Proceeding
International Conference on Economics, Business and Information Technology
E-ISSN 3025-4892
Vol. 6 (2025), Page 362-371

The Effect of E-Service Quality and E-Trust on the Satisfaction of Users of Siaga and Simantaps in the Pickup of Tax Proof at the Banyuwangi State Justice Office

Katalenan Sekarmadie [1*], Agustin Hari Prastyowati[2], Diana Dwi Astuti [3]

[1,2,3] Faculty of Economics and Business, Institute of Teknology and Science Mandala, Indonesia
Corresponding Author: katalenansekarmadie@gmail.com
Received: 10-08-2025 Accepted: 13-08-2025 Published: 30-09-2025

Abstract

In the era of digital transformation and bureaucratic reform, government agencies are required to provide public services that are not only fast and efficient but also transparent and user-oriented. This study investigates the influence of e-service quality and e-trust on user satisfaction with SIAGA (Three-Minute Drive Thru Ticket Service System) and SIMANTAPS (Ticket Delivery Service System through the Post Office) at the Banyuwangi District Attorney's Office. The research employed a quantitative approach with a saturated sample of 150 users who accessed these digital services for traffic ticket evidence collection. Data were collected using a structured questionnaire, tested for validity and reliability, and analyzed using multiple linear regression. The findings reveal that both e-service quality which includes dimensions such as efficiency, fulfillment, system availability, and privacy and e-trust which encompasses system reliability, data security, institutional integrity, and technical competence have a positive and significant effect on user satisfaction, both individually and simultaneously. The regression model demonstrates a high explanatory power, with e-service quality and e-trust together accounting for 82.2% of the variance in user satisfaction. These results underscore the critical role of digital service quality and user trust in shaping positive user experiences and satisfaction in public sector digital services. The study suggests that continuous improvement in system accessibility, reliability, data protection, and transparent communication are essential strategies for increasing public trust and satisfaction. The implications of this research are relevant for policymakers and practitioners seeking to optimize digital public service delivery and enhance community engagement in the digital era.

Keywords: e-service quality, e-trust, user satisfaction, digital public service, regression analysis

1. Introduction

In the current era of bureaucratic reform and digitalization, government agencies are required to provide quality, fast, transparent, and efficient public services. This is in line with the views of Dwiyanto (2006) who emphasizes that public services must prioritize the principles of responsiveness, accountability, and efficiency to provide satisfaction to the community. User satisfaction is an important indicator in measuring the success of public services, because it reflects the extent to which the services provided are able to meet the expectations and needs of the community (Kotler & Keller, 2012; Tjiptono, 2008).

According to Kotler and Keller (2012), satisfaction is a person's feeling of pleasure or disappointment that arises after comparing the perception of the performance of a service with his expectations. If the service performance matches or exceeds expectations, the user will feel satisfied; conversely, if the service performance is below expectations, the user will feel dissatisfied. Therefore, in the context of digital-based public services, it is important to understand the various factors that influence user satisfaction so that government agencies can continue to innovate and improve the quality of their services.

In the era of digital transformation, public expectations of public services have shifted significantly. Speed, ease of access, responsiveness, and service reliability are the main factors that influence user experience (Zeithaml, Parasuraman, & Malhotra, 2002; Dewi, 2019). Research on digital service user satisfaction is important to evaluate the extent to which the service is effective and accepted by the community. Zeithaml et al. (2002) assert that e-service quality is a key element in shaping user satisfaction and loyalty in e-government systems. Dimensions of e-service quality

such as efficiency, reliability, fulfillment, and privacy have been shown to affect user perceptions and satisfaction (Fatmala et al., 2024; Nawangasari & Putri, 2020).However, the implementation of digital services in the government environment cannot be separated from various challenges, such as the low digital literacy of the community, limited infrastructure, and lack of effective communication strategies, so that the utilization of digital services by the community is still not optimal (Anggita Putri Parasmono, 2022). The Banyuwangi State Attorney's Office as a law enforcement institution also responded to these demands by presenting two superior digital services, namely SIAGA (Three-Minute Drive Thru Ticket Service System) and SIMANTAPS (Ticket Delivery Service System through the Post Office). These two services are designed to answer the public's need for fast, easy, and efficient services, as well as minimizing classic obstacles such as long lines and limited information. However, in practice, the utilization of SIAGA and SIMANTAPS services by the community is still relatively low. Some of the obstacles found in the field include a lack of public understanding of service procedures, limited digital access, and low awareness of the existence of these services (Arif Ardiansyah, 2024).

