

**EVALUASI KUALITAS LAYANAN E-GOVERNMENT PADA DINAS
KEPENDUDUKAN DAN PENDATANGAN SIPIL KABUPATEN BULELENG:
STUDI KASUS SISTEM INFORMASI AKU ONLINE NG
MENGUNAKAN METODE E-GOVQUAL**

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ABSTRAK

Aku Online NG adalah system informasi website dari Dinas Kependudukan dan Pencatatan Sipil Kabupaten Buleleng. Terdapat beberapa permasalahan yang ada yakni masyarakat sering kesulitan mengunduh formulir dari Google Drive, sehingga harus datang ke kantor untuk mengambilnya. Selain itu, pengguna yang jarang mengakses sistem sering lupa kata sandi, dan karena tidak tersedia fitur ganti sandi, mereka harus ke Disdukcapil untuk melakukan reset. Penelitian ini bertujuan untuk mengevaluasi kualitas layanan e-government pada aplikasi Aku Online NG milik Dinas Kependudukan dan Pencatatan Sipil Kabupaten Buleleng menggunakan metode E-GovQual. E-GovQual adalah sebuah kerangka kerja yang disusun untuk mengukur persepsi public yang paling efisien terkait kualitas layanan dari system informasi pada instansi pemerintahan. Evaluasi dilakukan pada empat dimensi yakni *Reliability*, *Efficiency*, *Trust*, dan *Citizen Support*. Sebanyak 356 responden pengguna aktif dilibatkan dalam pengisian kuesioner berbasis skala *Likert*. Hasil penelitian menunjukkan bahwa variabel *Reliability* dan *Trust* memiliki pengaruh signifikan terhadap kualitas layanan, sedangkan *Efficiency* dan *Citizen Support* tidak berpengaruh signifikan. Nilai koefisien determinasi (R^2) sebesar 81% menunjukkan bahwa empat variabel independen secara simultan berkontribusi besar terhadap kualitas layanan. Temuan ini memberikan dasar pengambilan keputusan dalam pengembangan sistem layanan digital pemerintah daerah

Kata kunci: Kualitas Layanan, E-Government, E-Govqual

EVALUATION OF E-GOVERNMENT SERVICE QUALITY AT THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF BULELENG REGENCY: A CASE STUDY OF THE AKU ONLINE NG INFORMATION SYSTEM USING THE E-GOVQUAL METHOD

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ABSTRACT

Aku Online NG is the website information system of the Buleleng Regency Population and Civil Registration Office. Several issues exist: the public often has difficulty downloading forms from Google Drive, requiring them to visit the office to retrieve them. Furthermore, users who rarely access the system often forget their passwords, and because there is no password reset feature, they must go to the Population and Civil Registration Office to reset them. This study aims to evaluate the quality of e-government services in the Aku Online NG application of the Population and Civil Registration Office of Buleleng Regency using the E-GovQual method. E-GovQual is a framework designed to most efficiently measure public perceptions regarding the service quality of information systems in government agencies. The evaluation was conducted across four dimensions: Reliability, Efficiency, Trust, and Citizen Support. A total of 356 active user respondents were involved in completing a Likert-based questionnaire. The results showed that Reliability and Trust significantly influenced service quality, while Efficiency and Citizen Support did not. The coefficient of determination (R^2) of 81% indicates that the four independent variables simultaneously contribute significantly to service quality. These findings provide a basis for decision-making in the development of local government digital service systems.

Keywords: Service Quality, E-Government, E-Govqual