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Analysis of the Quality of Service of the Population and Civil Registration Service Website of Banyuasin Regency Using the E-Govqual Method

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Abstract

The implementation of information technology by government agencies, particularly through e-government services, has become a necessity to improve the quality of public services. The Population and Civil Registration Office of Banyuasin Regency has provided a website as a digital platform to facilitate various population administration services. The effectiveness and user satisfaction of this website need to be evaluated to determine whether the service quality is optimal. This study aims to evaluate the quality of website services using the E-GovQual method, which measures the dimensions of efficiency, reliability, trust, and user support. Data were obtained through a questionnaire completed by 273 respondents from the Banyuasin Regency community. The results are expected to provide an overview of user satisfaction levels and identify dimensions that require improvement.

Introduction

The development of information and communication technology (ICT) has encouraged the government to transform the way it provides public services. One manifestation of this transformation is the implementation of *e-government* , namely the use of digital technology to increase transparency, efficiency, and quality of services to the public. In Indonesia, population administration services are one sector that relies heavily on the application of ICT to facilitate access to public services. The Population and Civil Registration Office (Disdukcapil) of Banyuasin Regency has adopted the use of a website as a platform for population administration services, including the issuance of electronic ID cards (KTP), family cards, birth certificates, and death registration.

While *the website* aims to facilitate public services, the effectiveness and quality of the services provided need to be evaluated regularly. Public reports indicate technical challenges, such as long response times and limited information availability. This indicates a gap between *the website's development objectives* and the perceived quality of service. Evaluating the quality of government *websites* is crucial to ensure that ICT utilization truly meets public needs.

Several previous studies have assessed the quality of *e-government services* using the *E-GovQual method. The website of* the Palembang City Communication and Informatics Office found that reliability *is* the most important aspect determining user satisfaction (Jamiansyah, 2018; Setyowati et al., 2024; Prasetyo et al., 2023; Dinanita et al., 2025). The Lampung Provincial Government *website shows that e-government* implementation is not yet fully optimal, especially in the aspect of trust (Friesta & Charaselt, 2018; Fadrial et al., 2024; He

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et al., 2025). The quality of content and information display on the Ministry of Education and Culture *website* has not been able to significantly increase visitor satisfaction. From these studies, it can be concluded that service quality dimensions such as efficiency, reliability, trust, content, and community support still show varying results so that there is no consistent conclusion regarding the dominant dimensions in the context of *e-government* in Indonesia (Cahayati, 2018; Widodo & Kusnan, 2023; Prabowo et al., 2026; Wardani et al., 2025).

The research gap *lies* in the limited studies of population service *websites* in the regions, particularly in Banyuasin Regency. Population services are a fundamental public need that demands fast, accurate, and secure access. Previous research has focused more on city- or ministry-level government services, while studies on regional population services are still limited. Therefore, this study is important to provide a comprehensive overview of the service quality of the Banyuasin Population and Civil Registration Office *website* from a user perspective. The purpose of this study is to analyze the service quality of the Banyuasin Regency Population and Civil Registration Office *website* using the *E-GovQual method,* identify the most dominant and weakest dimensions, and provide recommendations for improvements to enhance the quality of digital-based public services.

Methods

This study uses a quantitative approach with the aim of analyzing the service quality of the Banyuasin Regency Population and Civil Registration Service (Disdukcapil) website using the *E-GovQual method.* This method was chosen because it is able to measure the quality of *e-government services* from the user's perspective through five dimensions, namely efficiency, trust, reliability, content and appearance *of information*, and citizen support (Papadomichelaki & Mentaz, 2012). The research stages start from problem identification, literature study, preparation of research instruments, data collection, data analysis, and drawing conclusions. The literature study was conducted to obtain a theoretical framework and relevant previous research. The research instrument in the form of a questionnaire was prepared based on indicators from the five dimensions of *E-GovQual* (Napitupulu, 2016).