Public trust in digital services or e-trust is also an important factor influencing service usage decisions. Gefen (2000) states that digital trust includes user confidence that the service system used is safe, reliable, and protects users' personal data. If this trust has not been formed, then people tend to be reluctant to use the service even though it is technically available. Research by Susanto and Goodwin (2023) and Liu et al. (2021) also confirm that trust and reliability are important dimensions in shaping satisfaction with digital service systems. Nawangasari and Putri (2020) found that e-trust has a direct effect on user satisfaction with digital banking services, and similar results were also found in other digital public services (Fatmala et al., 2024; Dewi, 2019).A number of previous studies support the importance of these factors in influencing digital service user satisfaction. Fatmala et al. (2024) showed that e-service quality has a significant effect on public service user satisfaction. Dewi (2019) also found that good digital service quality will increase public satisfaction of public service application users. In addition, research by Nawangasari and Putri (2020) and Susanto and Goodwin (2023) highlights the importance of trust (e-trust) in building digital service user loyalty and satisfaction.

Based on this description, the main problem behind this research is the low level of utilization of SIAGA and SIMANTAPS services by the community, which is caused by suboptimal digital service quality and low user trust. Thus, this research is important to examine the effect of e-service quality and e-trust on user satisfaction of SIAGA and SIMANTAPS services in collecting ticket evidence at the Banyuwangi District Attorney's Office. The results of this study are expected to provide strategic recommendations for optimizing technology-based public service systems in supporting bureaucratic reform and improving the quality of legal services that are adaptive to digital developments.

2. Methods

Desain dan Sumber Data Penelitian

This research was conducted at the Banyuwangi State Prosecutor's Office, which is located at Jl. Jaksa Agung Suprapto No.63, Penganjuran Village, Banyuwangi District, Banyuwangi Regency, East Java 68416, with a focus on ticket evidence collection services through the SIAGA and SIMANTAPS systems. This research took place from April to August 2025. The research population is all users of the service of taking evidence of traffic tickets through SIAGA and SIMANTAPS in June 2025 as many as 150 people, so the sampling technique used is a saturated sample (total sampling), where the entire population is used as a research sample (Sugiyono, 2018). The types of data used include primary data obtained directly from respondents through questionnaires, as well as secondary data obtained from relevant literature, documents and other sources (Sugiyono, 2018).

Data Collection Techniques

In order for the data obtained in this study to be valid, comprehensive, and accountable, researchers used several complementary data collection techniques. Each technique was chosen to ensure that all aspects related to the research variables could be measured objectively and in depth. The data collection techniques used include: First, a questionnaire was used as the main research instrument. The questionnaire prepared is closed and based on indicators of research variables, using a Likert scale of 1-5 to measure the respondent's level of agreement with each statement (Sekaran & Bougie, 2013 in Maesaroh, 2017). Through this questionnaire, systematic quantitative data can be

obtained from all respondents. The questionnaire consists of three main sections, as presented in Table 1.

