



## The Influence of E-Government and M-Passport (Mobile Passport) Service Quality on Passport Applicant Satisfaction Levels at the Makassar Class I Special TPI Immigration Office

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### Abstract

The research approach used is quantitative-descriptive. This research was conducted at the Makassar TPI Special Class I Immigration Office with the research subject being passport applicants at the Makassar TPI Special Class I Immigration Office with a sample size of 99 people. Data collection using observation, questionnaires and documentation. Result 1) The effect of E-government service quality on the level of satisfaction of passport applicants. The convenience of the M-Passport (Mobile Passport) application is supported by the dexterity of the employees so as to produce good service quality. This is a perfect combination in producing passport applicant satisfaction at the Makassar TPI Special class I immigration office. 2) The effect of M-Passport (Mobile Passport) on the level of satisfaction of passport applicants. In line with what is felt by customers or passport applicants at Immigration Class I Special TPI Makassar. The effectiveness of the implementation of the M-Passport (Mobile Passport) application program which shows success in encouraging service accountability in Immigration Class I Special TPI Makassar. 3) The effect of E-Government and M-Passport (Mobile Passport) service quality on the level of satisfaction of passport applicants. The success obtained from the quality of E-Government and M-Passport (Mobile Passport) services on the level of customer satisfaction also occurs the same. The success of each variable also had a successful effect when tested simultaneously or together on the satisfaction of passport applicants at Immigration Class I Special TPI Makassar.

## Introduction

Rapid technological advances are important and part of the needs of society. The technology that is currently continuing to develop and is a supporter of improving public services is information technology. Information technology is used in various fields, including business, health, education, transportation, government, and other fields to create public services based on Information Technology (IT) (Milakovich, 2021; Dener et al., 2021).

In the field of government, government agencies have a role and function in providing services to the public. This requires readiness from government agencies to utilize technology optimally in order to realize a fast, transparent, and accountable service system. Public service units are obliged to continue to make efforts and innovations in the field of facilities and infrastructure in improving the quality of service (Demir, 2022; Ndou, 2004; Wikansari et al., 2023; Supriyanto et al., 2021; Freddy et al., 2022). Public service is an obligation that must be fulfilled by the government, so this condition requires the government to continue to make significant improvements (Khawaja & Khalid, 2022). The government through the bureaucracy as an extension of the process of good public service will be a mainstay of hope that cannot sit idly by in the midst of an era of societal change. Implementing public services according to the

demands of change is not an easy job, especially when the flow of globalization touches all aspects of national life which brings with it public services that must make a paradigm shift (Önder & Zengin, 2022). This paradigm shift will of course be very important in interpreting public services that are more in touch with the interests of the community based on the will and needs (Saggaf, 2018; Yenugu, 2022; Saleh & Adhani, 2022).

The use of information technology builds a system between the community and the government known as Electronic Government (E-Government). E-Government is one of the means of delivering information and services using information and communication technology (ICT) from the government to the community to improve the convenience and accessibility of government services and information to the community (Avianto et al., 2022; Grigalashvili, 2022). E-Government is a form of new information system that is able to assist the government in terms of transparency of information and public services online. The development of E-Government is an effort to develop electronic-based governance in order to improve the quality of public services effectively and efficiently (Rusli, 2023; Charliyan, 2023; Putra & Dhanuarta, 2021; Kamil et al., 2024).

The implementation of E-Government is carried out based on the decision of Law Number 11 of 2008 concerning Electronic Information & Transactions and Presidential Instruction of the Republic of Indonesia (RI) Number 3 of 2003 concerning National Policy and Strategy Development of E-Government. This system refers to two things, namely the use of information technology that utilizes the internet network and the establishment of a new system in governance. E-Government is an example of the use of information technology that can improve government relations with other parties. One form of E-Government service relationship refers to Government to Citizen (G2C) where communication via the internet and web-based applications aims to facilitate, provide, and improve the quality of government services. Therefore, the quality of services provided by the government through E-Government is important to pay attention to and improve continuously (Alkrajji & Ameen, 2022; Chan et al., 2021).