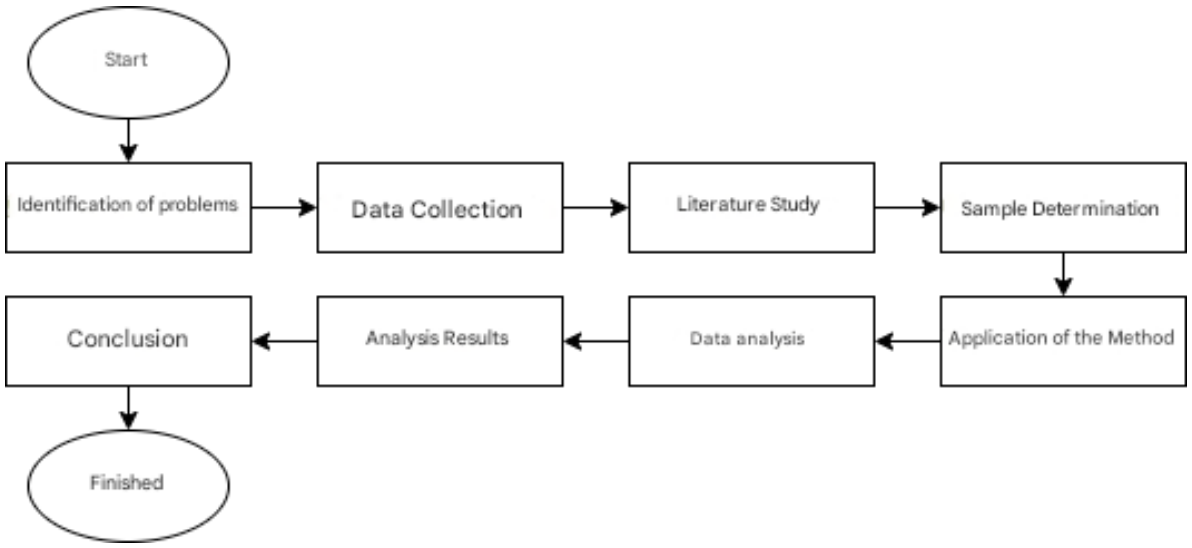

Figure 1. Research Stages

The research subjects were residents of Banyuasin Regency who had used the Disdukcapil website. The sampling technique used purposive sampling with the criteria that respondents had at least used the *website service.* The number of samples was determined using the *Slovin formula* with a 5% error rate, resulting in 273 respondents (Hendryadi, 2019). Data collection was carried out by distributing questionnaires with a five-point *Likert scale* , ranging from "strongly disagree" (1) to "strongly agree" (5). The *Likert scale* was chosen because it is able

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to measure respondents' attitudes and perceptions quantitatively (Sugiyono, 2019). The research instrument was tested for validity using *Pearson correlation* and its reliability with *Cronbach's Alpha* to ensure consistency and accuracy of measurement (Sarwono, 2006). The data obtained were analyzed using SPSS software. Descriptive analysis was used to describe the respondent profile and the distribution of answers. Furthermore, the average score for each indicator was calculated to determine the most dominant and weakest dimensions of *E-GovQual* . The results of this analysis were used as a basis for compiling recommendations for improving the quality of website services (Haryani, 2016).

Results and Discussion

Respondent Characteristics

This study involved 273 respondents from Banyuasin Regency who had used the Disdukcapil *website* . Based on demographic distribution, the majority of respondents were aged 21–30, with most working as private sector employees. This indicates that the primary users of Disdukcapil's digital services are in the productive age group with a relatively high level of technology adoption. This characteristic supports the research's relevance, as this group is the primary target group for technology-based services.

Instrument Validity and Reliability Test

The research instrument in the form of a questionnaire was tested for validity and reliability before use.

Table 1. Validity Test

Statement No.	Correlation Product Moment
X1.1	0.872
X1.2	0.852
X1.3	0.876
X2.1	0.824
X2.2	0.831
X2.3	0.821
X2.4	0.869
X2.5	0.835
X2.6	0.854
X3.1	0.855
X3.2	0.827
X3.3	0.803
X3.4	0.819
X3.5	0.817
X4.1	0.746
X4.2	0.710
X4.3	0.709
X4.4	0.689
X4.5	0.663
X4.6	0.612
X4.7	0.644
X4.8	0.652
X4.9	0.539
X5.1	0.662
X5.2	0.717
X5.3	0.685

ISSN: 2716-3865 (Print), 2721-1290 (Online)

X5.4	0.709
X5.5	0.762
X5.6	0.779
X5.7	0.775
X5.8	0.737

Table 1 shows that the number of statement items is 31. The value $r_{0,05,(271)}$ used is 0.1187, so all statement items can be declared valid and no elimination is necessary in the questionnaire.