No	Variable	Employee Perception	Source	Scale
1	E-Service Quality (X1)	SIAGA and SIMANTAPS services can be accessed easily and quickly	Zeithaml, Parasuraman, & Malhotra, 2002	Likert 1 - 5
2		SIAGA and SIMANTAPS services are in accordance with their slogans		
3		SIAGA and SIMANTAPS can always be accessed anytime during office operating hours		
4		SIAGA and SIMANTAPS service officers protect my personal data well		
5		SIAGA and SIMANTAPS service systems work consistently and reliably		
6	E-Trust (X2)	I am confident that my personal data is safe while using SIAGA and SIMANTAPS services SIAGA and SIMANTAPS services	Gefen, 2000; Nawangasari & Putri, 2020	Likert 1 - 5
7		I believe that this agency runs services honestly and responsibly		
8		Officers who handle SIAGA and SIMANTAPS services have good technical skills		
9	User Satisfaction (Y)	SIAGA and SIMANTAPS service procedures are carried out professionally by officers	Kotler & Keller, 2012; Tjiptono, 2008	Likert 1 - 5
10		I feel that I am served quickly and responsively by prosecutor's office officers		
11		Officers provide clear information about the steps to pay a ticket Service		
12		systems such as SIAGA and SIMANTAPS really help me in the process of collecting ticket evidence		

Table 1. Main Questionnaire

Second, interviews were conducted to obtain additional data directly from respondents. This interview aims to explore more in-depth information related to experiences, perceptions, and obstacles faced by SIAGA and SIMANTAPS service users. Third, observations were made by directly observing the SIAGA and SIMANTAPS service processes in the field. Through observation, researchers can see exactly how the interaction between officers and service users, and assess the effectiveness of the implementation of the existing system. Fourth, documentation is used to complement research data by collecting relevant documents, reports and literature. This documentation includes secondary data that can strengthen the results of the analysis, such as internal reports, service usage statistics, and references from previous studies (Widagdo et al., 2021). By combining these four techniques, this research is expected to produce valid, reliable data, and provide a complete picture of the effect of e-service quality and e-trust on user satisfaction of SIAGA and SIMANTAPS services at the Banyuwangi State Attorney's Office.

Data analysis methods

The data analysis method in this study was carried out in stages to ensure valid and accountable results. First, descriptive analysis is used to describe the characteristics of respondents and the distribution of answers to each research variable, so as to provide an overview of the data obtained (Sugiyono, 2017). Furthermore, a research instrument test was carried out which consisted of a validity test and a reliability test. The validity test was carried out using Pearson Product Moment correlation, where an item was declared valid if the calculated r value was greater than 0.30. Meanwhile, the reliability test uses the Cronbach's Alpha method, and the instrument is declared reliable if the alpha value is more than 0.6 (Sugiyono, 2017). After the instrument is declared valid and reliable, a classic assumption test is carried out which includes a normality test to ensure that

the residual data is normally distributed (Ghozali, 2005), a multicollinearity test to ensure that there is no high correlation between independent variables with VIF < 10 and Tolerance > 0.10 criteria, and a heteroscedasticity test to ensure that the residual variance is the same in each predictor value (Ghozali, 2005). These stages of analysis are carried out so that the regression model used in the study truly meets the statistical requirements and is suitable for use in hypothesis testing.
Furthermore, Multiple Linear Regression Analysis is used to test the effect of e-service quality and e-trust on user satisfaction of SIAGA and SIMANTAPS services. The regression model used is :

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + e$$

where:
Y = User Satisfaction
X_1 = E-Service Quality
X_2 = E-Trust
β_0 = Constant
β_1, β_2 = Regression Coefficients
e = Error
(Sanusi, 2011).

Furthermore, data analysis is complemented by the coefficient of determination (R^2) test which is used to determine how much the independent variable is able to explain the variation that occurs in the dependent variable (Sujarweni, 2015). In addition, hypothesis testing is also carried out which consists of the t test (partial) and F test (simultaneous). The t test is used to determine the effect of each independent variable on the dependent variable partially, while the F test is used to determine the effect of the independent variables together on the dependent variable (Sugiyono, 2017). With this series of analyses, the research is expected to provide comprehensive and accurate results regarding the relationship between the variables studied.