The Ministry of Law and Human Rights of the Republic of Indonesia, in this case the Directorate General of Immigration, is a government organization (public sector) that also provides services to the public. One of the functions of immigration is to provide services in the field of immigration. One of the products of immigration services is a passport (Nurliana et al., 2024). The Directorate General of Immigration strives to provide optimal services in making passports. This is in accordance with the principle of public service, article 4 of Law No. 25 of 2009 on Public Services, namely that organizers are obliged to manage an information system consisting of electronic or non-electronic information systems that at least include, organizer profiles, Law of the Republic of Indonesia Number 6 of 2011 concerning Immigration. Implementer profiles, service standards, service information, complaint management and performance assessments. The M-Passport (Mobile Passport) application is an application that can be used by the public to apply for new passports and passport replacements by registering online. This application is implemented so that passport services are more transparent, accountable and fast. Through M-Passport (Mobile Passport), applicants can apply for passports by uploading scanned files to the application. There are several new features that make it easier for passport applicants, namely changes in the stages of selecting an immigration office, selecting the type of passport, arrival schedule and payment process via transfer and confirmed via the M-Passport (Mobile Passport) application. However, it should be noted that M-Passport (Mobile Passport) is an application that has been improved from the previous application, namely APAPO. M-Passport (Mobile Passport) is here to make it easier for passport applicants to be more transparent, accountable and fast. The following is a

comparison of the number of passport applicants at the Class I Special TPI Makassar Immigration Office in the first year of APAPO and M-Passport. This quite significant comparison is also in line with the development of the M-Passport (Mobile Passport) application which is increasingly complete when compared to the previous application, namely APAPO. The M-Passport (Mobile Passport) application has advantages because it is integrated with NIK verification and increased quotas from the APAPO application. This is one of the reasons for the significant increase of up to 70% in the number of applicants in 2019 with 2022. The use of applicant data comparisons in the first year of each application is because it is to see how widely the application information is spread, its effectiveness and use are understood by the public and the number is not affected by the presence of Covid-19 cases in March 2020 which have entered Indonesian territory.

The launch of the M-Passport (Mobile Passport) application is one solution to reduce the long queues, but in reality there are still obstacles, namely applicants make mistakes in writing their personal data so that the original files do not match the data uploaded in the M-Passport (Mobile Passport) application, late payment so they have to repeat to register from the beginning, applicants who do not bring the original files when they come to the Immigration office, and there are also applicants who are not tech-savvy so that the applicant chooses to register directly at the Immigration office because they do not understand how to use the M-Passport (Mobile Passport) application and then ask for help from customer service. The M-Passport (Mobile Passport) application also often experiences obstacles, namely full quotas and servers that often error/bug. This also hinders the creation of effective and efficient public services.

Therefore, it is important to measure the influence of the quality of E-Government and M-Passport (Mobile Passport) services on the level of satisfaction of passport applicants at the Makassar Class I Special TPI Immigration Office. The E-Government service quality measurement model uses customer satisfaction and the M-Passport (Mobile Passport) measurement uses E-Govqual. E-Govqual is a model developed to measure public perception of the quality of services from E-Government websites, applications and portals. E-Government websites, applications and portals are media where the public can obtain the information or services they need (Papadomichelaki & Mentzas, 2012; Fath-Allah et al., 2014). E-Govqual is a dimensional framework for assessing the quality of E-Government which is the result of several studies on the quality of E-Government. The E-Govqual model is built based on a survey of a large number of literatures related to Website Quality and E-Service Quality. The study found that there are several service quality attributes that may be applied to both E-Commerce and E-Government, while on the other hand there are attributes that are only suitable for E-Commerce and some attributes are suitable for E-Government. In fact, users of E-Commerce services certainly have different expectations from users of E-Government services. The implication is that the proposed service quality attributes will also be different. Therefore, the E-Govqual model is proposed to answer and analyze service quality attributes that are suitable for E-Government or focus on E-Government Quality (Djuhari, 2019; Halaris et al., 2007; Alanezi et al., 2011).

