

# The Impact of Online Population Administration Services on Improving the Quality of Public Services

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The author(s) 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.

## ABSTRACT

**Purpose:** This study aims to examine the relationship between online-based population administration services and public service quality at the Department of Population and Civil Registration (Dukcapil) of Dompus Regency.

**Research Method:** This research employs a quantitative approach with a descriptive-associative design. Data were collected from 100 respondents who had used population administration services in Dompus Regency within the past year. The sampling technique used was accidental sampling. Primary data were obtained through Likert-scale questionnaires, supported by observations and documentation. Data were analyzed using regression-based techniques to explore relationships among variables.

**Results and Discussion:** The findings reveal that online-based population administration services are positively associated with public service quality. The availability of digital services improves accessibility and efficiency, although their effectiveness is influenced by system stability, officers' responsiveness, and users' digital literacy.

**Implications:** The study highlights the importance of strengthening technological infrastructure and improving service responsiveness. It also suggests future research to incorporate additional variables and broader methodological approaches.

**Originality:** This study contributes by emphasizing the contextual challenges of implementing e-government services at the local level, particularly in regions with infrastructural and user-readiness limitations.

**Keywords:** online administration service; public service quality; e-government; dukcapil; digital transformation.

## 1. Introduction

The Preamble to the 1945 Constitution of the Republic of Indonesia (Undang Undang Dasar 1945) (Republic of Indonesia, 1945) states that one of the objectives of establishing the Republic of Indonesia is to improve the welfare of the people and enhance the intellectual capacity of society. This statement implies that the state is responsible for meeting the needs of all citizens through a system of government that delivers high-quality public services that fulfill the civil rights and basic needs of every individual in public and administrative services (Purdana *et al.*, 2025). The level of service in this context can be understood as a constantly evolving state that connects service providers with recipients. The discrepancy between the services desired by the public under statutory standards and the actual service experience received is a critical factor in determining public satisfaction or dissatisfaction, and this



discrepancy must be supported by technology (Rosalia *et al.*, 2025). However, in the context of digital-based public services, the gap between service expectations and actual delivery is influenced not only by the quality of interactions but also by the readiness of technological systems and users' ability to access those services.

Advances in information technology have driven fundamental transformations in government administrative systems, particularly in the delivery of public services. This transformation is not only related to the digitization of administrative processes but also reflects changes in how the government designs, manages, and distributes services to the public. The evolution of digital information systems plays a crucial role in enhancing the effectiveness and accuracy of information management within modern organizations (Prasetianingrum & Sonjaya, 2025). The use of technology enables data integration across agencies, accelerates service processes, and improves the accuracy of data-driven decision-making (Mutsanna, 2025). In this context, digitalization serves as a strategic tool in supporting bureaucratic reform that is more adaptive, responsive, and community-driven.

In the civil registration sector, digital transformation is of even greater urgency as it directly relates to the fulfillment of citizens' civil rights. Documents such as the National Identity Card (KTP), Family Card (KK), and civil registration certificates are essential prerequisites for accessing various other public services. Therefore, the implementation of digitally based service systems is expected to address classic issues such as service delays, long queues, and potential administrative irregularities (Kominfo, 2023; Familiawati *et al.*, 2025; Nurul *et al.*, 2025). However, the effectiveness of digitalization in improving the quality of public services is determined not only by the availability of the system but also by the readiness of infrastructure, human resource capacity, and the public's ability to access and utilize these services.

The government, through the Directorate General of Population and Civil Registration (Dukcapil), has implemented various measures to streamline the e-ID card issuance process. According to data from the Ministry of Home Affairs in 2023, more than 99% of the population required to have an ID card have already received an e-KTP. However, several issues persist, such as time-consuming processes, long lines, system disruptions, and incomplete information from staff. This indicates that some members of the public have not yet fully experienced satisfactory service. As a region with high population density, the Dompus Dukcapil Office frequently sees a large number of visitors each day. When services experience delays or do not run smoothly, residents often feel disappointed and have a negative experience. To objectively assess service quality, measurements based on accurate data are required (Lestari *et al.*, 2025; Hesti & Asmawati, 2024).