Research Hypothesis

Hypotheses are temporary statements that are proposed to explain the relationship between two or more variables, and the truth still needs to be proven through empirical research. According to Sugiyono (2015), a hypothesis is a temporary answer to the formulation of research problems, where the answer is still presumptive because the truth must still be proven through data collected in the field. In quantitative research, hypotheses are usually divided into null hypotheses (H0) which state that there is no influence, and alternative hypotheses (Ha) which state that there is an influence between the variables studied (Ghozali, 2016). The hypothesis in this study is divided into three main parts, namely, H1: E-service quality which includes ease of access, speed, reliability, and responsiveness is proven to have a significant effect on digital public service user satisfaction (Parasuraman, Zeithaml, & Berry, 1988; Kotler & Keller, 2012; Fitriani & Susanti, 2019; Putri & Wibowo, 2021). The better the quality of service provided, the higher the level of user satisfaction. In addition, H2: digital trust (e-trust) which includes confidence in the security, integrity, and competence of the service system is also a key factor in building user satisfaction (McKnight et al., 2002; Anggalia Wibasuri et al., 2018; Sadiq, 2024; Putri & Marlena, 2021). Users who have a high level of trust in the system and service provider institutions tend to feel more satisfied. H3: Simultaneously, digital service user satisfaction is influenced by a combination of service quality, institutional reputation, user trust, and electronic word of mouth (e-WOM) communication, where all of these factors support each other in shaping positive user perceptions and experiences (Kotler & Keller, 2012; Sutrisno & Pambudi, 2020; Rachmawati & Dewi, 2021). Thus, the hypothesis proposed in this study is that e-service quality and e-trust, both partially and simultaneously, have a positive and significant effect on user satisfaction of ticket evidence collection services at the Banyuwangi District Attorney's Office.

In addition, the conceptual framework is a systematic description of the relationship between the variables studied in this study. This framework serves as a theoretical foundation that helps explain how these variables interact and influence each other. In this study, the conceptual framework is built based on a literature review which includes service quality and community service image in accordance with the hypothesis and literature review, the conceptual framework can be seen in Figure 1.

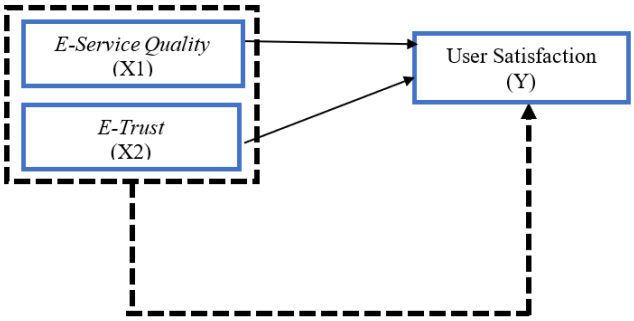

Figure 1. Conceptual Framework

3. Results and Discussion

Respondent Demographics

The characteristics of the respondents in this study include four main aspects: gender, age, education level, and occupation. The majority of respondents were male (77.33%), aged 20–35 years (54.67%), and had a high school education (46%). Most respondents worked as entrepreneurs (44.67%) and in informal jobs (36%), indicating that SIAGA and SIMANTAPS digital services are widely used by economically active individuals with high mobility. A summary of respondent characteristics can be seen in Table 2.

Category	Sub-Category	frequency	Percentage (%)
Age	20–35 years	82	54.67
	36–45 years	37	24.67
	46–60 years	31	20.67
Gender	Male	116	77.33
	Female	34	22.67
Education	Elementary School	9	6.00
	Junior High/SLTA	14	9.33
	High School/SMK	69	46.00
	Diploma (D1/D3)	38	24.67
	Bachelor (S1)	20	13.33
Occupation	Entrepreneur	67	44.67
	Private Employee	19	12.67
	Student	5	3.33
	Teacher	5	3.33
	Informal/Other	54	36.00
Total		150	100.00

Table 2. Summary of respondent characteristics
Source: Primary Data 2025

Based on Table 2, This demographic profile is highly relevant, as these users require fast, transparent, and accessible legal services, which are the main objectives of the digitalization of traffic ticket services at the Banyuwangi District Attorney's Office.

