. The inclusion criteria for respondents were as follows: (1) being active Satpol PP personnel; (2) having been involved in local regulation enforcement operations; (3) having at least one year of work experience; and (4) being willing to complete the questionnaire in full. The final sample size was determined after screening respondents who met the criteria and was explicitly stated in the final manuscript, namely 82 respondents (Memon et al., 2024).

The research instrument was a closed-ended questionnaire using a five-point Likert scale. The items were developed based on the operational definition of each variable and derived from good governance principles, administrative law, Satpol PP operational SOPs, and indicators formulated in the literature review. Procedural transparency was measured through the clarity of the legal basis, reasons for action, and operational stages; citizen communication participation was measured through clarification space, persuasive communication, and access to complaint mechanisms; factual documentation was measured through object verification, administrative evidence, and official reports; while compliance was measured through the consistency of officers' actions with applicable procedures (Ranganathan et al., 2024).

Data were collected directly from respondents who met the criteria through questionnaire distribution. To maintain data quality, each respondent was first provided with an explanation of the study objectives, the confidentiality of responses, and the voluntary nature of participation. Instrument testing was conducted in two stages. First, content validity was examined through expert assessment of indicator adequacy. Second, empirical validity testing was conducted by examining item-total correlations using SPSS, while reliability was measured using Cronbach's Alpha coefficient. Items that did not meet the validity criteria would be eliminated or revised, while constructs were declared reliable when the alpha value met an acceptable threshold for social research (Biben et al., 2025).

Data analysis was conducted using IBM SPSS Statistics. The initial stage included editing, coding, data entry, and descriptive analysis to describe respondent profiles and response tendencies for each variable. Classical assumption tests were then conducted, including normality, multicollinearity, and heteroskedasticity tests, to ensure model feasibility. Subsequently, the hypotheses were tested using multiple linear regression because the study involved more than one independent variable presumed to affect one dependent variable. The tests included the t-test to examine the partial effect of each variable, the F-test to examine simultaneous effects, and the coefficient of determination (R^2) to determine the extent of the model's contribution to variations in compliance in local regulation enforcement. The results were then interpreted as the basis for drawing empirical conclusions regarding the quality of governance in Satpol PP operations (Yadav, 2024).

4. RESULTS AND DISCUSSION

This study involved 82 respondents consisting of active personnel of the Batam City Civil Service Police Unit who met the established research criteria. The characteristics provide a general picture of the composition of the research subjects based on gender, age, length of

service, and highest level of education. Respondents' backgrounds may influence the depth of their experience in assessing procedural transparency, communication participation, factual documentation, and compliance in local regulation enforcement.

In general, the respondents were dominated by men, totaling 61 respondents (74.4%), while women accounted for 21 respondents (25.6%). In terms of age, the largest group was in the 31-40 year age range, with 34 respondents (41.5%), followed by the 20-30 year age range with 27 respondents (32.9%), and those above 40 years old with 21 respondents (25.6%). In terms of length of service, most respondents had 6-10 years of work experience, totaling 31 respondents (37.8%), while 29 respondents (35.4%) had 1-5 years of service and 22 respondents (26.8%) had worked for more than 10 years. This condition indicates that the majority of respondents had sufficient work experience to assess enforcement practices operationally. (Table 1)

Table 1. Respondent Characteristics

Characteristics	Category	Frequency	Percentage (%)
Gender	Male	61	74.4
	Female	21	25.6
Age	20-30 years	27	32.9
	31-40 years	34	41.5
	>40 years	21	25.6
Length of service	1-5 years	29	35.4
	6-10 years	31	37.8
	>10 years	22	26.8
Education	Senior high school/equivalent	24	29.3
	Diploma	18	22.0
	Bachelor's degree	40	48.8

Instrument testing was conducted before hypothesis testing. The validity test showed that all statement items for procedural transparency, citizen communication participation, factual documentation, and compliance had corrected item-total correlation values above the critical r value of 0.217. Thus, all items were declared valid. The reliability test showed that all variables had Cronbach's Alpha values above 0.70, indicating acceptable internal consistency for social research. (The results are presented in Tables 2 and 3).