The Public Service Office of the Dompus District Population and Civil Registration Office has launched an online system called the Digital Population Identity (IKD), designed to make it easier for the public to access Population Administration services. With this system, it is hoped that the public can more easily access services online. The system is designed to allow the public to access various population administration services online, without visiting the service office in person. To use it, the public needs to upload the required data or documents according to the type of service they wish to access via the provided website.

Based on observations, there have been numerous public complaints about its use, including difficulties accessing features, server errors, slow staff response times, login issues, and other obstacles that hinder service delivery. Therefore, according to an interview with the Head of the Dompus Population and Civil Registration Office, Drs. Abd. Najib, the objective of implementing e-government



through the development of an online system to simplify and improve the quality of administrative services for the public has not yet been effectively achieved (Parapat *et al.*, 2023; Maraaton *et al.*, 2026).

The Dukcapil online system has been implemented in Dompu Regency. The purpose of this online system is to make it easier for the public to manage civil registration documents efficiently and transparently. In addition to facilitating access, the system is also designed to ensure the reliability and security of users' personal data. With technology, the public can now access administrative services anytime, anywhere, using devices such as smartphones or computers. This availability not only enhances user convenience but also demonstrates the local government's commitment to improving the quality of public services (Handayani & Rodiyah, 2024). However, various empirical findings indicate that the existence of digital systems does not automatically guarantee improved public service quality, particularly when technical challenges and limitations in the public's digital literacy persist.

Although various studies emphasize that the digitization of public services can improve service quality, empirical findings in the field reveal a gap between implementation objectives and the services actually received by the public. In the context of the Dompu Regency Civil Registration and Population Administration Office (Dukcapil), various challenges remain, including system disruptions, delayed responses, and access difficulties, which could affect perceptions of public service quality. However, research specifically examining the relationship between the utilization of online-based civil registration services and the quality of public services in a regional context remains limited. Therefore, this study aims to analyze the relationship between online-based civil registration services and the quality of public services at the Dukcapil Office of Dompu Regency, taking into account the empirical conditions faced by the public.

The remainder of this paper is organized as follows. Section 2 provides a literature review and hypothesis development. Section 3 presents the research method and design. Section 4 provides a results and discussion. Section 5 is Concluding Remarks and Recommendations.

## 2. Literature Review and Hypothesis Development

### 2.1 Literature Review

Digital transformation in public administration has become a crucial foundation for bureaucratic reform, which aims to improve efficiency, transparency, and accountability (Dwiyanto, 2006). In the context of providing basic services, the shift toward electronic governance (e-government) facilitates the more responsive fulfillment of citizens' civil rights. This aligns with Tajuddin (2025), who emphasizes that adopting new technologies is a key factor in enhancing organizational effectiveness and competitiveness through the optimization of digital systems. In this study, public service quality is understood through the SERVQUAL Theory developed by Parasuraman *et al.* (1988), which posits that service quality is determined by the extent to which service providers meet user expectations across five key dimensions: tangibles, reliability, responsiveness, assurance, and empathy. In the context of online services such as the Digital Identity System (IKD), system characteristics such as ease of use, system stability, and data security are critical factors that can influence the public's perception of the quality of public services received (Papadomichelaki & Mentzas, 2012).

Although previous studies (Lubis & Ginting, 2024) have shown that the digitalization of population services is technically effective at reducing queues, optimizing operations, and increasing public satisfaction, a research gap remains regarding its holistic impact in regions with specific



infrastructure and digital literacy challenges, such as Dompu Regency. Given that technological transitions not accompanied by ecosystem readiness often trigger new service barriers such as system failures or access difficulties (Kusmiarto *et al.*, 2021), this study aims to fill this gap by empirically testing the effectiveness of online-based civil registration services to examine the relationship between online-based civil registration services and the quality of public services. Furthermore, while most previous studies have highlighted the technical success of digitalization, they have not yet thoroughly examined how infrastructure limitations and digital literacy can moderate perceptions of service quality at the local level.