Customer Satisfaction Theory and E-Govqual are solutions for assessing applicant satisfaction when using M-Passport (Mobile Passport) to register for passport applications. Because through this assessment model, it is hoped that it can improve the ability of government institutions to explore needs and encourage the public to utilize services optimally. Therefore, the research on the Influence of E-Government and M-Passport (Mobile Passport) Service Quality on Passport Applicant Satisfaction Levels at the Makassar Class I Special TPI Immigration Office will use customer satisfaction indicators and E-Govqual in seeing the level

of applicant satisfaction when receiving services and when using the M-Passport (Mobile Passport) application at the Makassar Class I Special TPI Immigration Office.

## Methods

The research approach used is quantitative-descriptive because it examines a specific representative population or sample. Data collection uses research instruments. The collected data is then analyzed quantitatively using descriptive statistics with the aim of testing the established hypothesis. This research is located at the Class I Special TPI Makassar Immigration Office located on Jalan Perintis Kemerdekaan KM 13, Kapasa, Tamalanrea District, Makassar City.

Population is a generalization area consisting of: objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn. The population in this study were all new users who applied for a new passport through the M-Passport (Mobile Passport) application in January - June 2024, which was 14,375 users.

The sample determination in this study used the Probability Sampling technique; Stratified Random Sampling, which is a sampling method in which each member of the population has an equal chance of being selected as a sample. The number of new users who applied for a new passport through the M-Passport (Mobile Passport) application in January - June 2024 was 14,375 users. The instrument used in this study was a questionnaire instrument for passport applicants who used the M-Passport (Mobile Passport) service at the Class I Special TPI Makassar Immigration Office with a Likert scale.

## Result and Discussion

The instrument used in this study was a questionnaire instrument for passport applicants who used the M-Passport (Mobile Passport) service at the Class I Special TPI Makassar Immigration Office with a Likert scale.

### Validity Test

The validity test is used to test the extent to which the accuracy of the measuring instrument can reveal the concept of symptoms/events being measured. The validity test is used to measure the validity or otherwise of a questionnaire, a questionnaire is said to be valid if the statements in the questionnaire are able to reveal something that will be measured by the questionnaire. The validity test is calculated by comparing the calculated  $r$  value (correlated item-total correlation) with the  $r$  table value, if the calculated  $r >$  from the  $r$  table (at a significance level of 10%) then the statement is declared valid. The test results are obtained as follows:

Table 1. Analysis of Validity of Research Instruments Using Pearson Correlation on a Sample of 99 Respondents

No Item	Pearson Correlation		N=99	r tabel	Sig ( $\alpha$ )	Information
	r hitung	Sig				
1	0,330	0,000	0,198	0,05	Valid	
2	0,865	0,000	0,198	0,05	Valid	
3	0,765	0,000	0,198	0,05	Valid	
4	0,507	0,000	0,198	0,05	Valid	
5	0,850	0,000	0,198	0,05	Valid	

Based on table 1 above, it shows that the calculation results of the validity test of all questionnaire questions for the variable Quality of E-Government Services (X1) have valid

status. Where  $r_{count} > r_{table}$  with an  $r_{table}$  value of 0.198. So, it is concluded that 5 question items are declared valid.