Table 2. Reliability Test

Research Variables	Cronbach Alpha	Cronbach Alpha Standard	Decision
Efficiency	0.834	0.700	Reliable
Trust	0.915	0.700	Reliable
Reliability	0.882	0.700	Reliable
Content and display of information	0.841	0.700	Reliable
Community support	0.873	0.700	Reliable

Table 2 shows that all research instruments are said to be reliable and have met the requirements for use in research.

The test results show that all indicators have Pearson correlation values greater than the r-table, thus being declared valid. Furthermore, *a Cronbach's Alpha value* above 0.70 confirms that the instrument has good reliability. Thus, the questionnaire is suitable for use as a data collection tool in this study

E-GovQual Analysis Results

The results of this analysis focus on the attributes within *E-GovQual,* which describe the extent of the gap between user expectations and perceptions of service quality. The descriptive analysis of the five dimensions *of E-GovQual* shows the following variations in user satisfaction levels:

Efficiency

Table 3. Descriptive Respondents' Answers to Efficiency Indicators

Statement	Very Fulfilled	Fulfilled	Quite Fulfilled	Not Fulfilled	Very Unfulfilled	*Mean*
	1	2	3	4	5	
I feel the process/flow structure on *the website* is clear and easy to understand.	4	12	66	111	80	3.9194
I find *the website* easy to remember	8	25	36	154	50	3.7802
I feel *the website* can adapt to the language the user understands.	6	23	46	111	87	3.9158
Average						**3.8718**

Based on Table 3 above, respondents assessed the Disdukcapil *website* as quite easy to use, with a clear navigation structure and an easy-to-remember URL. However, the personalization

ISSN: 2716-3865 (Print), 2721-1290 (Online)

of information was still considered less than optimal. Ease of access is important in building user satisfaction with *e-government services.*

Trust

Table 4. Descriptive Respondents' Answers to Trust Indicators

Statement	Very Fulfilled	Fulfilled	Quite Fulfilled	Not Fulfilled	Very Unfulfilled	*Mean*
	1	2	3	4	5	
I feel that my personal data as a user is not shared with unauthorized parties.	11	13	59	138	52	3.7582
I feel *the website* can archive my personal data safely.	8	22	46	155	42	3.7363
I feel that under certain circumstances *the website* provides written consent to protect user rights.	10	25	72	108	58	3.6557
I feel that the procedure for obtaining *a username* and *password is* by *default* and confidentiality is guaranteed.	12	22	32	142	65	3.8278
I feel confident that the system can perform data transactions accurately.	9	21	48	151	44	3.7326
I feel that the access rights I have received are in accordance with the role of the *website user* based on	7	30	49	139	48	3.6996

ISSN: 2716-3865 (Print), 2721-1290 (Online)

the established rules.						
Average						**3.7350**

Based on Table 4 above, the trust dimension scored high, particularly regarding the security of users' personal data. Respondents felt their data was securely stored and access procedures were standard. Trust is a crucial factor because it concerns the protection of sensitive public data. These results are consistent with the belief that trust is a key indicator in the acceptance of digital-based government services.

Reliability

Table 5. Descriptive Respondents' Answers to Reliability Indicators

Statement	**Very Fulfilled**	**Fulfilled**	**Quite Fulfilled**	**Not Fulfilled**	**Very Unfulfilled**	***Mean***
	1	**2**	**3**	**4**	**5**	
I feel that the system's ability to provide services is in accordance with what was promised.	4	46	66	81	76	3.6557
I feel the service provided by *the website* is timely.	3	39	80	83	68	3.6374
I feel like I can access *the website* easily at any time.	4	42	78	84	65	3,6007
I feel *the website* can be used on all browser systems	5	45	74	85	64	3.5788
I feel like it takes a short time to load the *website pages.*	6	41	83	87	56	3.5348
Average						**3.6015**

The reliability aspect received a relatively good rating, particularly regarding the system's ability to deliver services as promised. However, respondents complained that page *loading*

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speeds were still less than optimal. This was similar to the Ministry of Education and Culture *website* , where access speed was one of the weaknesses that reduced user satisfaction (Cahayati, 2018).