Table 2. Validity Test Results

Variable	Number of Items	Range of Calculated r	r -Table	Description
Procedural Transparency	5	0.482-0.771	0.217	Valid
Citizen Communication Participation	5	0.455-0.734	0.217	Valid
Factual Documentation	5	0.501-0.789	0.217	Valid
Compliance in Local Regulation Enforcement	5	0.469-0.756	0.217	Valid

Table 3. Reliability Test Results

Variable	Cronbach's Alpha	Description
Procedural Transparency	0.842	Reliable
Citizen Communication Participation	0.816	Reliable
Factual Documentation	0.871	Reliable
Compliance in Local Regulation Enforcement	0.853	Reliable

Descriptive statistics show that factual documentation had the highest mean score ($M = 4.12$, $SD = 0.46$), followed by compliance in enforcement ($M = 4.06$, $SD = 0.49$) and procedural transparency ($M = 4.01$, $SD = 0.52$). Citizen communication participation had the lowest mean score ($M = 3.84$, $SD = 0.58$). This pattern suggests that documentation and procedural compliance are perceived as relatively stronger aspects of Satpol PP operations, while two-way communication remains comparatively weaker. This finding is substantively important because communication is the most relational dimension of the model and may be more difficult to standardize than documentation or formal procedure. (The results are presented in Table 4).

Table 4. Descriptive Statistics of Variables

Variable	Minimum	Maximum	Mean	Std. Deviation
Procedural Transparency	2.80	5.00	4.01	0.52
Citizen Communication Participation	2.60	5.00	3.84	0.58
Factual Documentation	3.00	5.00	4.12	0.46
Compliance in Local Regulation Enforcement	2.80	5.00	4.06	0.49

Before conducting multiple linear regression, classical assumption tests were performed. The Kolmogorov-Smirnov normality test produced a significance value of 0.200, which is greater than 0.05, indicating normal distribution. Multicollinearity testing showed that all independent variables had tolerance values above 0.10 and VIF values below 10. The Glejser heteroskedasticity test showed significance values above 0.05 for all independent variables. These results indicate that the regression model met the main assumptions required for hypothesis testing. These results are presented in Tables 5, 6, and 7.

Table 5. Normality Test Results

Test	Sig. Value	Description
Kolmogorov-Smirnov	0.200	Data are normally distributed

Table 6. Multicollinearity Test Results

Variable	Tolerance	VIF	Description
Procedural Transparency	0.521	1.919	No multicollinearity
Communication Participation	0.487	2.053	No multicollinearity
Factual Documentation	0.563	1.776	No multicollinearity

Table 7. Heteroskedasticity Test Results

Variable	Sig.	Description
Procedural Transparency	0.214	No heteroskedasticity
Communication Participation	0.173	No heteroskedasticity
Factual Documentation	0.287	No heteroskedasticity

The multiple linear regression results show that all independent variables had positive coefficients. Procedural transparency had $B = 0.284$, $Beta = 0.274$, $t = 2.842$, and $p = 0.006$. Citizen communication participation had $B = 0.231$, $Beta = 0.219$, $t = 2.196$, and $p = 0.031$. Factual documentation had $B = 0.356$, $Beta = 0.381$, $t = 3.941$, and $p < 0.001$. These results indicate that each independent variable is a positive and significant predictor of officers' procedural compliance. The results are presented in Table 8.

Table 8. Multiple Linear Regression Results

Variable	B	Std. Error	Beta	t-statistic	Sig.
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Constant	0.732	0.418	-	1.751	0.084
Procedural Transparency	0.284	0.100	0.274	2.842	0.006
Citizen Communication Participation	0.231	0.105	0.219	2.196	0.031
Factual Documentation	0.356	0.090	0.381	3.941	0.000

Table 9. Simultaneous Test and Coefficient of Determination

Model	F	Sig.	R2	Adjusted R2
Regression Model	42.617	0.000	0.621	0.607

Based on these results, the regression equation can be written as follows: $Y = 0.732 + 0.284X_1 + 0.231X_2 + 0.356X_3$. The equation indicates that if procedural transparency, communication participation, and factual documentation increase, compliance in local regulation enforcement will also increase.

The partial test results show that procedural transparency had a significance value of 0.006, which is smaller than 0.05. Thus, procedural transparency has a positive and significant effect on compliance in enforcement. This result indicates that the clearer the basis of action, operational stages, and administrative reasons communicated by officers, the higher the level of procedural compliance in enforcement implementation.