Table 2. Validity Test of M-Passport Variables (Mobile Passport)

Pearson Correlation		N=99		Information
r hitung	Sig	r tabel	Sig ( $\alpha$ )	
0,761	0,000	0,198	0,05	Valid
0,288	0,000	0,198	0,05	Valid
0,406	0,000	0,198	0,05	Valid
0,384	0,000	0,198	0,05	Valid
0,496	0,000	0,198	0,05	Valid
0,506	0,000	0,198	0,05	Valid
0,484	0,000	0,198	0,05	Valid
0,730	0,000	0,198	0,05	Valid
0,279	0,000	0,198	0,05	Valid
0,286	0,000	0,198	0,05	Valid
0,310	0,000	0,198	0,05	Valid
0,444	0,000	0,198	0,05	Valid
0,545	0,000	0,198	0,05	Valid
0,335	0,000	0,198	0,05	Valid
0,457	0,000	0,198	0,05	Valid
0,662	0,000	0,198	0,05	Valid
0,400	0,000	0,198	0,05	Valid
0,374	0,000	0,198	0,05	Valid
0,626	0,000	0,198	0,05	Valid
0,298	0,000	0,198	0,05	Valid
0,496	0,000	0,198	0,05	Valid
0,406	0,000	0,198	0,05	Valid
0,554	0,000	0,198	0,05	Valid
0,811	0,000	0,198	0,05	Valid
0,478	0,000	0,198	0,05	Valid
0,771	0,000	0,198	0,05	Valid

Based on table 2 above, it shows that the calculation results of the validity test of all questionnaire questions for the M-Passport (Mobile Passport) variable (X2) have valid status. Where  $r_{count} > r_{table}$  with an  $r_{table}$  value of 0.198. So, it is concluded that 26 question items are declared valid.

### Customer Satisfaction Variable (Y)

Table 3. Validity Test of Customer Satisfaction Variable

Pearson Correlation		N=99		Information
r count	Sig	r tabel	Sig ( $\alpha$ )	
0,315	0,000	0,198	0,05	Valid
0,285	0,000	0,198	0,05	Valid
0,328	0,000	0,198	0,05	Valid
0,351	0,000	0,198	0,05	Valid
0,415	0,000	0,198	0,05	Valid

Based on table 3 above, it shows that the calculation results of the validity test of all questionnaire questions for the customer satisfaction variable (Y) have valid status. Where  $r_{count} > r_{table}$  with an  $r_{table}$  value of 0.198. So, it is concluded that 5 question items are declared valid.

### Reliability Test

A questionnaire is said to be reliable if a person's answer to the statement is consistent or stable over time (Ghozali, 2010). Reliability measurement is carried out by one shot or measurement only once with the SPSS Cronbach Alpha ( $\alpha$ ) statistical test tool. A construct or variable is said to be reliable if it provides a Cronbach Alpha value  $> 0.600$  (Ghozali, 2010).

Table 4. Reliability Test

Variabel	<i>chronbach's alpha</i>	Information
E-Government Service Quality (X1)	0,780	Reliabel
M-Passport (Mobile Passport) (X2)	0,867	Reliabel
Customer Satisfaction (Y)	0,811	Reliabel

Based on the Reliability Test Table of Variables X1, X2, and Y, where the E-Government Service Quality variable X1 shows a Cronbach's Alpha ( $\alpha$ ) value of  $0.780 > 0.600$  which means it is reliable, the M-Passport (Mobile Passport) variable X2 shows a Cronbach's Alpha ( $\alpha$ ) value of  $0.867 > 0.600$  which means it is reliable and the Customer Satisfaction variable Y shows a Cronbach's Alpha ( $\alpha$ ) value of  $0.811 > 0.600$  which means it is reliable.

### Partial Influence Significance Test (t-Test)

The t-test is used to test the significance of the relationship between variables X and Y, whether the variables of E-Government Service Quality (X1), M-Passport (Mobile Passport) (X2), really influence the Customer Satisfaction variable (Y) separately or partially.