Information Content and Display

Table 6. Descriptive Respondents' Answers to Information Content and Display Indicators

Statement	Very Fulfilled	Fulfilled	Quite Fulfilled	Not Fulfilled	Very Unfulfilled	*Mean*
	1	2	3	4	5	
I feel the system has been able to provide complete information.	30	40	62	67	74	3.4212
I feel the system has presented the information accurately and concisely.	32	46	59	67	69	3.3480
I feel *the website* can provide relevant information for me as a user.	29	42	66	86	50	3.3150
I feel that the information available on *the website* is always updated.	31	38	69	83	52	3.3187
I feel all the menus or features can work well	8	43	65	99	58	3.5714
I feel the data generated by *the website* is easy to understand.	11	31	73	104	54	3.5824
I feel *the website* has a color display that is	16	37	49	101	70	3.6300

ISSN: 2716-3865 (Print), 2721-1290 (Online)

comfortable to look at.						
I feel *the website* has a comfortable appearance	6	35	62	103	67	3.6960
I feel *the website* has a page size that can adapt to various browsers.	15	33	59	115	51	3.5641
Average						**3.4941**

This dimension ranks lowest compared to the others. Respondents assessed that the information presented was not always up-to-date, even though the display was quite simple and easy to understand. Deficiencies in the content aspect indicate a gap between user expectations and the quality of the information available. The quality of relevant and up-to-date content is one of the main determinants of satisfaction in *e-government* (Papadomichelaki & Mentzas, 2012).

Community Support

Table 7. Descriptive Respondents' Answers to Community Support Indicators

Statement	**Very Fulfilled**	**Fulfilled**	**Quite Fulfilled**	**Not Fulfilled**	**Very Unfulfilled**	***Mean***
	1	**2**	**3**	**4**	**5**	
I found the *website usage guidelines* easy to understand.	3	26	63	106	75	3.8205
I feel *the website* has provided well-prepared standard responses to answer some of the questions users frequently ask.	10	15	53	109	86	3.9011
I feel like I can track the transactions I have made on *the website.*	2	22	68	115	66	3.8095
I feel that employees can complete the delivery of the aspirations that I face	5	17	74	98	79	3.8388

ISSN: 2716-3865 (Print), 2721-1290 (Online)

I feel the staff are quick to respond to the questions I ask.	2	16	77	105	73	3.8462
I feel that the staff have broad knowledge to answer questions about *website usage.*	4	30	73	98	68	3.7179
The staff were polite in dealing with the problems I experienced when using the *website* .	13	25	67	94	74	3.6996
I feel that the staff has the ability to respond to the obstacles I face when using *the website* and aspirations with confidence and confidence and reassurance.	4	17	57	112	83	3.9267
Average						**3.8201**

The community support dimension showed quite good results. Respondents felt that Disdukcapil staff were responsive and polite in responding to inquiries. However, online support services such as *FAQs and online* guides still need to be strengthened. Active interaction between the government and the community can improve the effectiveness of digital services (Haryani, 2016; Djatmiko et al., 2025; Idzi & Gomes, 2022; Suri et al., 2024).

Multiple Regression Analysis

Normality Test

The normality test used in this study is the *Kolmogorov-Smirnov test* . The basis for making decisions regarding the normality test is if the significance value between variables bound to the independent variable greater than 0.05 then the *residual distribution* is normal.

Table 8. Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		273
Normal Parameters	Mean	.0000000
	Standard Deviation	1.07070920
Most Extreme Differences	Absolute	.053
	Positive	.053
	Negative	-.046
Test Statistics		.053
Asymp. Sig. (2-tailed)		.065

ISSN: 2716-3865 (Print), 2721-1290 (Online)

Based on the table above can be seen significance value obtained namely 0.065 is greater than α (0.05) so it can be concluded that normal *residual* distribution .