Data Quality Test

All questionnaire items for the variables of e-service quality, e-trust, and user satisfaction were declared valid, with Pearson Correlation values greater than the table r (0.159) and significance < 0.05. The reliability test also showed Cronbach's Alpha values above 0.60 for all variables, indicating that the instruments used were reliable and suitable for further analysis (Ghozali, 2016). This can be seen in Table 3.

Variable	Indicator Code	Pearson Correlation (r)	r table	Sig. (2-tailed)	Description	Cronbach's Alpha
E-Service Quality	X1.1	0.796	0.159	0.000	Valid	0.808
	X1.2	0.836	0.159	0.000		

Variable	Indicator Code	Pearson Correlation (r)	r table	Sig. (2-tailed)	Description	Cronbach's Alpha
E-Trust	X1.3	0.834	0.159	0.000	Valid	0.672
	X1.4	0.697	0.159	0.000		
	X2.1	0.618	0.159	0.000		
	X2.2	0.683	0.159	0.000		
	X2.3	0.625	0.159	0.000		
	X2.4	0.733	0.159	0.000		
User Satisfaction	Y1	0.804	0.159	0.000	Valid	0.781
	Y2	0.793	0.159	0.000		
	Y3	0.808	0.159	0.000		
	Y4	0.682	0.159	0.000		

Table 3. Data quality test
Source: Primary data processed 2025

Classical Assumption Test

The classical assumption test is conducted to ensure that the regression model used in this study is valid and can produce reliable estimates. The three main tests carried out are normality, multicollinearity, and heteroscedasticity tests. The normality test uses the Normal P-P plot of Regression Standardized residual graph shown in Figure 2. From Figure 2 Normal P-P plot of Regression Standardized residual, it can be seen that the data points are spread close to the diagonal line, so it can be concluded that the data is normally distributed. Then, the multicollinearity test shows all VIF values < 10 and Tolerance values > 0.10, which indicates there is no multicollinearity problem. A summary of the multicollinearity test on the research data can be seen in Table 4. Heteroscedasticity test is conducted to ensure that the residual variance in the regression model is constant (homoscedasticity). The basis for decision making in this test is by looking at the distribution of data on the scatterplot graph. Based on the test results displayed in the visualization of Figure 3 (scatterplot), it can be seen that there is no certain pattern and the residual points are randomly scattered above and below the Y = 0 axis. This indicates that the regression model used has met the assumption of homoscedasticity, so the data is suitable for further analysis.

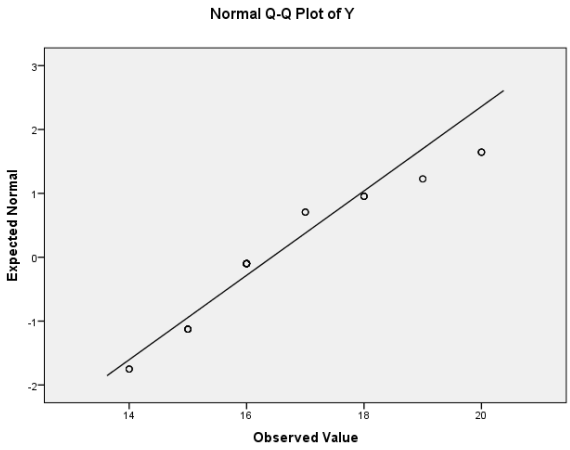

Figure 2. graphic P-P Plot Normal P-P plot of Regression Standardized residual
Source: Primary data processed 2025

Test	Indicator/Variable	Result Value	Criteria Limit	Description
Multicollinearity	X1_Total	Tolerance: 0.670 VIF: 1.689	Tol > 0.10 VIF < 10	No multicollinearity
	X2_Total	Tolerance: 0.592 VIF: 1.492	Tol > 0.10 VIF < 10	No multicollinearity