Table 5. Partial Effect Significance Test (t-Test)

Unstandardized Coefficients			Standardized Coefficients	t	Sig.
Model	B	Std. Error	Beta		
1	(Constant)	-5,762	1,056	-	,000
				5,458	
	Quality of E-Government Services	,276	,050	,318	,000
	M-Paspor (Mobile Paspor)	,295	,015	1,162	,000

Based on the Reliability Test Table of Variables X1, X2, and Y, where the E-Government Service Quality variable X1 shows a Cronbach's Alpha ( $\alpha$ ) value of  $0.780 > 0.600$  which means it is reliable, the M-Passport (Mobile Passport) variable X2 shows a Cronbach's Alpha ( $\alpha$ ) value of  $0.867 > 0.600$  which means it is reliable and the Customer Satisfaction variable Y shows a Cronbach's Alpha ( $\alpha$ ) value of  $0.811 > 0.600$  which means it is reliable.

### Hypothesis Testing

#### *Simultaneous Significance Test (F Statistic Test)*

In this study, the F test is used to determine the level of significance of the influence of independent variables simultaneously on the dependent variable.

Table 6. Simultaneous Significance Test (F Statistic Test)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	198,663	2	99,331	337,595	,000 <sup>b</sup>
	Residual	28,246	96	,294		
	<b>Total</b>	<b>226,909</b>	<b>98</b>			

From the table above shows the probability of significance of 0.000 where the value is smaller than 0.05 ( $0.000 < 0.05$ ) and the calculated F of 337.595 is greater than the F table of 3.09 ( $337.595 > 3.09$ ) so that the independent variables, namely E-government Service Quality (X2) and M-Passport (Mobile Passport) (X2) have a simultaneous (together) effect on Customer Satisfaction (Y).

### Analysis of the Determination Coefficient (R<sup>2</sup>)

#### Determination coefficient (R<sup>2</sup>) X against Y

The determination coefficient (R<sup>2</sup>) essentially measures how far the model's ability to explain the variation of the dependent variable. The determination coefficient value is between zero and one. The coefficient of determination (Adj. R<sup>2</sup>) from the regression results shows how much the dependent variable can be explained by the independent variables.

Table 7. Analysis of the Determination Coefficient (R<sup>2</sup>) of X against Y

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,936 <sup>a</sup>	,876	,873	,54243

From the table 4.9 above, we can see that the adjusted R Square value or coefficient of determination is 0.873, which means that 87.3% of the dependent variable of customer satisfaction can be explained by the independent variables consisting of the quality of E-Government and M-Passport (Mobile Passport) services, then the remaining 12.7% is explained by other variables outside of this study. The results of the SPSS test above indicate a large value for the X variable in this study, where 87.3% of X1 and X2 succeeded in becoming variables that could assess and explain the role and influence on customer satisfaction of passport applicants at the Makassar Class I Special TPI Immigration Office. E-Government is one of the means of delivering information and services using Information and Communication Technology or ICT from the government to the public to improve the convenience and accessibility of government services and information to the public. The better the quality of this electronic service, the greater the satisfaction of service users.

Table 8. Analysis Coefficient Determination (R<sup>2</sup>) X1 to Y

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,586 <sup>a</sup>	,343	,337	1.23927

Viewed from table 4.10 on can We know that the adjusted R Square value or coefficient of determination is 0.337, which means that 33.7% of the dependent variable of customer satisfaction can be explained by the independent variable. quality service E-Government Acquisition results test SPSS in above shows existence the value that Enough big to variable

X in research This, where 33.7% X1 quality service E-Government successfully become a variable that can assess and explain the role and influence on customer satisfaction at the Special Class I Immigration Office Makassar Fish Market.

Table 9. Analysis Coefficient Determination ( $R^2$ ) X2 against Y

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,914 <sup>a</sup>	,836	,834	,62020

Viewed from table 9 on can We know that the adjusted R Square value or coefficient of determination is 0.834, which means that 83.4% of the dependent variable of customer satisfaction can be explained by the independent variable M-Passport (Mobile Passport). The results of the SPSS test above indicate a large value for the variable X in this study, where 83.4% of X2 M-Passport (Mobile Passport) succeeded in becoming a variable that could assess and explain the role and influence on the satisfaction of passport applicants at the Special Class I Immigration Office Makassar Fish Market.

