

THE INFLUENCE OF SYSTEM QUALITY AND SERVICE QUALITY OF POLICE RECORDS OF SECURITY INTELLIGENCE UNIT ON THE LEVEL OF COMMUNITY SATISFACTION IN THE JURISDICTION OF SIDOARJO CITY POLICE RESORT

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ABSTRACT

This study aims to examine the influence of system quality and service quality of police record online service of security and intelligence unit on community satisfaction in Sidoarjo City Police Resort. The study employs the Parasuraman's theory of service quality regarding service quality and community satisfaction as stated by Kotler in Lupiyoadi (2013) and the concept proposed by Mementaz and Papadomichelaki (2011) regarding e-Govqual. The research employs the quantitative approach with a survey method. There are 100 police record online applicants at Sidoarjo City Police Resort as the respondents. Furthermore, analysis and data processing are carried out using validity, reliability, classical assumption tests, multiple regression analysis and hypothesis testing using SPSS V.2.00 software. The results show that the system quality and service quality of police record online service partially had a positive and significant influence on community satisfaction. Simultaneously, the two independent variables (system quality and service quality) have a positive and significant effect on community satisfaction.

Keywords: *police record online, system quality, service quality; satisfaction*

1. INTRODUCTION

Public service today has been becoming an increasingly strategic issue due to fact that the quality of the performance of the public service bureaucracy has broad implications on various aspects of people's lives. The quality public service is an indicator of changes in government administration in favour of improving the welfare of the community, including public services organized by Indonesian National Police, also

known as Polri. In this case, public demands that the Polri carry out professional, transparent, accountable, easy, cheap, fast and uncomplicated public services. In addition, public also demands Polri to deliver a high service quality. Improving the performance of bureaucratic services will have an impact on the growth of trust and legitimacy towards Polri so as to encourage public participation.

Service quality is the main key of public services provided to

community. Assessment of service quality as a global consideration or attitude related to the superiority of a service (Parasuraman, et. al., in Hardiyansyah, 2011:93). Delivering a good and excellent service quality will create a good perception from the public about the services provided. The good perception of the community that arises then grows into a feeling of satisfaction from the community because Polri has fulfilled the expectations desired by the community.

Polri has launched a bureaucratic reform program to realize people's expectations through *Promoter* program (Professional, modern and reliable) which is later upgraded to Precision Police Program (Predictive, Transparency, Fair Accountability). In this case, to become a trusted Polri by providing excellent service, at least zero complaints, making Polri superior and professional based on a mental revolution that is applied to the fields of human resources, administration and operations by realizing fast, precise, accurate, and efficient services, transparent, accountable, informative and easily accessible. Reforms in the field of public services are contained in Polri's priority program by encouraging Polri work units to carry out public service innovations in the form of activities to build a public service system that is easily accessible to the public, faster, free of brokers and based on information technology. One of the innovations is developing police record (SKCK) Online services to all police regions.

The implementation of an application system in an organization is faced with two things, whether the organization gets the success of implementing the application system or the failure of the application system

(Montazemi in Istianingsih, 2009). The success or failure in implementing an application system is based on the user satisfaction on the application system. In its application, to obtain good quality information, a good application system is also needed so that the data can be processed into useful information. Using a good application, it is hoped that user satisfaction will be fulfilled. This is also included in the purpose of launching the Sidoarjo City Police Resort SKCK Online system.

By implementing the innovation of Sidoarjo City Police Resort (SCPR) public service, it is expected to provide benefits, namely in the form of implementing a public service bureaucratic reform system by implementing Polri promoter program to increase community satisfaction. It is hoped that by applying the SKCK Online services at SCPR, complaints from the public regarding the lack of transparency in services, the length of time for accountability services in terms of costs and complicated procedures can be minimized or eliminated so as to increase public satisfaction and trust in Polri in general and SCPR in particular.