Multicollinearity Test

This method analyzes the *tolerance value* and its counterpart. *variance inflation factor* (VIF). The *cut off* value used to indicate the presence of multicollinearity is *tolerance* more from 0.1 or equal to a VIF value of less than 10.

Table 9. Multicollinearity Test

Variables	Tolerance	VIF
Efficiency	.198	5,039
Trust	.199	5,037
Reliability	.568	1,760
Content and display of information	.833	1,201
Community support	.498	2,007

Based on the table above, it can be seen that the *tolerance value* of all independent variables is more than 0.1 and the VIF value obtained is less than 10. Therefore, it can be concluded that there are no symptoms of multicollinearity.

Heteroscedasticity Test

Heteroscedasticity test is a test which is used to find out whether the variables being operated have the same *variance* (*homogeneous*) or vice versa (*heterogeneous*). If the significance value of the variable free with absolute residual more big from 0.05 then there is no heteroscedasticity problem .

Table 10. Heteroscedasticity Test

Variables	Sig.
Efficiency	0.258
Trust	0.105
Reliability	0.748
Content and display of information	0.217
Community support	0.108

Based on the table above, the value obtained is the significance of the four independent variables is greater than 0.05. It means there is no heteroscedasticity problem .

Multiple Linear Regression Model

Multiple linear regression analysis was conducted to examine the model and the influence of independent variables on the dependent variable. The following is a multiple regression model using *SPSS software.*

Table 11. Multiple Linear Regression Analysis Model

Research Variables	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
s	1,156	.677	
Efficiency	.128	.059	.211
Trust	.091	.030	.295
Reliability	.066	.020	.192

ISSN: 2716-3865 (Print), 2721-1290 (Online)

Content and display of information	.108	.010	.501
Community support	.064	.016	.243

Based on the table above, the regression equation can be compiled as follows:

$\bar{Y} = 1.156 + 0.128X_1 + 0.091X_2 + 0.066X_3 + 0.108X_4 + 0.064X_5$

β_0 : If Y (user satisfaction) will have a value of 1.156, if the independent variable has a value of 0

β_1 : For every one unit increase in X_1 (efficiency), Y (user satisfaction) will increase by 0.128 times, if

other independent variables have fixed values.

β_2 : For every one unit increase in X_2 (*trust*), Y (user satisfaction) will increase by 0.091 times, if

other independent variables have fixed values.

β_3 : For every one unit increase in X_3 (reliability), Y (user satisfaction) will increase by 0.066 times, if the other independent variables have a fixed value.

β_4 : For every one unit increase in X_4 (content and display of information), Y (user satisfaction) will increase by

0.108 times, if the other independent variables have a fixed value.

β_5 : For every one unit increase in X_5 (community support), Y (user satisfaction) will increase by 0.064 times, if the other independent variables remain constant.

Coefficient of Determination Test (R^2)

The percentage of independent and dependent variables can be determined by measuring the coefficient of determination. The coefficient of determination used is *R Square. The R Square* value can increase or decrease if one variable is or more other independent variables added to the model regression.

Table 12. Determination Coefficient Test

Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.709 [a]	.502	.493	1.08069

From the table above, the *R-squared value* is 0.502, meaning that the variables of efficiency, trust, reliability, content and display of information, and community support are able to influence the user satisfaction variable by 0.502 or 50.2%, and the remainder is influenced by other factors that cannot be explained by the model.

Hypothesis Testing

The T test was carried out to find out whether there was an effect between independent variables partially (individually) on the dependent variable. If the sig. value < 0.05, it means that the independent variable (X) partially has an effect on the dependent variable (Y).

Table 13. T-Test (Partial)

Research Variables	t	Sig.
Efficiency	2.175	.030
Trust	3,040	.003
Reliability	3,354	.001

ISSN: 2716-3865 (Print), 2721-1290 (Online)

Content and display of information	10,597	.000
Community support	3,967	.000

Based on the table above, the following conclusions are obtained: a) *The sig.* value of efficiency is 0.030 < 0.05, so it can be concluded that efficiency is... partial influence on user satisfaction; b) *The sig.* value of trust is 0.003 < 0.05, so it can be concluded that *trust* is... partial influence on user satisfaction; c) *The sig.* value of reliability is 0.001 < 0.05, so it can be concluded that the reliability is partial influence on user satisfaction; d) *The sig.* value of the content and display of information is 0.000 < 0.05, so it can be concluded that the content and display of information are... partial influence on user satisfaction; e) *The sig.* value of community support is 0.000 < 0.05, so it can be concluded that community support is... partial influence on user satisfaction.