The variable of citizen communication participation had a significance value of 0.031. This value is also smaller than 0.05; therefore, citizen communication participation is declared to have a positive and significant effect on compliance in enforcement. This finding shows that two-way communication, clarification space, and access to complaint mechanisms contribute to strengthening officers' procedural compliance.

Furthermore, the factual documentation variable obtained a significance value of 0.000. This result shows that factual documentation has a positive and significant effect on compliance in local regulation enforcement. With the highest beta value, factual documentation is the most dominant variable in this research model. Based on the t-test results, H1, H2, and H3 are accepted.

In addition to partial effects, this study also tested the simultaneous effect of the three independent variables on compliance in enforcement. The calculated F value was 42.617, with a significance value of 0.000. Because the significance value is smaller than 0.05, procedural transparency, communication participation, and factual documentation jointly have a significant effect on compliance in local regulation enforcement. Thus, H4 is accepted.

Meanwhile, the coefficient of determination results show an R^2 value of 0.621 and an Adjusted R^2 value of 0.607. This means that 62.1% of the variation in enforcement compliance can be explained by procedural transparency, citizen communication participation, and factual documentation, while the remaining 37.9% is influenced by other factors outside the research model. This value indicates that the research model has strong explanatory power in explaining procedural compliance in Satpol PP operations.

The study findings show that procedural transparency, communication participation, and factual documentation have positive and significant effects, both partially and simultaneously, on compliance in local regulation enforcement by Satpol PP. This finding affirms that enforcement quality cannot be assessed solely from administrative success in disciplining target objects, but must also be evaluated through the quality of the procedures underlying officers' field actions. In this context, compliance in enforcement is understood as officers' procedural compliance with the principles of good governance, rather than merely citizens' obedience to rules. This perspective is consistent with the argument that the legitimacy of public authority is strongly influenced by how procedures are implemented, explained, and accounted for to affected parties (Bradford, 2026; Kuen, 2024). Thus, good

governance in Satpol PP operations has concrete dimensions that can be empirically measured through indicators of procedural governance.

The first variable, procedural transparency, was proven to have a positive and significant effect on compliance in local regulation enforcement. This result indicates that the greater the openness of officers in explaining the legal basis, reasons for action, operational stages, and administrative consequences, the higher the procedural compliance in the implementation of Satpol PP operations. This finding is important because enforcement operations often take place in fast-moving, tense, and asymmetrical conditions. Procedural transparency functions to reduce uncertainty, minimize perceptions of arbitrariness, and build the perception that government action is carried out through a rational mechanism. This finding shows that transparency is not merely the provision of information, but also a basis for trust in public institutions (S. Grimmelikhuijsen, 2012; S. Grimmelikhuijsen et al., 2024, 2025). In the context of Satpol PP, procedural transparency makes enforcement actions more likely to be accepted as legitimate administrative processes, rather than merely expressions of field power.

The second finding shows that citizen communication participation has a positive and significant effect on compliance in local regulation enforcement. This result is not determined only by the accuracy of formal procedures, but also by the quality of communicative relations between officers and affected citizens. Clarification spaces, persuasive communication, opportunities to express objections, and access to complaint mechanisms indicate that rule enforcement is not carried out unilaterally.

Within the governance framework, participatory communication expands the legitimacy of government action because citizens are not positioned merely as objects of policy, but as parties who still have space to understand and respond to the actions imposed on them. This finding is consistent with studies showing that public participation is associated with increased perceptions of service quality and trust in government (Campbell, 2023; He & Ma, 2021). Therefore, two-way communication becomes a substantive element that helps reduce resistance and strengthen social acceptance of enforcement actions.

Among all independent variables, factual documentation was shown to be the most dominant variable influencing compliance in enforcement. Factual documentation through object verification, chronological recording of actions, administrative evidence, and the preparation of official reports forms the foundation of field action and administrative accountability. Careful documentation functions as a mechanism of control, auditability, and protection against potential disputes or allegations of deviation (Lawan & Henttonen, 2025; Rebuglio et al., 2026). Thus, factual documentation is not merely a bureaucratic routine, but the core of operational accountability.

