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A BIBLIOMETRIC ANALYSIS OF STAKEHOLDERS' PERCEPTIONS ON PUBLIC SERVICE QUALITY AND PERFORMANCE. TRENDS, THEMES AND FUTURE DIRECTIONS

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Abstract:

This article undertakes a comprehensive study of worldwide literature gathered from the Web of Science database, using bibliometric analysis. The analysis covers all the years, and most publications are from 1988 to 2024. The primary focus of the inquiry centres on the development of public service concept, public services citizens' satisfaction, services' stakeholders, public services' quality and performance during this period. The assessment of public services quality by citizens has been a prominent subject of scholarly investigation for a considerable period of time. By conducting keyword co-occurrence analysis on pertinent literature, our objective was to uncover dominant themes and track trends over a period of time. Novel insights were obtained by generating density, network, and overlay maps using VOS Viewer software. The keyword co-occurrence analysis performed using VOS Viewer unveiled an intricate and interrelated network of study themes within the literature on stakeholders' perceptions of the quality and performance of public services. The study discovered four main clusters, each reflecting separate yet intersecting research topics. An in-depth analysis of these clusters provides significant insights into the emerging patterns and key areas of interest in this subject. This research provides essential insights for both academic and practical applications in public services, establishing a foundation for future investigations.

Keywords: public services, stakeholders, public services' quality, public services' performance, bibliometric analysis.

JEL: H11, L1, O14

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INTRODUCTION

Service quality and citizens' satisfaction are essential and much debated subjects in the contemporary public services sector. Simultaneously, they continue to be some of the most widely studied subjects in the literature (Khudhair et al., 2019). According to some researchers (Abbasi-Moghaddam et al., 2019; Brady & Robertson; 2001), the concept is believed to be exceedingly abstract and difficult, and as a result, there is no common definition of service quality or measurement instrument. Although there is a substantial body of research on quality, there is a need for extended studies on service quality (Yarmak & Rollnik-Sadowska, 2022). The aim of this research is to examine the literature on how different groups perceive the quality and performance of public services, and for this reason we conducted a bibliometric analysis using the Web of Science database, addressing two questions. How

has the perception of different stakeholders on quality and performance of public services evolved during this period? What are the main trends in future provision of public services? To answer these research questions, the present study employed a bibliometric analysis using the Web of Science database, one of the most extensive and widely used resources for academic studies.

A total of 323 research papers that satisfied the inclusion criteria were found during the search. The subsequent data extraction process involved collecting information such as the year of publication, language, journal, authors, and citations count. The graphical depiction of groups of keywords emphasises seven significant patterns, which influence the future areas of study discussed in the conclusions. By putting the spotlight on complex patterns and worldwide associations, this study makes a contribution to academic inquiry as well as practical application in public service.

This paper is structured to provide a coherent exploration of latest trends in measuring stakeholders satisfaction with public services' quality and performance. It starts off with a brief literature review, which looks at the most important research that has been carried out regarding the topic. Immediately following this is the "Research Methodology" section, which provides a comprehensive overview of the methodologies and techniques applied during our investigation. Our findings are next discussed in the "Results and Analysis" section, which provides fresh perspectives on the quality of public services and the overall satisfaction of citizens. The study ends with a section entitled "Conclusions and Future Research Directions", in which is provided a summary of the main findings and suggest possible directions for further investigation into the complex and multidisciplinary character of the field where traditional governance and execution problems cross with emergent technology driven lines of research.

1. LITERATURE REVIEW

Public services

In the last four decades, the term "service" began to be increasingly used and analysed by a number of authors, researchers, economists, but also by other types of specialists, each presenting their own definition. This situation has led to the emergence of numerous interpretations of the service's concept.

The term "public services" refers to those services that are administered and supplied by the public sector, which is mainly financed by money collected by the government and is under the direct and indirect supervision of the elected officials. In a sense, the public services' mission involves managing people rather than products. Their multifaceted management entails creating, carrying out, and overseeing plans in order to meet organisational goals, only as a working definition. The phrase "public services management" is used in the literature and in practice to describe those intricate duties that, although being unevenly dispersed and existing inside these public organisations, are fundamentally motivated by the idea of "service," as in acting in a way that advances the interests or welfare of another (Harrow & Willcocks, 1990).