## 2.2 Hypothesis Development

The integration of online systems into government bureaucracy is designed to reduce administrative barriers such as slow bureaucracy and data duplication. Based on the SERVQUAL model, online systems that are reliable and easily accessible tend to be associated with improved perceptions of public service quality because citizens can obtain civil registration documents without facing physical queues or convoluted processes (Pratidina *et al.*, 2024). Although initial field observations indicate technical challenges (such as difficulties logging in and slow staff responses), public sector innovation theory suggests that the availability of digital service facilities remains a key factor influencing service optimization (Noor, 2010).

Furthermore, the ease of the IKD system enables borderless access to information (unrestricted by time or space), reflecting the government's responsiveness to citizens' needs in the digital era (Salamena & Emanuel, 2024). Given that previous research has consistently shown that e-government implementation is positively correlated with efficiency and public perception, it is believed that the better the implementation of online-based civil registration services, the greater the improvement in the quality of public services at the Civil Registration and Population Agency.

**H<sub>0</sub>:** *There is no correlation between the impact of online civil registration services and improvements in the quality of public services.*

**H<sub>a</sub>:** *Online civil registration services have contributed to improving the quality of public services at the Dompu Civil Registration Office.*

## 3. Research Method

This study employs a quantitative approach with a descriptive analysis design. A quantitative approach was chosen because this study tests established hypotheses, using theory as a framework to measure the relationships between variables through numerical data analyzed statistically (Sugiyono, 2019b). Thus, this study is not intended to prove a causal relationship absolutely, but rather to explain the empirical relationship between the variables under study.

The research location was set at the Population and Civil Registration Office (Dukcapil) of Dompu Regency, given the high urgency of evaluating the effectiveness of the newly implemented online population services there. The population in this study consists of all residents who accessed Population Administration (Adminduk) services at the Dukcapil of Dompu Regency over the past year (2025), totaling 24,431 people. Given the very large population size, sampling was conducted using the Slovin formula with a 10% margin of error (Arikunto, 2013). Based on these calculations, the required



sample size was rounded to 100 respondents. Respondent selection in the field was conducted using the accidental sampling technique, specifically targeting members of the public who were using or had recently used the Dukcapil online services and were willing to participate as respondents (Sugiyono, 2019b). The use of a 10% margin of error and the accidental sampling technique has limitations regarding representativeness; therefore, the results of this study should be understood as a reflection of the perceptions of the respondents involved, not as a comprehensive generalization of the entire population of Dukcapil service users in Dompu Regency.

Data were collected using two primary sources: primary and secondary data. Primary data were obtained directly in the field through the distribution of Likert-scale questionnaires to service users, as well as through direct observation of service processes and preliminary interviews with internal Dukcapil staff (the Head of the Office, the Secretary, and service staff). Meanwhile, secondary data was collected through documentation techniques sourced from the official archives of the Dompu Regency Dukcapil, performance reports, and regional monographs. To enhance the transparency of the research instrument, each indicator in this study was operationalized as several questionnaire items measuring respondents' perceptions of each variable.