Table 4. Classical assumption tests
Source: Primary data processed 2025

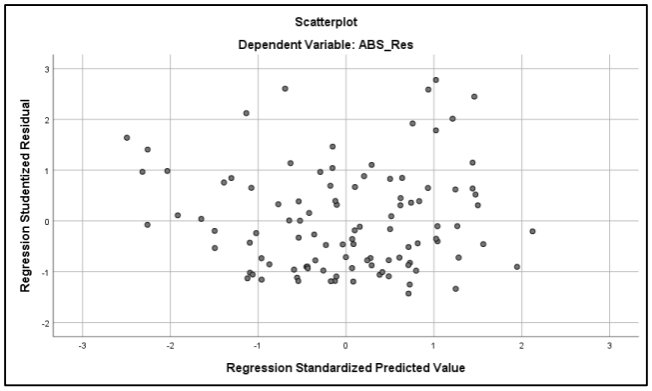

Figure 3. Scatterplots
Source: Primary data processed 2025

Based on these results, it can be concluded that the regression model in this study has met all the necessary classical assumptions and is suitable for further analysis.

Multiple Linear Regression

Multiple linear regression analysis was used to examine the effect of e-service quality and e-trust on user satisfaction with SIAGA and SIMANTAPS services. The regression equation obtained is as follows:

$$Y = 4{,}889 + 0{,}220X_1 + 0{,}112X_2 + e$$

where**:**

Y : User Satisfaction
X_1 : E-Service Quality
X_2: E-Trust

Each coefficient in the equation shows the magnitude of change in user satisfaction if the related independent variable increases by one unit, assuming other variables remain constant..

Hypothesis Testing

Hypothesis testing was conducted using multiple linear regression analysis, with partial testing (t-test), simultaneous testing (F-test), and analysis of the coefficient of determination (R^2). The t-test results showed that both e-service quality and e-trust had a significant positive effect on user satisfaction (p-value < 0.05). These results can be seen in Table 5.

Variable	t-value	Sig. (p-value)	Description
(Constant)	4.889	0.000	-
E-Service Quality	.220	0.017	Significant
E-Trust	0.112	0.000	Significant

Table 5. Results of the t-test
Source: Primary data processed 2025

The F-test results showed that the regression model was simultaneously significant (F = 62.250 > F table = 2.68; p-value = 0.000 < 0.05). These results can be seen in Table 6.

Source	Sum of Squares	df	Mean Square	F	Sig.
Regression	198.994	2	99.497	62.250	0.000
Residual	187.006	117	1.598		
Total	386.000	119			

Table 6. F Test Results
Source: Primary data processed 2025

The Adjusted R Square value of 0.822 indicates that 82.2% of the variation in user satisfaction can be explained by e-service quality and e-trust. These results can be seen in Table 7.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.916	0.839	0.822	3.453

Table 7. Coefficient of Determination Test Results
Source: Primary data processed 2025

The Effect of E-Service Quality on User Satisfaction

The results of multiple linear regression analysis show that e-service quality has a positive and significant effect on user satisfaction with SIAGA and SIMANTAPS services at the Banyuwangi District Attorney's Office. The regression coefficient for e-service quality is 0.220, with a significance value of 0.017 (< 0.05), indicating that every improvement in the quality of digital services will proportionally increase user satisfaction, assuming other variables remain constant. This finding supports the acceptance of hypothesis H1.1.This result is consistent with the service quality theory proposed by Parasuraman, Zeithaml, and Berry (1988), which states that service quality is determined by five main dimensions: tangibles, reliability, responsiveness, assurance, and empathy. In the context of digital services, these dimensions are reflected in system efficiency, fulfillment of expectations, system availability, and data privacy (Zeithaml, Parasuraman, & Malhotra, 2002). The descriptive data in this study also show that most respondents gave positive ratings to e-service quality, especially on the indicators of fulfillment, system availability, and privacy, with more than 94% of respondents agreeing or strongly agreeing that the services meet their expectations and protect their personal data.However, the efficiency indicator still has room for improvement, as 39.2% of respondents have not agreed that the services are easy and quick to access. This suggests that while the digital services are generally well-received, there are still challenges in accessibility and speed that need to be addressed to further enhance user satisfaction.These findings are also in line with Kotler and Keller (2012), who emphasize that high-quality and consistent electronic services create positive customer perceptions, which ultimately increase satisfaction and loyalty to the service provider institution. Previous studies by Fitriani & Susanti (2019) and Putri & Wibowo (2021) also confirm that service quality, particularly in terms of reliability, responsiveness, and empathy, significantly affects public satisfaction in government services.