On the other hand, the European Parliament (1996) highlights the distinction between the notions of "public service" and "public undertaking". While "public undertaking" refers to specific governmental entities, "public service" encompasses a broader range of both public and private organizations. Consequently, it must be examined as an independent notion. Public services are economic activities of general interest and are defined, established, and regulated by the public authorities. Public services are subject to a specific legal framework, regardless of whether it is provided by a public or private entity (Plumb et al., 2003; Profiroiu & Popescu, 2005).

However, Guarino (2017), defines the concept of "public service" as an aggregation of all activities that realize a public authority's commitment to make available to individuals, businesses, or other public authorities some capabilities intended to answer their needs, giving them some possibilities to

control whether, how and when such capabilities are manifested. In agreement with the previously mentioned, the authors Dâmbu (2002) and Bragoi (2016) consider that public services represent activities provided continuously and regularly by public authorities in order to satisfy general, fundamental needs for citizens.

Stakeholders' perceptions and citizen satisfaction

An analysis of the literature reveals that several researchers have attempted to identify the roles and obligations of the stakeholders in the provision of high-quality of public services.

According to different studies there are stakeholders that are involved in public services' design (Service Design Network, 2016; Kautonen, 2017) like: public service designer, it's team/ department, organization, user, customer (org.), peer, external partner, external financier, society (government and citizens), and other stakeholders that are only involved in public services' delivery (Freeman, 2010; Nambuta et al., 2015; Hollebeek et al., 2020; Ostrom et al., 2021; Zwane & Matsiliza, 2022). Yildiz (2007), on the other hand, simply defines the stakeholders as the government/ public administration institutions (Raiu & Mina-Raiu, 2023), citizens, businesses, and civil society.

The literature that is currently available suggests that the level of satisfaction experienced by citizens is influenced by a number of aspects. These elements include the political distance that exists between governments and individuals, the geographical features of jurisdictions, the accessibility of public services, civil servants' professional performance (Nica et al., 2022) and the socio-demographic heterogeneity that exists within the jurisdiction (Jung, 2024).

Public service quality

To better understand the concept of service quality, it is necessary to analyse the terms 'service' and 'quality' individually. In recent years, many organizations have adopted a strong focus on communication that emphasises serving and satisfying the consumer (Yaşar & Özdemir, 2022). This approach is evident not only in sectors that primarily provide services, such as education (Srivastava & Hussaini, 2023), health, banks and hotels, but also in the products developed by organizations in industries like automobiles and computers.

Public service delivery organisations consistently encounter the necessity for enhancement and regular evaluation of quality. Public service quality refers to the ability to fulfil the expectations of citizens and the continuous effort to enhance organisational performance (Sharma & Al Sinawi, 2021).

Public service quality is a common subject; however, it isn't structured with reliable metrics. SERVQUAL and SERVPERF are two of the most widely used scales to evaluate the quality of services that are accessible in the literature (Mahapatra & Bellamkonda, 2023). Ladhari (2009) conducted a literature study on the early twenty years of SERVQUAL and identified many theoretical and empirical issues that have been discussed in the literature. Cronin Jr. and Taylor (1992) proposed the SERVPERF model as a substitute for SERVQUAL (Parasuraman et al., 1988). This model was developed through an empirical test conducted on four private sector industries, without any validity testing for the public service. Consequently, preliminary assessments of the scale have already demonstrated its lack of consistency across various situations, hence indicating the necessity for further studies. Vieira and Ravello (2024) created and verified a quality evaluation scale called PUBLICSERV specifically for public services.

Kulal et al. (2024) created a thorough framework that includes multiple components and matching items to measure the quality and performance of public service delivery. Based on existing research, these factors consist of response time (Bouckaert et al., 2018), which is important for ensuring timely service delivery and citizen satisfaction, precision and accuracy (World Health Organization, 2015), efficient use of resources (Alahakoon & Jehan, 2020; Simion et al., 2023), cost per transactions (Bel

& Sebő, 2021), public satisfaction with the overall quality level and timely delivery of service (Uzir et al., 2021), accessibility (Sauer et al., 2020; Chen et al., 2021), etc.

Public service performance

The provision of public services is hindered by a multitude of obstacles, including capacity, finances, governance, coordination, insufficient choices made by local councils, and a lack of effective regulatory support, all of which are exacerbated by the rapidity and magnitude of urbanisation (Marumahoko, 2020; Sabie et al., 2022).