The collected data were analyzed using IBM SPSS software, beginning with descriptive statistics to map respondent profiles and answer distributions, followed by validity (calculated  $r > 0.1966$ ) and reliability (Cronbach's Alpha  $> 0.60$ ) tests to assess the instrument's suitability (Ghozali, 2018). Before conducting hypothesis testing, the data were verified to meet the Best Linear Unbiased Estimator (BLUE) criteria through a series of classical assumption tests covering normality, multicollinearity, and heteroscedasticity. However, multicollinearity testing was not a primary focus of this study because the model used included only one independent variable. The final stage of the analysis is hypothesis testing using simple linear regression to measure the direction and strength of the relationship between the independent variable and the dependent variable, the success of which is evaluated through the coefficient of determination ( $R^2$ ), the F-test, and the t-test; where the hypothesis is accepted if the significance level is  $< 0.05$ , the calculated t-value is  $> 1.664$ , and the calculated F-value is  $> 3.398$  (Sugiyono, 2019). The  $R^2$  value in this study is interpreted cautiously as the proportion of variation explained by the model, not as absolute evidence of a causal relationship.

## 4. Results and Discussion

### 4.1 Analysis Results

The study was conducted at the Population and Civil Registration Office (Dukcapil) of Dompu Regency. To address long lines caused by high visitor volume, the agency implemented a digital transformation by introducing the Digital Population Identity (IKD) online service. This innovation is designed to make it easier for the public to manage their population documents efficiently and transparently; however, in its implementation, Dukcapil still faces challenges related to technical infrastructure and limited public digital literacy.

#### 4.1.1 Descriptive Statistical Tests

Based on the descriptive statistical analysis in Table 1 for 100 respondents, the data distribution indicates that the Online Population Administration Services variable (X) has a range from 10 to 50, with



a mean of 35.86. Meanwhile, the Public Service Quality variable (Y) ranges from 16 to 80, with a mean of 59.04.

**Table 1. Results of Descriptive Statistical Tests**

Variable	N	Minimum	Maximum	Mean
Online Civil Registration Services	100	10	50	35.86
Quality of Public Services	100	16	80	59.04

Source: SPSS Output (2026)

4.1.2 Validity and Reliability Tests

**Table 2. Validity and Reliability Tests**

Variable	Item	r calculated	r estimated	Cronbach's Alpha	Standard	Decision
Online Civil Registration Services	1	0.826	0.1966	0.936	0.60	Valid & Reliable
	2	0.829				
	3	0.709				
	4	0.779				
	5	0.792				
	6	0.847				
	7	0.805				
	8	0.705				
	9	0.854				
	10	0.834				
Quality of Public Services	1	0.726	0.1966	0.937	0.60	Valid & Reliable
	2	0.781				
	3	0.747				
	4	0.705				
	5	0.633				
	6	0.789				
	7	0.689				
	8	0.679				
	9	0.703				
	10	0.587				
	11	0.641				
	12	0.797				
	13	0.809				
	14	0.795				
	15	0.763				
	16	0.710				

Source: SPSS Output (2026)

Based on Table 2, the research instrument was found to be valid and reliable. Validity was demonstrated by the fact that all items in variables X (10 items) and Y (16 items) had a calculated r value greater than the critical r value (0.1966). The instrument was also found to be highly consistent, with Cronbach's Alpha values for variables X (0.936) and Y (0.937) exceeding the minimum acceptability standard of 0.60, confirming that this questionnaire is suitable for the hypothesis testing stage. These very high reliability values indicate strong internal consistency; however, they must be interpreted with caution as they may indicate conceptual closeness among items within the construct being measured.



4.1.3 Test of Classical Assumptions

Based on Table 3, the Kolmogorov-Smirnov value is 0.547, and the significance value (Asymp. Sig., 2-tailed) is 0.925, which is greater than 0.05. Therefore, based on the decision-making criteria for the Kolmogorov-Smirnov normality test, the data are normally distributed. Thus, the assumption or requirement of normality in the regression model has been met.

**Table 3. Results of the Classical Assumptions Test (One-Sample Kolmogorov-Smirnov)**

N	Unstandardized Residual	
		100
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	5.76825686
Most Extreme Differences	Absolute	.055
	Positive	.046
	Negative	-.055
Kolmogorov-Smirnov Z		.547
Asymp. Sig. (2-tailed)		.925

Source: SPSS Output (2026)

4.1.4 Multicollinearity Test

Based on Table 4, the tolerance value for the Online Population Administration Services variable (X) is 1.000, which is > 0.10. Meanwhile, the VIF value is 1.000, which is < 10.00. Thus, there is no multicollinearity in the regression model. However, the multicollinearity test in this study is not a crucial aspect for further analysis because the regression model used involves only one independent variable.