2. LITERATURE REVIEW

2.1 Information System Quality

There are several definitions of application systems proposed by many experts, including Mascove and Simkin (1994, in Widodo, et al., 2016). They define application system as a set of interrelated parts and together achieve a specific and objective application system. An application system must have linkages, integration and central objectives within the organization.

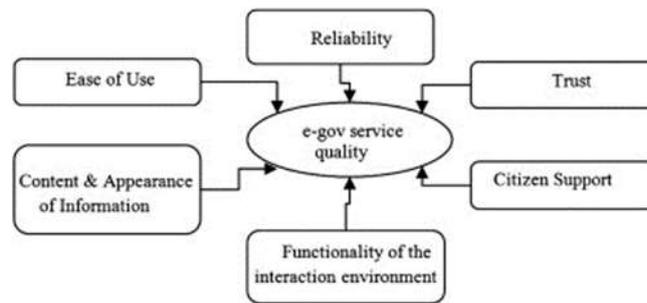


Figure 1 Dimensions of e-Govqual

Several researchers have used several measurement indicators to measure the quality of an application system, especially e-government application system, that is, the e-Govqual scale. E-Govqual is a method developed to measure public perceptions of service quality from government websites (Papadomichelaki and Mentzas, 2011). The conceptual model of e-Government service quality in e-Govqual consists of six dimensions (see Figure 1).

2.2 Service Quality

According to Parasuraman, Zeithaml and Berry (Lupiyoadi, 2016:148), service quality can be defined as how far the difference between reality and customer expectations for the services they receive or obtain. According to Brown in Moenir (2015:33), that in the eyes of the community, service quality includes the following measures: **reliability**, namely the ability to produce services as desired accurately; **assurance**, namely knowledge and ability to convince; **empathy**, namely the level of individual attention and attention given to customers; **responsiveness**, namely the ability to help customers provide the right service; **tangible**, namely the provision of physical facilities and completeness as well as personal appearance.

2.3 Community Satisfaction

According to Supranto (2011: 23), satisfaction is the level of someone's feelings after comparing the performance or perceived results with their

expectations. Community satisfaction is a feeling of pleasure or disappointment as a result of a comparison between perceived and expected achievements or products. According to Lupiyoadi (2001: 155), the main factor determining community satisfaction is the perception on service quality.

Based on some of the definitions above, there is a common definition of satisfaction, which concerns the satisfaction component (expectations and perceived performance results). Generally, expectations are people's estimates or beliefs about what they will receive when they buy or consume a product (goods and services). While the perceived performance is the perception of what he receives after consuming the purchased product and to create community satisfaction, public organizations must create and manage systems to obtain more customers and the ability to maintain the community.

2.4 Hypothesis

- H1: The quality of SKCK system influences the satisfaction of the people in SCPR
- H2: The quality of SKCK online services has an effect on community satisfaction in SCPR
- H3: The quality of the system and the quality of SKCK online services together influence the satisfaction of the people in SCPR

3. METHODS

The study employs the quantitative approach and aims to explain the position of the variables studied and the relationship between one variable and another (Sugiyono, 2013). The results of this study will reveal the causal relationship between variables through testing the relationship hypothesis of the variables system quality (X1), service quality (X2) and community satisfaction (Y). The study

uses a survey method by distributing questionnaires to 100 samples of community respondents who apply for SKCK online. The data processing and analysis are assisted by the SPSS Version 2.0 application quantitative data in this study.

4. RESULTS

4.1 Respondent Profile Description

The description of the profiles of 100 respondents applying for SKCK online at SCPR is as follows: 49 people (49%) are men and 51 people (51%) are women. In terms of age, the majority are aged 16-25 years (37 people/37%). Most of them (61 people/61%) are high school graduates. There are 71 people (71%) of the SKCK online applicants at SCPR who want to have the SKCK for the first time.