The Effect of E-Trust on User Satisfaction

The study also finds that e-trust has a significant positive effect on user satisfaction. The high level of user trust in SIAGA and SIMANTAPS digital services is reflected in positive assessments of indicators such as data security, institutional integrity, and the technical competence of officers. Most respondents agree or strongly agree that their data is safe, the service provider acts honestly and responsibly, and the officers have adequate technical skills. However, there is still some doubt regarding system reliability, indicating that perceptions of system consistency and stability need to be further improved.This finding reinforces the digital trust theory by McKnight et al. (2002), which states that trust in online services is built on beliefs in the competence, integrity, and benevolence of the service provider. In the context of public digital services, trust is not only built through technology but also through the credibility of the institution and the capabilities of the human resources operating the system. This is supported by Sadiq (2024) and Putri & Marlena (2021), who found that trust in digital systems and service providers is positively correlated with user satisfaction. Practically, these results highlight the importance for the Banyuwangi District Attorney's Office to continuously improve the reliability of the SIAGA and SIMANTAPS systems, enhance technological infrastructure, and increase transparency in data management. Effective communication with the public regarding data security guarantees and the professionalism of officers can further strengthen public trust. By focusing on these aspects, public service providers can sustainably increase user satisfaction and build loyalty to the implemented digital service systems.

The Simultaneous Effect of E-Service Quality and E-Trust on User Satisfaction

Simultaneous testing using the F-test shows that e-service quality and e-trust together have a significant positive effect on user satisfaction. The regression model explains 82.2% of the variation in user satisfaction, indicating that these two variables collectively are crucial in determining the success of digital public services. This finding is in line with the integrative customer satisfaction model, where various service elements and social perceptions work together to shape the overall user experience (Kotler & Keller, 2012; Zeithaml, Parasuraman, & Malhotra, 2002).The high explanatory power of the model suggests that efforts to improve user satisfaction should focus on both enhancing the quality of digital services and building strong user trust. This can be achieved by ensuring that digital services are easy to access, reliable, secure, and supported by competent and

trustworthy personnel. In addition, regular evaluation and user feedback should be used to identify areas for improvement and to maintain high standards of service quality and trustworthiness.

4. Conclusion

Based on the results of the study, it can be concluded that e-service quality and e-trust have a positive and significant influence on user satisfaction of ticket evidence collection services through the SIAGA and SIMANTAPS digital systems at the Banyuwangi State Attorney's Office, both partially and simultaneously. Regression analysis shows that these two variables together are able to explain most of the variation in user satisfaction. This finding confirms that the quality of electronic services, which includes ease of access, speed, system reliability, and protection of personal data as well as digital trust in the security, integrity, and competence of the institution, are the main factors that shape a satisfying service experience for the public.Descriptively, the majority of respondents gave a positive assessment of almost all indicators, especially in the aspects of fulfillment, system availability, privacy, and trust in the integrity of the institution and the technical competence of officers. However, there is still room for improvement in the aspects of efficiency and frequency of online interactions, indicating the need for improvement in terms of system accessibility and digital community engagement.