**Table 4. Results of the Multicollinearity Test**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	13.897	2.434		5.709	.000		
1 Online Civil Registration Services	1.216	.066	.881	18.453	.000	1.000	1.000

Source: SPSS Output (2026)

4.1.5 Heteroscedasticity Test

According to the Glejser test results, the X and Y variables have significantly greater values than 0.05. Therefore, there are no signs of heteroscedasticity in the regression model.

**Table 5. Results of the Heteroscedasticity Test**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	6.521	1,468		4.443	.000
1 Online Civil Registration Services	-.055	.040	-.138	-1.381	.170

Source: SPSS Output (2026)



4.1.7 Simple Linear Regression Analysis Test

The results of the simple linear regression analysis yielded the equation  $Y = 13.897 + 1.216X$ . The constant term of 13.897 represents the baseline level of public service quality (Y) when the online service variable (X) is zero. The regression coefficient of 1.216 indicates a positive effect: every one-unit increase in online services is associated with a 1.216-unit increase in the perceived quality of public services.

**Table 6. Results of the Simple Linear Regression Analysis**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	13.897	2.434		5.709	.000
1 Online Civil Registration Services	1.216	.066	.881	18.453	.000

Source: SPSS Output (2026)

4.1.8 R-Square Test

Based on the R-squared test results above, an R-squared value of 0.777 was obtained, indicating that the online service variable makes a significant contribution to explaining the variation in perceptions of public service quality in this research model. However, this relatively high R-squared value must be interpreted with caution, as it may be influenced by similarities in respondents' perceptions when evaluating both variables, given that both are related to service experiences. This also raises the possibility of common method bias, which could strengthen the relationship between variables. Furthermore, a high R-Square value may indicate conceptual closeness among the measured constructs; therefore, the results of this study should be understood in the context of interrelated perceptual relationships.

**Table 7. R-Square Test Results**

Model	R	R Square	Adjusted R-Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.881 <sup>a</sup>	.777	.774	5.798	.777	340.499	1	98	.000

Source: SPSS Output (2026)

4.1.9 Simultaneous Test (F)

Based on the results of the F-test, the calculated F-value (340.499) exceeds the critical F-value (3.398), with a significance level of  $0.000 < 0.05$ . This demonstrates that Online Population Administration Services (X) have a significant effect on the Improvement of Public Service Quality (Y).

**Table 8. Results of the Simultaneous Test (F)**

F estimated	F calculated	Sig
3, 398	340.499	0.000 <sup>b</sup>

Source: SPSS Output (2026)



4.1.10 Partial Test (t)

Based on the results of the t-test, variable X is statistically significant ( $p < 0.05$ ), and the calculated t-value is greater than the critical t-value ( $18.453 > 1.664$ ). Therefore, it can be concluded that Online Population Administration Services (X) have a significant effect on the Improvement of Public Service Quality (Y).

**Table 9. Results of the Partial Test (t-test)**

B	t estimated	t calculated	Sig
1.216	1.664	18.453	0.000

Source: SPSS Output (2026)

4.2 Discussion

The findings of this study indicate that online civil registration services are closely linked to the public’s perception of the quality of public services at the Dompu Regency Civil Registration and Population Agency. In this context, online services are understood not only as the use of technology in administrative processes but also as a service channel that shapes the public’s experience when accessing civil registration documents. When online services are easily accessible, procedural information is clearly available, and document submission can be done without always having to visit the service office, the public tends to perceive public services as more practical, faster, and responsive. These findings support the research hypothesis that online-based civil registration services are related to the quality of public services at the Dompu Regency Civil Registration and Population Agency (Dukcapil). As well as the processes they experience, such as information clarity, ease of access, staff responsiveness, procedural certainty, and attention to user challenges. Therefore, when online channels can shorten service workflows and reduce reliance on physical queues, such services can strengthen the public’s positive perception of public service quality. However, since this study uses perception data from a specific point in time, this relationship is better understood as an association rather than as absolute proof of a cause-and-effect relationship.