4.2 Normality Test

Table 1 One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	1,16134447
Most Extreme Differences	Absolute	,122
	Positive	,122
	Negative	-,062
Kolmogorov-Smirnov Z		1,223
Asymp. Sig. (2-tailed)		,100

Source: Primary data processed, 2020

Based on Table 1, it can be seen that the significant value of 0.1 is greater than 0.05 ($0.1 > 0.05$). Therefore, it can be concluded that the data in this study is normally distributed.

4.3 Linearity Test

In analysing the data of this study, the author conducts an upper linear test using the SPSS with the Test for Linearity device. With the provisions of the 5% alpha significance level, a

variable has a linear relationship with other variables if the significance value is greater than 0.05 (Wibowo, 2012: 73).

From the SPSS output for the linearity test of system quality, the significance value = 0.313 is greater than 0.05 (0.313

> 0.05), which means that there is a significant linear relationship between the system quality variable (X1) and the community satisfaction variable (Y). Meanwhile, the quality of service obtained a significance value = 0.140 greater than 0.05 (0.140 > 0.05), which means that there is a significant linear relationship between the service quality variable (X2) and the community satisfaction variable (Y).

4.4 Multicollinearity

The symptoms of multicollinearity can be seen from the value of VIF (Variance Inflation Factor). If the VIF value is greater than 10, then the variable has a multicollinearity problem with other independent variables (Wibowo, 2012:88). The test results on the variables show a VIF value of 1.67 which is smaller than 10 so that it can be said that the model does not have multicollinearity.

4.5 Heteroscedasticity Test

The researcher conducts a heteroscedasticity test using the Barlet and Rank Spearman methods or the Spearman's rho test and the Park Gleyser graph method. The correlation between system quality and unstandardized residual is at a numerical significance obtained from a correlation coefficient of 1,000 while the correlation between service quality and unstandardized residual is at a significance of 0.520. Meanwhile, community satisfaction with unstandardized residual is at a significance of 0.394. The three values are greater than 0.05, meaning that the model does not experience heteroscedasticity problems.

4.6 Autocorrelation Assumption

Using the Durbin Watson method, the results obtained the Durbin Watson value of 1.908 which means it is still below 5. Thus this study avoids autocorrelation.

4.7 Regression Test

Table 2 the results of multiple linear regression calculations

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.197	2.038		.587	.558
	X1	.078	.029	.278	2.722	.008
	X2	.096	.023	.415	4.068	.000
a. Dependent Variable: Y						

Source: Primary data processed, 2020

The multiple linear regression equation generated after the calculation is:

$$Y = 1.197 + 0.078X1 + 0.096X2$$

The above equation means that if the quality of the system

(X1) increases by one unit, then people's satisfaction (Y) will

increase by 0.078 units, assuming the other variables are constant. If the quality of service (X2) increases by one unit, then public satisfaction (Y) will increase by 0.096 units, assuming the other variables are constant.

Based on Table 2 above, it is also possible to partially determine the variable hypothesis test. For the system quality variable, the value of t count > t table (2.722 > 1.98472) is

obtained so that H1 is accepted, meaning that the quality of the system partially has a significant effect on community satisfaction. Likewise for the service quality variable, the value of t count > t table (4.068 > 1.98472) is accepted, meaning that the service quality of SKCK online of SCPR partially affects community satisfaction.

4.8 F-test

Table 3 Simultaneous Test Calculation Results (F-Test)

ANOVA a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	87.227	2	43,613	31.684	.000 ^b
	Residual	133.523	97	1,377		
	Total	220.750	99			
a. Dependent Variable: Y						
b. Predictors: (Constant), X2, X1						

Source: Primary data processed, 2020

The third hypothesis is that it is suspected that there is a significant influence between system quality variables (X1), service quality (X2) together (simultaneously) on variables on community satisfaction (Y). The testing of the hypothesis by using the F-test and based on the table, it can be concluded that F-test > F-table (31.684 > 3.09). Therefore, H3 is accepted, meaning that the quality of the system and the service quality of the SKCK online of SCPR jointly influence people's satisfaction.