The acquisition of reliable data that may inform the public administration policy makers in implementing specific measures that can enhance the quality of the service (Profiroiu & Negoită, 2022), may be an important obstacle in assessing the performance of public services. Initially, public services evaluation models were employed to evaluate the character of a service by taking into account organisational contexts and dimensions, including empathy and courtesy (Davis et al., 1989; Sabie et al., 2020). Other performance evaluation models for public services have evolved and have begun to incorporate new criteria, like usability (DeLone & McLean, 2003; Parasuraman et al., 2005).

Different scholars (Gimbert et al., 2010; Olariu et al., 2023) provide a clear and concise definition of a performance measurement system as a precise set of financial or nonfinancial indicators that assist an organization's decision-making process by collecting, analysing, and assessing quantitative data pertaining to performance information. This led to the development of a number of models for assessing public services' organization performance in relation to the value process's specified criteria. Public services' organization performance evaluation models range from the Balanced Scorecard (Vrabie et al., 2022) to shareholder value added, competitive benchmarking, and activity-based costing.

Six Sigma and Lean, frequently referred to as Lean Six Sigma (LSS), are widely recognised as two of the most prevalent methodologies for measuring and enhancing service process efficiency (Maleyeff & Campus, 2007; Noronha et al., 2023). The primary goal of Lean Six Sigma (LSS) is to enhance service performance across many dimensions such as quality, cost, and customer satisfaction (Ostrom et al., 2021). According to experts (Sunder et al., 2018) this is achieved by minimising variation, eliminating waste, and optimising process flow. As a result, LSS enables organisations to obtain a larger market share by providing services that align more effectively with customer requirements.

2. RESEARCH METHODOLOGY

Data collection

The main aim of this research is to examine the literature on how different groups perceive the quality and effectiveness of public services, we conducted a bibliometric analysis using the Web of Science database, one of the most extensive and widely used resources for academic studies. This data collection occurred on August 3, 2024, ensuring the analysis incorporated the most recent applicable literature. We included publications from all years.

A targeted search approach was implemented using a carefully crafted inquiry to capture pertinent publications. The search query was designed to encompass a broad assortment of terms related to public services, stakeholder perspectives, and service quality and performance. The final search query was as follows: ((TS=("public service*" OR "local service*" OR "urban service*" OR "municipal services" OR "government service*" OR "public sector service*" OR "city service*" OR "community service*")) AND TS=("citizens' perception*" OR "citizen perception*" OR "citizens' satisfaction" OR "citizen satisfaction" OR "client* perception*" OR "client* satisfaction" OR "user* perception*" OR "user* satisfaction" OR "stakeholder* perception*" OR "public* perception*" OR "service* user* perception*" OR "service* user* satisfaction")) AND TS=("quality of public service*" OR "public

service* quality" OR "service* quality" OR "performance of public service*" OR "public service* performance" OR "service* performance" OR "public service* delivery" OR "service* delivery" OR "service* effectiveness" OR "service* efficiency").

This query was crafted to be broad yet focused, ensuring search outcomes would include applicable literature while minimizing irrelevant or overly broad results. The search yielded a total of 323 publications, which formed the dataset for the bibliometric analysis.

Data analysis

The retrieved publications were exported from the Web of Science database and analyzed using VOS Viewer, a software tool for constructing and visualizing bibliometric networks (Van Eck & Waltman, 2011). The analysis focused on keyword co-occurrence analysis, in a similar manner with other studies (Breazu & Ștefan, 2022; Corboș et al., 2022; Popescu et al., 2023). This analysis was conducted to identify the most common themes and topics within literature. By mapping the co-occurrence of keywords, we could visualize the main research trends and areas of focus in the field.

Visualization and Interpretation

The results from VOS Viewer were presented through various visualizations, including network maps and density maps. These visualizations were interpreted to provide insights into the structure of the research field, the evolution of key themes over time, and the identification of potential gaps or emerging areas in the literature.

The analysis not only provided a broad overview of the existing literature but also highlighted the central themes and influential contributions within the field of public service quality and performance from the perspective of various stakeholders.