The F test is conducted to see whether all the independent variables used in the regression model have an influence in a way together with the variables bound. If *the sig* . value < 0.05, it means that the dependent variable (X) simultaneously influences the independent variable (Y).

Table 14. F Test

Research Variables	F	Sig.
Efficiency, Trustworthiness, Reliability, Content and Display of Information and Community Support – User Satisfaction	53,898	0.000

Based on the table above, it can be concluded that the sig. value is 0.000 < 0.05, so efficiency, trust, reliability, content and display of information and public support simultaneously influence user satisfaction.

The results of this study indicate that efficiency is the dimension with the highest score, namely 3.8718, while content and information display are in the lowest position with a score of 3.4941. Scientifically, this can be explained that the efficiency aspect, which includes the ease of website navigation structure and clarity of service flow, is the main factor perceived by users as a form of improving the quality of digital services. Service efficiency is directly related to ease of access, speed, and practicality in obtaining population administration services. Conversely, the content and information display dimension obtained the lowest score because users considered the available information was not always updated, the display was still simple, and did not fully meet the latest information needs. In e-government literature, the quality of relevant, accurate, and up-to-date content is an important component in determining public satisfaction and trust in digital-based services (Hasan et al., 2024; Maharani, 2022; Yusuf et al., 2025; Bawazir, 2024). This finding is in line with previous research which emphasized that the ease of access and website navigation aspects tend to be appreciated more quickly by users than the content aspect (Barbosa et al., 2022; Maharani, 2022; Tutar & Uzun, 2024; Susanto & Wibawa, 2024; Bawazir, 2024). However, the content aspect remains crucial because it provides legitimacy for the information needed by the public in making administrative decisions. Therefore, the recommendation that can be given is the need to improve the quality of content and information presentation, including regular data updates, more detailed information presentation, and improvements to the interface appearance to make it more interactive and attractive (Soui et al., 2022; Tang et al., 2023).

Scientifically, it can be explained that the security and data protection aspects are the main priority in digital public services, especially in the population administration sector which contains sensitive citizen data (Djuric, 2024; Popescu et al., 2024). Meanwhile, weaknesses in the content dimension are caused by a lack of information updates and limited interactive features. This condition has the potential to reduce public participation because users require

ISSN: 2716-3865 (Print), 2721-1290 (Online)

fast, complete, and accurate information. This phenomenon reinforces the view that the success of *e-government* depends not only on a secure system, but also on the quality of the information displayed. When compared with previous research, the results of this study show a similar pattern where reliability and speed of access are still major issues in the implementation of *e-government* in Indonesia (Permana, 2023; Avianto et al., 2022; Ariansyah et al., 2023; Zakaria et al., 2025). However, this study contributes novelty by highlighting population services in the regions, particularly Banyuasin Regency, which has not been widely studied before.

Thus, these results underscore the importance of improving content quality and optimizing *website access speed*. Furthermore, interactive service features are needed to strengthen communication between the Civil Registration Office (Disdukcapil) and the public. This will improve the overall user experience and increase public trust in digital-based public services.

Conclusion

This study aims to analyze the service quality of the Banyuasin Regency Population and Civil Registration Office (Disdukcapil) *website using the E-GovQual method.* The results show that the trust dimension is the most dominant aspect in increasing user satisfaction, while the content and information display dimensions are the weakest aspects that need immediate improvement. These findings emphasize that the success of digital public services is determined not only by data security, but also by the quality of the information displayed in an up-to-date and interactive manner. Therefore, this study concludes that improving the quality of the Disdukcapil *website* should focus on optimizing content and access speed, without neglecting other existing aspects such as trust and reliability. As a follow-up, future research can develop the study by expanding the object to other *e-government services* at the regional and national levels, and combining quantitative and qualitative methods for more comprehensive evaluation results.

Thank-you note

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