5. DISCUSSIONS

Modernization in public services is needed for service professionalism. Utilization of information system management is one of the steps that Polri can take to improve its public services and strengthen public trust. The service sector and police operations, especially SCPR, have also utilized a lot of information technology resources. One of the information technologies applied is the application of SKCK online.

Using the innovations that it is currently developed in SKCK services through SKCK online, it is expected

to accelerate the SKCK service process and provide benefits that can provide answers to the demands of society in today's digital era, namely fast, transparent, accountable and low-cost services. The SKCK online service is a new innovation issued by SCPR in order to reduce bureaucratic problems that occur in SKCK services. This SKCK online service aims to facilitate the community in the process of making SKCK. This SKCK online service innovation is carried out with the aim of providing prime and excellent public services based on information technology in order to

realize an excellent service towards good governance.

5.1 The influence of the quality of SKCK online system on the level of community satisfaction

The author has conducted a test on the quality variables of the SKCK online system at SCPR using a questionnaire containing 18 statements. Based on the results of the test, it is found out that the 18 statements passed the validity and reliability tests. It is also found out that the job satisfaction variable can be seen from the average score (mean) generated by 74.99 which is in the interval 61.2-75.6 so that the perception of respondents can be said to agree. This means that the quality of the SKCK online system of SCPR has provided and given information on user needs, in this case SKCK online applicants, both in terms of hardware capabilities, software and procedural policies. This is proven by the positive response of SKCK online applicants when interacting with the website www.skck.online which can be accessed via a computer or android mobile device. This is in line with the concept of the system quality proposed by Delone and McClean (2003) that the quality of the application system is a characteristic of the inherent information about the application system itself where the quality of the application system refers to how well the capabilities of the hardware, software and policy procedures of the system information application that can provide information on user needs.

Based on the description analysis, it can be stated that the

system quality variable (X1) is in accordance with the indicators. The indicator of the quality of the system that forms the most is the indicator of trust, which has the highest score of 2080 and the indicator of content and appearance of information has the lowest score of 1680. Based on the respondent's score on question, item number 18 has the highest score (428/85.6%) and statement number 18, namely discussing about SKCK Online officers willing to respond to public requests. Based on these results of supporting indicators (citizen support), it can be interpreted that the quality of the SKCK online system in the form of service capabilities can help users to solve the problems they face. On the other hand, statement number 4 received the lowest score (404/80.8%) and the statement discusses whether the SKCK online application (android) or www.skck.online (website) is easy to remember. These results indicate that the indicators of content and appearance of information (Content and Appearance of Information) can mean that the quality of the SKCK online system in the form of presenting information is provided in the form of the website address www.skck.online so that it is published regularly so that the applicant community has no difficulty finding the website address.

Overall, the public response to the quality of this system is very good which indicates that the public response to the quality of SCPR SKCK online system is above 80.8%. This means that the quality of the

SKCK online system is able to answer the community's needs for the service website www.skck.online, both in the form of ease of use, security guarantees for the data provided, being able to provide a complete view of the contents and support officers to assist applicants if they experience difficulties to use it.

The partial calculation results indicate that the value of t-count of this study is 2,722 with the level of significance as 0.008. The t-count is indeed higher than t-table (1.98472). This means that H₀ is rejected and H_a is accepted. Therefore, the quality system of SKCK online system of SCPR significantly influences the community satisfaction after using it.

The results of this study are in line with a research conducted by Winda, et al., (2014) which states that system quality variable has a positive effect on user satisfaction. The quality of this SKCK online system is one form of e-Government in Sidoarjo. The existence of the services in the application of e-government shows us that the function of SKCK Online is not only to improve the performance of the SKCK online of SCPR service unit to the community, but it also increases public satisfaction with Polri services which will directly increase public trust in Police public services, especially in the issuance of SKCK.