From the overall value obtained, it is known that the adjusted R Square value or coefficient of determination of X against Y is 0.873, which means 87.3%. So that the X variable is able to explain the Y variable. Y with mark 87.3%. While the value adjusted R Square or the coefficient of determination X1 (Quality E-Government Services) against Y (Satisfaction Customer) is 0.337 Which means 33.7% variable Applicant Satisfaction can be explained by the independent variable of E-Government service quality. For adjusted R Square value or coefficient of determination X2 M-Passport (Mobile Passport) to Y (Satisfaction Customer) is 0.834 which means 83.4% of the dependent variable of customer satisfaction can be explained by X2 M-Passport (Mobile Passport). So, when compared to the magnitude of the influence of variable X on Y, variable X2 becomes the highest variable that has an influence on Y.

Table 10. E-Government Service Quality Indicators

Unstandardized Coefficients				Standardized Coefficients	t	Sig.
Model		B	Std. Error	Beta		
1	(Constant)	8,941	,606		14,756	,000
	Reliability	,758	,088	,266	8,608	,000
	Power Responsive	-,046	,035	,058	,564	,039
	Guarantee	-,158	,082	-,131	- 1,919	,017
	Empathy	2,050	,073	,881	28,254	,000
	Proof Physique	-,187	,098	,059	1,907	,059

In table 10 above, there are 4 indicators of the E-Government Service Quality variable that have the most influence on customer satisfaction, namely the reliability and empathy indicators with a value of 0.000, the guarantee with mark 0.017 And indicator Power responsive with value 0.039. From results in on indicator Empathy is indicator the most dominant influence on the Customer Satisfaction variable is seen by looking at the Beta value (Coefficient) which is increasingly moving away from zero (0), namely 2.050.

Table 11. Indicator Quality M-Passport (Mobile Passport)

Unstandardized Coefficients				Standardized Coefficients	t	Sig.
Model		B	Std. Error	Beta		
1	(Constant)	2,374	,649		3,658.	000.
	Facilities	- ,057	,023	- ,207	- 2,449	,016
	Trust	- ,158	,082	- ,131	- 1,919	,057
	Function	,056	,065	,061	,864	,389
	Reliability	- ,916	,161	- ,475	- 5,675	000
	Contents	- ,158	,082	,061	,864	,389
	Support	1,084	,522	,138	2,076	,040

In table 12 above, there are 3 indicators of the M-Passport (Mobile Passport) variable that have the most influence on customer satisfaction, namely the Reliability indicator with a value of 0.000, the convenience indicator with a value of 0.016, and the support indicator with a value of 0.040. From the results above, the Support indicator is an indicator the most dominant influence on the User Satisfaction variable is seen by looking at the Beta value (Coefficient) which is increasingly moving away from zero (0), namely 1.084.

The aspect of service quality is one of the important factors in giving customers an impression of the services offered by a company or agency. The core of the concept of service quality is to show all forms of actualization of service activities that are able to meet the needs of people who receive services in showing their reliability, responsiveness, tangible evidence, assurance and empathy. In addition, in viewing and measuring the quality of an E-Government service to users, e-govqual is needed to measure customer satisfaction indicators starting from user convenience (Ease of use), trust, functionality of the interaction environment (functionality of the interaction environment), reliability, content and appearance of information, support for the public (citizen support). The following is a discussion of the results of the study found at the Makassar Class I Special TPI Immigration Office.

The Influence of E-Government Service Quality on Passport Applicant Satisfaction at the Makassar Class I Special TPI Immigration Office. Based on the results of the SPSS 25 test using the t test (partial), it was obtained that the E-Government service had a t count value of 5.551 with a significance value of 0.000. Where the t table value is 1.984, resulting in  $t \text{ count} > t \text{ table}$  or  $5.551 > 1.984$ , so it is said to be influential. In addition, the significance of the E-Government service quality is  $0.000 < 0.05$ , so it is stated that the service quality has an influence on applicant satisfaction or partially the E-Government service quality variable has a significant influence on applicant satisfaction or partially the independent variable has a significant influence on the dependent variable.