3. RESULTS

Keyword co-occurrence analysis

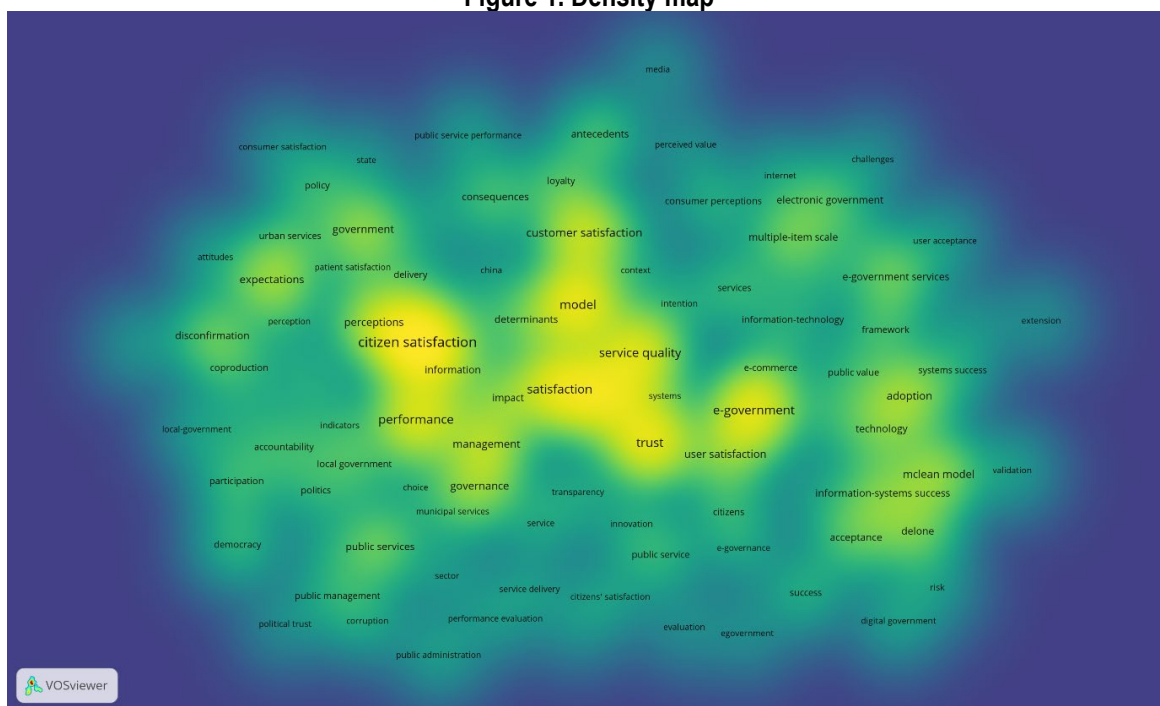
Citizen perception of public services quality has long been a focus of academic research. Through keyword co-occurrence analysis of relevant literature, we sought to identify prevailing themes and map trends over time. Using VOS Viewer software, density, network, and overlay maps were generated to provide novel insights.

The density map (Figure 1) revealed prevailing topics through brightness variations. "Citizen satisfaction," "service quality," and "e-government" shone brightly at the center, evidencing substantial interest and activity in these traditional areas as well as new technology-oriented subjects. Peripheral keywords indicated niche yet informative subfields, such as "political trust," "coproduction," and "digital divide," addressing socio-political dynamics or emerging challenges.

Central terms concentrated in the brightest regions, emphasizing their frequency and interconnectedness. These included "citizen satisfaction," "service quality," "performance," "trust," and "satisfaction," core concepts driving current research. Slightly less luminous yet still prominent were "expectations," "governance," "management," and "innovation," signifying discussions on how such factors impact performance and user experiences are transforming under technological changes.

The variety of themes explored, and topics interconnected across the density map affirmed a balanced examination of established public service issues alongside timely technology-focused questions. Insights from these visualizations enhanced understanding of major trends and areas of focus within the literature concerning stakeholder perceptions of public sector performance.

Figure 1. Density map



Source: authors with VOS viewer.

The network map (Figure 2) depicts the relationships between keywords, highlighting the interconnectedness of the research areas. The map shows a dense cluster focused on "citizen satisfaction," interweaving with topics in both governance and service quality, while "e-government" forms a separate yet related cluster zeroing in on digital adoption and its implications.