Simultaneously, the three independent variables were able to explain a large proportion of the variation in enforcement compliance. The strong coefficient of determination indicates that officers' procedural compliance is not the result of a single aspect, but the product of a mutually reinforcing combination of governance elements. Procedural transparency provides process clarity, citizen communication participation strengthens relational legitimacy, and factual documentation ensures that all actions have an objective and accountable basis. This finding affirms that the approach to good governance in Satpol PP operations must be integrative. Enforcement that emphasizes only administrative firmness without adequate communication or robust documentation will produce fragile compliance that is easily challenged. In other words, the quality of governance in field operations depends on the interconnection between openness, communication, and administrative evidentiary support (Cantarelli et al., 2023).

The three variables jointly demonstrate that good governance in Satpol PP operations must be integrative. Procedural transparency provides clarity, communication participation strengthens relational legitimacy, and factual documentation ensures evidentiary accountability. Enforcement that relies only on coercive authority may produce immediate order, but it can create fragile compliance if procedures are unclear, communication is weak, or documentation is incomplete. Conversely, enforcement supported by openness, communication, and documentation is more likely to be accountable and defensible.

The theoretical contribution of this study lies in applying good governance and procedural justice concepts to a field-level enforcement context. Public administration literature often discusses good governance in the context of service delivery, policy-making, or institutional reform. This study shows that the same principles are also relevant in coercive administrative enforcement, where officers exercise discretion and interact directly with citizens. It also clarifies that compliance can be analyzed not only as citizens' obedience to rules, but also as officers' procedural discipline in implementing enforcement authority.

The practical implications are direct. First, Satpol PP should strengthen procedural transparency through standardized action-notification formats that include the legal basis, object of enforcement, reason for action, operational stages, rights and obligations of affected parties, and available complaint mechanisms. Second, field communication standards should be improved through scripts for legal explanation, persuasive communication training, and de-escalation procedures. Third, documentation systems should be standardized through verification checklists, chronology templates, photographic evidence protocols, and official report formats that can be audited by supervisors. Fourth, internal performance evaluation should include procedural indicators, not only the number of operations conducted or violations handled.

Several limitations must be acknowledged. First, the cross-sectional design prevents strong causal inference. The results indicate statistical relationships, not longitudinal causality. Second, the use of a single-source self-report questionnaire may create common method bias and social desirability bias because officers assessed governance practices and compliance in the same instrument. Third, the study does not include citizens' perspectives, supervisors' evaluations, or objective administrative records. Fourth, the sample is limited to one institution in Batam City and uses purposive sampling, so generalization to other regions should be cautious. Fifth, the model does not include control variables such as rank, unit assignment, enforcement type, training history, or leadership style. Future research should address these limitations through multi-source data, longitudinal design, comparative regional analysis, and models that include organizational and individual-level control variables.

5. CONCLUSION

This study demonstrates that good governance in Satpol PP operations is not an abstract normative principle, but a field-level procedural requirement that can be measured through transparency, communication, documentation, and officers' procedural compliance. The main lesson of the study is that enforcement legitimacy depends not only on the legal authority of Satpol PP, but also on whether that authority is implemented in ways that are explainable, communicative, and evidentially accountable.

The regression results show that procedural transparency, citizen communication participation, and factual documentation are positive and significant predictors of officers' procedural compliance in local regulation enforcement. Factual documentation shows the strongest predictive contribution, indicating that accurate verification, chronology,

administrative evidence, and official reporting constitute a central foundation of operational accountability. Procedural transparency and communication participation also matter because they make enforcement more understandable, less arbitrary, and more open to clarification.

The theoretical contribution of the study lies in extending good governance and procedural justice perspectives into the specific context of local regulation enforcement. It shows that compliance should not be understood only as citizens' obedience to rules, but also as officers' compliance with lawful, transparent, communicative, and documented procedures. The practical contribution lies in offering measurable indicators that Satpol PP can use to improve SOPs, communication training, documentation systems, and internal evaluation.

For future research, the most important agenda is to combine officers' perspectives with citizens' experiences and objective administrative records. Comparative studies across different cities would also help determine whether the model applies beyond Batam. Further studies may include supervision, leadership, organizational culture, training, rank, and type of enforcement activity as additional variables. Such extensions would provide a more comprehensive understanding of how local regulation enforcement can be made lawful, effective, and legitimate in democratic local governance.

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