References

Anggita Putri Parasmono. (2022). Laporan Kuliah Kerja Magang Pengembangan Sistem Informasi Dalam Bidang Administrasi Untuk Meningkatkan Kualitas Pelayanan Pada Kantor Kejaksaan Negeri Jombang. https://repository.stiedewantara.ac.id/3546/1/LAPORAN KKM ANGGITA PUTRI P %281962110%29 AK KP3 2019.pdf

Ardiansyah, Y. A. (2024). Pengukuran Kesesuaian Fungsional Pada Sistem Administrasi Tahapan Penanganan Perkara (SIMANTAPS) Berdasarkan Model Kualitas ISO/IEC 25023 (Disertasi, Institut Teknologi Sepuluh November).

Dewi, I. K. (2019). Analisis Pengaruh E-Service Quality Terhadap Kepuasan Masyarakat Yang Menggunakan Aplikasi Singo (Survei Pada Masyarakat Kelurahan Sawojajar Kota Malang) (Disertasi, Universitas Brawijaya).

Dwiyanto, A. (2006). Reformasi Birokrasi Publik di Indonesia. Gadjah Mada University Press.

Fatmala, O., Prasetiasari, C., Fadjriani, L., & Najlaa, N. A. (2024). Analisis yuridis penegakan hukum terhadap pelanggaran lalu lintas dengan penerapan sistem e-tilang (Studi Penelitian Polda Kepri). Zona Keadilan: Program Studi Ilmu Hukum (S1) Universitas Batam, 14(3).

Gefen, D. (2000). E-commerce: The role of familiarity and trust. Omega, 28(6), 725–737.

Ghozali, I. (2005). Aplikasi Analisis Multivariate dengan Program SPSS. Badan Penerbit Universitas Diponegoro.

Fitriani, N., & Susanti, D. (2019). Pengaruh kualitas pelayanan terhadap kepuasan masyarakat di sektor layanan publik. Jurnal Ilmu Administrasi Publik, 6(1), 45–53.

Kotler, P., & Keller, K. L. (2012). Marketing Management (14th ed.). Pearson Education.

Liu, Y., Li, H., & Hu, F. (2021). Website attributes in urging online impulse purchase: An empirical investigation on consumer perceptions. Decision Support Systems, 55(3), 829–837.

McKnight, D. H., Choudhury, V., & Kacmar, C. (2002). Developing and validating trust measures for e-commerce: An integrative typology. Information Systems Research, 13(3), 334–359.

Nawangasari, S., & Putri, N. D. (2020). Pengaruh e-service quality dan e-trust terhadap kepuasan nasabah pengguna BNI Mobile Banking melalui citra bank sebagai variabel intervening. Jurnal Ilmiah Matrik, 22(1), 55–63.

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. Journal of Retailing, 64(1), 12–40.

Putri, S. F. A., & Wibowo, A. (2021). Kualitas pelayanan dan kepuasan masyarakat pada instansi pemerintah. Jurnal Pelayanan Publik, 3(1), 22–30.

Putri, N. D., & Marlena, N. (2021). Pengaruh e-trust terhadap kepuasan pengguna layanan digital. Jurnal Pelayanan Publik, 4(2), 67–75.

Sadiq, M. F. (2024). Pengaruh E-Trust terhadap Kepuasan Pengguna Layanan Digital (Disertasi, Universitas Islam Indonesia).

Sanusi, A. (2011). Metodologi Penelitian Bisnis. Salemba Empat.

Sekaran, U., & Bougie, R. (2013). Research Methods for Business (6th ed.). Wiley.

Sugiyono. (2017). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Alfabeta.
Sugiyono. (2018). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Alfabeta.
Sujarweni, V. W. (2015). Metode Statistika. Pustaka Baru Press.
Susanto, A., & Goodwin, R. (2023). Trust and reliability in digital public service systems. Journal of Public Administration, 12(2), 101–115.
Tjiptono, F. (2008). Manajemen Jasa. Yogyakarta: ANDI.
Widagdo, B., et al. (2021). Metode Penelitian. Deepublish.
Zeithaml, V. A., Parasuraman, A., & Malhotra, A. (2002). Service quality delivery through web sites: A critical review of extant knowledge. Journal of the Academy of Marketing Science, 30(4), 362–375.