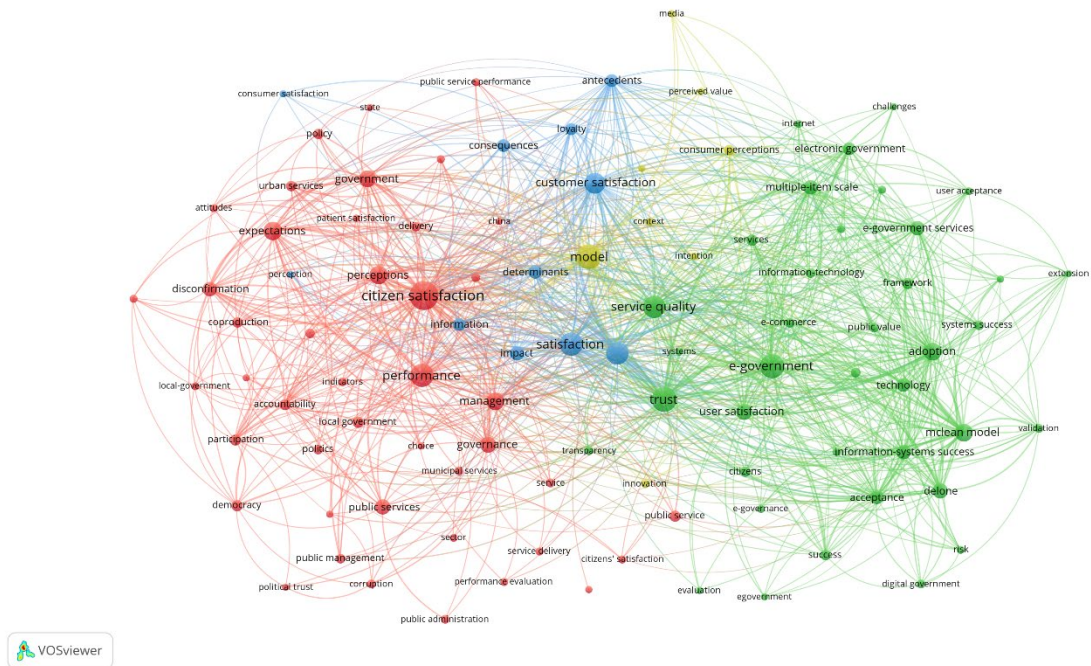
The network reveals a high degree of interconnection between the groupings, implying that although each cluster represents a unique research theme, there is considerable overlap and interaction among them. For instance, citizen satisfaction (Cluster 1) is intimately linked to service quality (Cluster 2), highlighting the interdependence of governance practices and digital transformation in shaping public perceptions.

The central positioning of terms like citizen satisfaction, service quality, and trust reflects their pivotal roles in the network. These concepts serve as bridges linking dissimilar clusters, indicating they are fundamental ideas that connect varied strands of study within the field.

Within the broader groupings, subclusters can be observed—such as participation, coproduction, and governance within Cluster 1, or technology acceptance model and e-government in Cluster 2. These subclusters represent specialized areas of inquiry that, while closely related to their parent clusters, have their own distinct research communities and focuses.

The network also exhibits where different research themes converge or diverge. For example, e-government bridges discussions on digital technology (Cluster 2) with governance and citizen engagement (Cluster 1), highlighting the convergence of digital and governance study. Conversely, political trust and corruption are more secluded within their respective clusters, indicating spheres where research may diverge from the central themes.

Figure 2. Network map



Source: authors with VOS viewer.

The overlay map (Figure 3), which colors keywords based on their average publication year, suggests emerging trends over time. More recent topics include "e-government" and "digital government," indicating a growing research focus on the role of technology in public services. Keywords like "consumer perceptions" and "perceived value" are also highlighted, reflecting newer lines of inquiry into how public services are perceived and valued by stakeholders.