5.2 The influence of the quality of SKCK Online Services on the level of community satisfaction

The results of the study show that the service quality variable can be seen from the average score

(mean) generated by 107.65 which is in the interval 100-25, so that the respondents' perceptions fall into the criteria of strongly agree, because the mean value is included in the criteria of strongly agree. Then, the description analysis can be stated that the service quality variable (X₂) is in accordance with the indicators. The performance indicators that form the most are the assurance needs indicator, which is 2178 and the reliability indicator has the lowest score, which is 2135. Meanwhile, based on the results of the respondents' scores on question numbers 12 and 15, they have the highest score with a score of 438 (87.6. %), namely the SKCK online of SCPR implementing officer can make the applicant community feel safe when transacting and be able to answer questions from the SKCK applicant community. In contrast to statement number 2 and 6 got the lowest scores with 422 (84.4%) and the statement discusses the SCPR SKCK online officers are very reliable in service and the SCPR SKCK online implementing officers can provide information to the public about the certainty of the service time to get a SKCK.

These results indicate that the indicator of the need to achieve assurance is the indicator that most influences the variable of SKCK online service quality. These results can be interpreted that the knowledge, abilities, courtesy, and trustworthiness of SKCK online officers are free from threats and the risk of hesitation. This guarantee of certainty for the SKCK product issued by SCPR can be accounted for because the SKCK online

database system is a database of criminal records summarized from the Criminal Investigation Unit, Narcotics Unit, Sabhara and Traffic Unit which is continuously updated every month providing guarantees to the users of the applicants that SKCK issued can be accounted for.

Based on the distribution of the average respondents' answers regarding service quality (X2), the reliability indicator has the lowest average value of 21.35 compared to the other four indicators. One of the contributors to the lowest average score in this indicator is in the questionnaire statement number 5, namely whether the existence of the SKCK online system can handle the problem of "brokers". According to Richardus (2004:5), one of the benefits of e-government is that it can significantly reduce the total cost of administration, relations and interactions. In terms of total administrative costs, the SKCK online system can reduce paper costs, especially curriculum vitae and fill-in lists through paperless filling in the system (without paper), but interactions related to PNPB costs are still traditional by paying cash to officers. This interaction can be used to incur additional costs or services, so it is necessary to improve an integrated system with the banks.

Furthermore, the results of the distribution of service quality variable scores for most of the respondents, which are above 84.4% where the score is a service quality variable with the "very good" category. Good service quality can be defined as evidence of the organization's concern to customers to provide

the best service by prioritizing customer satisfaction.

Based on the partial calculation results indicate that the t-count value in this study is 4.068 with a significance level of 0.000 which is greater than the t-table of 1.98472. This value indicates that partially the quality of service has a positive and significant influence on the satisfaction of the SKCK online applicant community. This shows that there is a rejection of H_0 and acceptance of H_a , which means that there is a significant effect of the service quality variable (X2) on the community satisfaction variable (Y). These results explain that when the quality of service provided by the SKCK online service unit of SCPR Intelligence Unit is high, the level of public satisfaction with the services received in the form of SKCK issuance will be higher. And if the service quality of the SKCK Online Service Unit of SCPR Intelligence Unit is bad or below standard, it will result in the SKCK applicant feeling dissatisfied with the services provided.

The results of this study are in line with a research conducted by Putri (2017), Winda, et al., (2014) and Kum Fai Yuen (2015) which state that by providing quality services, it will provide significant changes in customer satisfaction, so that organizations will more profit. The results of this study are also in accordance with the findings of a research conducted by Parasuraman et al., (1996) which states that service quality is able to have an influence on community satisfaction, which is further indicated by the condition

of customers who will recommend to their friends to use the services of the company. This can be seen from the results of the highest score of respondents' scores on the satisfaction variable, as many as 88% of people who have used SKCK online services are willing to inform other people of this SKCK online system.