The findings of this study can also be understood in light of the public’s basic need for civil registration documents. Documents such as the National Identity Card, Family Card, birth certificates, and death certificates are essential prerequisites for accessing various other public services. Consequently, obstacles in civil registration services can directly impact the public’s experience with local governments. In such circumstances, online services become crucial, as they can expand access, reduce waiting times, and provide alternative services for the public who cannot always visit the Dukcapil office in person. This aligns with the perspective of Handayani & Rodiyah (2024) that the utilization of technology in public services can demonstrate the local government’s commitment to improving service quality for the public. Nevertheless, the positive findings in this study do not imply that online services have fully resolved on-the-ground service issues. Rather, this study indicates that the quality of online services is highly dependent on implementation conditions. Server instability, login difficulties, slow staff responses, and low digital literacy among some members of the public can hinder the benefits of online services. These conditions explain why online services can be considered related to the quality of public services, yet simultaneously still leave room for complaints in practice. In other words, online services



have the potential to improve service experiences. However, this potential can only be fully realized if supported by stable technological infrastructure, user guidance, and responsive public officials.

These findings align with Lubis & Ginting (2024), who demonstrated that the quality of service in using the Digital Population Identity Application is rated positively by the public because it simplifies service processes. These results also align with Saleh et al. (2020), who found that the quality of population administration services is linked to public satisfaction. Furthermore, the study by Pratinida et al. (2024) confirms that implementing online services can support population administration service standards by making registration procedures more effective and efficient. This is because the services provided by staff to the public become faster through online services.

## 5. Concluding Remarks and Recommendation

Online civil registration services are linked to public perceptions of the quality of public services at the Dompu Regency Civil Registration and Population Administration Office. This study aims to examine this relationship using a quantitative approach by collecting data from service users over the past year. The results indicate that the quality of services on digital channels shapes the public's assessment of public services in general. However, this relationship cannot be interpreted as a direct cause-and-effect relationship. Thus, the findings suggest that users' experiences in accessing online services are a key factor in evaluating the quality of public services.

Theoretically, this study reinforces the understanding that the quality of public services is determined not only by direct interactions between officials and the public but also by the quality of the digital service systems used. The main contribution of this study is to emphasize that online services can be positioned as part of the service experience that shapes the public's overall perception, particularly in the context of civil registration administration. From a practical and policy perspective, implementing online service systems offers benefits such as ease of access, time efficiency, and reduced waiting times for processing important documents like ID cards, family cards, and birth certificates. However, the effectiveness of these services depends heavily on technological infrastructure readiness, system stability, staff responsiveness, and the public's level of digital literacy; therefore, continuous improvements in their implementation remain necessary.

This study has several limitations that should be noted. First, the use of a sampling technique with a relatively large margin of error limits the generalizability of the research results. Second, the data are based on the perceptions of the same respondents, which can lead to consistent assessments across variables. Third, there is a conceptual closeness between online services and the quality of public services, which may strengthen the observed relationship. Therefore, future research is recommended to employ a more comprehensive design with a clearer distinction of constructs, as well as to include additional variables such as public satisfaction levels, civil servant competence, infrastructure quality, and digital literacy. Additionally, qualitative or mixed-methods approaches could be used to delve deeper into the public's experiences with online civil registration services.



## Statement of Use of Generative AI

During the preparation of this work, the author used ChatGPT to assist in improving clarity and readability of the text. The author reviewed and edited the output and takes full responsibility for the content of the publication.

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