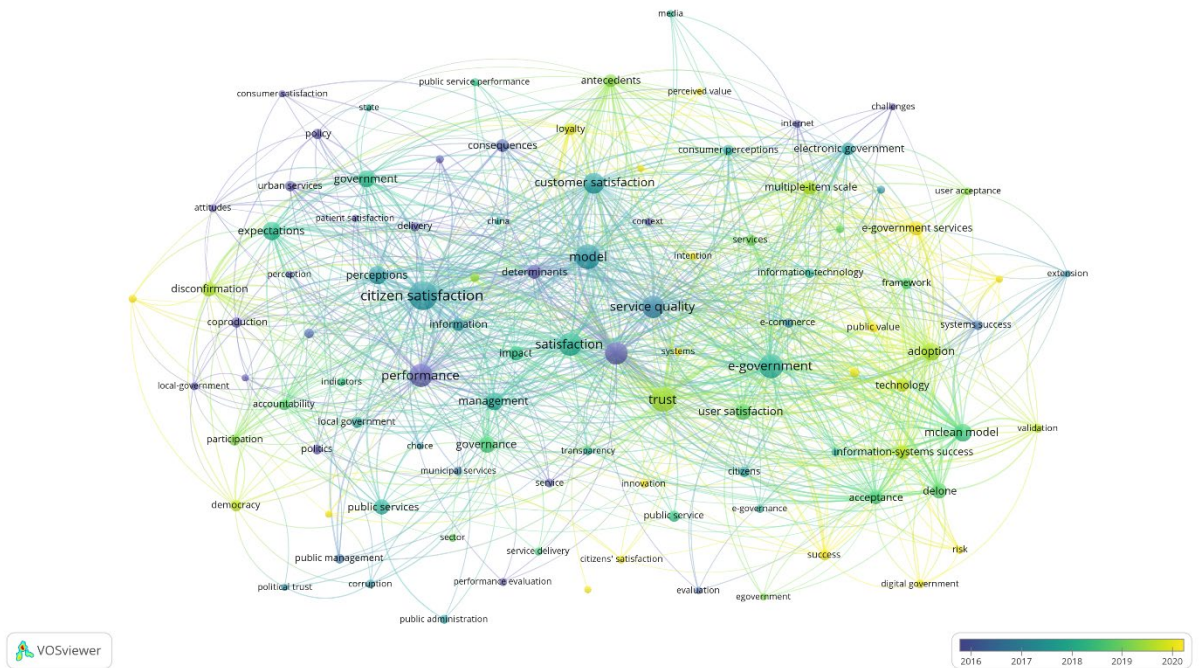
Keywords such as e-government, digital government, innovation, and adoption are shaded towards the more recent end of the spectrum, indicating that study in these domains is relatively new yet growing.

In contrast, terms like citizen satisfaction, performance, governance, and accountability are associated with earlier years, reflecting established research areas that have long been central to public administration and service quality studies. These topics form the foundation upon which newer, technology-oriented research builds.

Keywords such as risk, perceived value, and consumer perceptions are also shown to be more recent, indicating emerging areas of interest. These suggest a growing concern with how risks are managed in digital government, how value is perceived by users, and how consumer behavior theories are being applied to public services.

The overlay also highlights potential gaps in research. For example, areas like digital divide and transparency are relatively new yet less interconnected, suggesting opportunities for more integrated study that bridges digital innovation with broader issues of governance and equity.

Figure 3. Overlay map



Source: authors with VOS viewer.

4. ANALYSIS

The keyword co-occurrence analysis conducted through VOS Viewer revealed a complex and interconnected landscape of research themes within the literature on stakeholders' perceptions of the quality and performance of public services. The analysis identified four primary clusters, each representing distinct yet overlapping research areas. The detailed examination of these clusters offers valuable insights into the evolving trends and focus areas on this field.

Cluster 1 - Public Service Performance and Governance (44 items)

This cluster encompasses a wide range of keywords related to **public service performance**, **governance**, and **citizen satisfaction**. It includes terms such as **accountability**, **attitudes**, **bureaucracy**, **choice**, **citizen satisfaction**, **citizens satisfaction**, **coproduction**, **corruption**, **delivery**, **democracy**, **disconfirmation**, **expectations**, **good governance**, **government**, **indicators**, **local government**, **local-government**, **management**, **municipal services**, **participation**, **patient satisfaction**, **perceptions**, **performance**, **performance evaluation**, **performance information**, **performance measurement**, **policy**, **political trust**, **politics**, **public administration**, **public management**, **public service**, **public service delivery**, **public service performance**, **public services**, **public-sector**, **sector**, **service**, **service delivery**, **state**, and **urban services**.

This cluster suggests a broad focus on how public services are managed, delivered, and perceived by citizens. The inclusion of **governance** and **good governance** highlights the importance of effective administrative practices in enhancing public service outcomes. Keywords such as **accountability**, **political trust**, and **corruption** indicate a concern with transparency and ethical governance as critical factors in building citizen trust and satisfaction.

The presence of terms like **performance**, **performance evaluation**, and **performance measurement** reflects a strong emphasis on assessing the effectiveness and efficiency of public services. The keywords **citizen satisfaction**, **citizens satisfaction**, and **patient satisfaction** suggest that much of this evaluation is centered around the perceptions and experiences of service

users, reinforcing the idea that public service performance is increasingly judged by stakeholder satisfaction.