Based on the explanations in the previous paragraphs, it can be explained that in order to increase the satisfaction of the SKCK online applicant community regarding the quality of the SKCK online service owned by SCPR as a form of maximum public service to the technology-based community in order to realize an excellent public service that leads to good governance, activities that must be maintained and always improved is increasing the empathy of officers who provide SKCK online services, increasing physical evidence of services that the services provided are proven well, providing reliable services or in accordance with current conditions of need and providing guarantees and increasing the responsiveness of officers/SKCK online system to the needs of the community so that people always feel comfort, pleased and satisfied in utilizing the services of the SKCK online. With the presence of the SKCK online service, it does not throw away the essence of the service while also providing convenience for the community in managing SKCK

5.3 Effect of system quality and SKCK online service quality simultaneously on the level of community satisfaction

Based on the results of the hypothesis test carried out by the F-test, it is known that there is acceptance of the hypothesis which states that system quality (X1) and service quality (X2) have a significant influence on community satisfaction (Y) online SKCK applicants at SCPR. The acceptance of this hypothesis is shown in the calculated F value that the system quality (X1) and service quality (X2) on the dependent variable of community satisfaction (Y) is 31,684 and a significance value of 0.000 is smaller than the significance level of 5% or 0.005, meaning that it is located in the area. H_0 is accepted, meaning that the system quality variable (X1) and service quality (X2) together (simultaneously) have an effect and significance on the dependent variable, namely community satisfaction (Y) so that from the F test results it is known that the regression model in this study is said to be fit or worthy.

In order to measure which of the two variables is greater, it can be seen in this regression equation = $1.197 + 0.078 X_1 + 0.096 X_2 + e$. Based on these equations, it can be seen that service quality variable has a greater influence than quality of the system. The above equation means that if the quality of the system (X1) increases by one unit, people's satisfaction (Y) will increase by 0.078 units assuming the other variables are constant. If motivation (X2) increases by one unit, people's satisfaction (Y) will increase by 0.096 units assuming the other variables are constant.

The acceptance of this hypothesis can also be explained from the results of the

calculations from the coefficient of determination test seen from the adjust R Square value of 0.315. This means that the system quality variable (X1) and service quality variable (X2) have a contribution of 31.5% in explaining community satisfaction (Y). While other factors such as information quality, performance, communication, cost and facilities, coordination with public, work culture and other variables influencing the community satisfaction (Y) but they are not examined in this study, have a contribution of 68.50%.

6. CONCLUSIONS AND IMPLICATIONS

6.1 Conclusions

Based on the results of data analysis and discussion of the effect of system quality and service quality SKCK online of security intelligence unit on the level of community satisfaction in SCPR, it can be concluded as follows:

- a. Based on the partial calculation results, the t-count in this study is 2.722 with a significance level of 0.008, which is greater than the t-Table (1.98472). This shows that H1 is accepted, which means that partially the quality of the SKCK online system of SCPR Intelligence Unit has an influence on community satisfaction.
- b. Based on the results of research on the service quality variable SKCK online of SCPR on community satisfaction, that the t-count

value for this variable is 4.068 with a significance level of 0.000 which is greater than the t-table (1.98472). This shows that H2 is accepted, which means that there is a significant effect on the quality of SCPR Intelligence Unit's online SKCK system quality variable on community satisfaction.

- c. Based on the results of the analysis that has been carried out, it can be seen that simultaneously system quality (X1) and service quality (X2) SKCK online of SCPR have a significant influence on community satisfaction. It is known that the value of F-count is 31.68 and F-table is 3.09 with df. numerator 2 and denominator 97. Thus, it is proven that F-count is greater than F-table which means H3 is accepted meaning that simultaneously the quality of the system and the quality of service of SCPR SKCK online system have an effect on community satisfaction.

6.2 Recommendations

Based on the conclusions above, the author suggests the following points as follows:

- a. Improving the socialization of the program of SKCK online to community so that they have registered online before they come to SCPR. Such socialization can be done by distributing brochures and posters in public places, mass media, either printed or digital one;
- b. Improve the quality of SKCK online system using the latest technology in order to increase

- the community satisfaction; and
- c. Conducting further research using other variables that can influence the community satisfaction, such as information quality, performance, cost and facility.

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