Keywords such as **local government**, **municipal services**, and **urban services** indicate a focus on the delivery of services at the local level, where governance and management practices are directly felt by citizens. This aligns with the growing interest in **coproduction** and **participation**, where citizens are increasingly seen as active participants in the design and delivery of public services, rather than passive recipients.

Cluster 2 - E-Government and Technology Adoption (38 items)

This cluster includes keywords focused on the role of technology in public services, such as **acceptance**, **adoption**, **challenges**, **citizen trust**, **citizens**, **delone**, **digital divide**, **digital government**, **e-commerce**, **e-governance**, **e-government**, **e-government services**, **egovernment**, **electronic government**, **evaluation**, **extension**, **framework**, **information quality**, **information systems success**, **information-technology**, **internet**, **mclean model**, **multiple-item scale**, **perspective**, **public value**, **risk**, **service quality**, **services**, **success**, **systems**, **systems success**, **technology**, **technology acceptance model**, **transparency**, **trust**, **user acceptance**, **user satisfaction**, and **validation**.

This cluster highlights the intersection between public service delivery and digital transformation. The recurring presence of **e-government**, **e-governance**, and **digital government** suggests that a significant portion of the literature is dedicated to understanding how digital technologies are being implemented to improve the efficiency and accessibility of public services. Keywords like **acceptance**, **adoption**, **trust**, and **user satisfaction** indicate that the success of these digital initiatives is often measured by how well they are received by the public.

The inclusion of **digital divide** and **risk** points to the challenges associated with digital adoption, particularly concerns around equity and the potential exclusion of certain demographics. **Transparency** and **trust** are crucial in this context, as the legitimacy of e-government initiatives hinges on public confidence in these digital platforms.

Methodological keywords such as **DeLone**, **McLean model**, **technology acceptance model**, and **multiple-item scale** suggest that the research in this cluster frequently employs theoretical models and quantitative methods to evaluate the effectiveness and user acceptance of digital services. The term **public value** implies that beyond efficiency and satisfaction, there is also a focus on the broader social and economic benefits that e-government can provide.

Cluster 3 - Satisfaction, Loyalty, and Service Quality (11 items)

Keywords in this cluster include **antecedents**, **consequences**, **consumer satisfaction**, **determinants**, **impact**, **information**, **loyalty**, **perception**, **quality**, and **satisfaction**.

This smaller cluster zeroes in on the drivers and outcomes of satisfaction within public and consumer services. The term **consumer satisfaction** is pivotal here, suggesting that the literature not only focuses on citizen perceptions in a traditional public service sense but also considers the satisfaction of users in a broader, possibly more commercialized context.

The keywords **antecedents**, **determinants**, and **consequences** indicate a research interest in the causal relationships that underpin satisfaction and loyalty. Understanding these relationships is crucial for public service managers who seek to improve service quality (**quality**) and enhance user satisfaction (**satisfaction**). The inclusion of **loyalty** suggests that beyond immediate satisfaction, there is also concern with building long-term trust and commitment to public services.

Perception and **impact** are central to this cluster, implying that studies often assess how various factors are perceived by stakeholders and the resultant effects on their satisfaction and loyalty.

Information may refer to the transparency and communication practices of public services, which are critical for shaping these perceptions.

Cluster 4 - Consumer Perceptions and Perceived Value (8 items)

The final cluster includes keywords such as **consumer perceptions, context, innovation, intention, media, model, perceived value, and pls-sem.**

This cluster reflects a nuanced exploration of how public services are perceived by stakeholders and the value they derive from these services. **Consumer perceptions** and **perceived value** are central here, indicating that much of the research in this area focuses on understanding the subjective judgments that stakeholders make about the quality and benefits of public services.

The term **context** suggests that these perceptions are not formed in isolation but are influenced by broader environmental factors, which might include media representation (**media**) and cultural or socio-economic conditions. **Innovation** highlights the importance of new approaches and technologies in shaping these perceptions, potentially offering new avenues for improving service quality and stakeholder engagement.

The presence of **intention** implies that these perceptions can influence behavioral intentions, such as the likelihood of using a service again or recommending it to others. Methodological terms like **model** and **pls-sem** (Partial Least Squares Structural Equation Modeling) suggest that this cluster often employs advanced statistical techniques to explore these relationships, providing rigorous empirical insights into how perceptions and perceived value translate into actions and outcomes.

Emerging areas to be explored

The clusters identified in this keyword co-occurrence analysis collectively paint a picture of a research field that is diverse and dynamic. The literature spans traditional concerns with public service performance and governance (Cluster 1), integrates modern challenges and opportunities brought by digital transformation (Cluster 2), and delves deeply into the psychological and perceptual dimensions of service quality and satisfaction (Clusters 3 and 4).

There is a noticeable trend towards understanding not just the operational and performance aspects of public services but also the subjective experiences and perceptions of stakeholders. This move mirrors an increasingly client-focused methodology in public administration, where citizen satisfaction, perceived value, and trust are turning out to be equally as significant as traditional measurements of performance and efficiency.

Future research in this area could benefit from further integrating these themes, particularly by exploring how innovations in e-government and digital services can enhance governance practices and public service delivery. Moreover, examining how impressions of value are shaped and how they influence long-term loyalty and trust in public organizations could offer valuable insights for policymakers and public service management.

The study has identified several key themes within the literature on public service quality and performance, highlighting areas where additional research is needed. The following table (Table 1) presents these themes and offers specific future research directions aimed at addressing the challenges and opportunities associated with each area. These directions are intended to guide scholars in exploring the evolving landscape of public service delivery, management, and stakeholder perceptions.

Table 1. Future research directions for stakeholders' perception of public service quality and performance

Theme	Areas of study/investigation
Digital Governance and Public Service Delivery	<ul style="list-style-type: none"> The impact of digital transformation on public service quality and citizen satisfaction.

Theme	Areas of study/investigation
	<ul style="list-style-type: none"> The role of transparency and accountability in e-government services. The implications of digital divide on equitable access to public services.
Citizen Satisfaction and Public Value	<ul style="list-style-type: none"> The determinants of citizen satisfaction across different public service sectors. The relationship between citizen expectations and perceptions of service quality. The role of coproduction in enhancing public value.
Trust and Governance	<ul style="list-style-type: none"> The factors influencing trust in public institutions in the context of service delivery. The impact of governance structures on public trust and service performance. The dynamics of political trust in relation to public sector corruption.
Technology Adoption and User Perception	<ul style="list-style-type: none"> The challenges of technology adoption in public services, focusing on user acceptance and satisfaction. The effectiveness of AI and other technologies in improving service delivery. The role of perceived value in technology-driven public services.
Performance Measurement and Evaluation	<ul style="list-style-type: none"> Developing new frameworks for measuring the performance of public services in a digital era. The effectiveness of performance evaluation methods in improving service delivery. The impact of performance information on policymaking and governance.
Service Quality and Efficiency	<ul style="list-style-type: none"> The role of service quality management in enhancing public service efficiency. The relationship between service quality and citizen loyalty in public services. The impact of continuous quality improvement initiatives on service delivery.
Ethical Considerations in Digital Public Services	<ul style="list-style-type: none"> The ethical implications of AI and other technologies in public service delivery. Investigating privacy concerns and data protection issues in e-government services. The balance between innovation and ethical responsibility in public sector technology use.

CONCLUSION

This bibliometric analysis on stakeholders' perceptions of the quality and performance of public services aimed to provide a wide-ranging overview of the extensive research landscape illuminating this multifaceted field. By capitalizing on sophisticated visualization instruments such as VOS Viewer, we identified salient themes, evolving trends, and interconnecting research clusters that currently predominate within the pertinent literature. In accordance with the existing literature (Mina-Raiu & Melenciuc, 2022; Androniceanu, 2023), the examination brought to light that citizen satisfaction, service excellence, output, and trust are core themes with considerable interlacing across diverse strands of investigation encompassing e-governance, public service conveyance, inter-municipal cooperation (Nemec et al., 2023) and digital transformation.

The density and network visualizations underscored the intricacy and interdisciplinary nature of the domain in which conventional governance and execution topics intersect with emerging technologically driven lines of inquiry. The overlay visualization furnished temporal insights indicating

the evolution of research attention from established governance issues toward novel matters relating to digital governance and public value.

This analysis underscores the necessity for future studies to explore underrepresented territories and integrate novel technologies with traditional public service paradigms in a holistic manner. There is a clear trajectory toward comprehending the implications of digital governance, and prospective research should continue to explore the ethical, social, and practical dimensions of these evolutions with nuanced perspective.

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AUTHORS CONTRIBUTIONS

The authors listed have made a substantial, direct and intellectual contribution to the work, and approved it for publication.

CONFLICT OF INTEREST STATEMENT

The authors declare that the research was conducted in the absence of any commercial or financial relationships that could be construed as a potential conflict of interest.

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