Cognitive dissonance theory is the foundation for the expectancy disconfirmation model which until now dominates the customer satisfaction literature. The expectancy Disconfirmation Model is a model that explains the process of forming consumer satisfaction and dissatisfaction, which is the impact of comparing consumer expectations before purchasing or consuming with the actual performance obtained by consumers. The results of the comparison can be grouped into disconfirmation and confirmation. In detail, the results of the comparison impact include the first positive disconfirmation, which occurs if the actual performance is greater than the consumer's performance expectation. Second, simple confirmation, which occurs when the actual performance is the same as the consumer's expectations. Third, negative disconfirmation occurs when the actual performance is less than the consumer's expectations (Sudaryono, 2016).

The aspect of service quality is one of the important factors in giving customers an impression of the services offered by a company or agency. The core of the concept of service quality is to show all forms of actualization of service activities that are able to meet the needs of people who receive services in showing their reliability, responsiveness, tangible evidence, assurance and empathy. In assessing the perception of passport applicants towards the quality of service at the Makassar Class I Special TPI Immigration Office, researchers used four indicators of service quality. The first is reliability, which in this case reflects the ability of immigration officers to provide direct services to passport applicants, including services that prioritize passport applicants, respond to passport applicant complaints, understandable explanations, and punctuality according to what was promised in providing services. Second, the responsiveness of Immigration officers in serving passport applicants and meeting the needs of passport applicants. Third, the guarantee that the services of the Makassar Class I Special TPI Immigration Office can be trusted and Immigration officers have the competence to provide services. Fourth, empathy which includes a sense of concern and attention from Immigration officers to passport applicants in providing services.

The results of this study were obtained by identifying four indicators of service quality, namely by looking at the answers from respondents through the questionnaires that had been distributed, then grouped according to existing criteria and the results of each question answer were added up, from the results of the addition, the percentage was determined and then conclusions were drawn. From all the indicators in each service quality variable, respondents gave diverse responses. In assessing the perception of passport applicants regarding the quality of service at the Class I Special TPI Makassar Immigration Office based on this research questionnaire, it was found that almost all indicators received good responses. So that overall based on calculations with an interval scale, the perception of passport applicants regarding the quality of Immigration E-Government services has reached a good and satisfactory level of assessment. The assessment results show that both the services and facilities of the Class I Special TPI Makassar Immigration Office have met general service standards.

The Makassar Class I Special TPI Immigration Office has implemented support by providing services to M-Passport (Mobile Passport) users. This service includes assistance in processing new passports or extensions, which are not included in the standard services of the M-Passport (Mobile Passport) application. In addition, the office has ensured quality human resources to run the M-Passport (Mobile Passport) service effectively and according to expectations. However, in the implementation of M-Passport (Mobile Passport) there are still obstacles because some people do not understand the M-Passport (Mobile Passport) system. However, the workforce at the Makassar Class I Special TPI Immigration Office is ready to help so that the community gets optimal services. E-Government creates new opportunities for the government to serve the community by improving quality, accountability and efficiency. The immigration office itself also benefits from this online service because it helps control the number of passport applicants. The public's perspective also sees the presence of M-Passport (Mobile Passport) as very beneficial because it helps them, especially in terms of scheduling. The public does not waste time queuing anymore because the day and time of arrival have been determined by the applicant themselves.

It has become a rule that companies move forward with technology and developments over time. Users who have queued for online passport applications will be called directly by officers according to the queue number for an interview and photo after filling out the form provided. The convenience of the M-Passport (Mobile Passport) application and supported by the agility of the employees produce a perfect combination in producing satisfaction for passport applicants at the Makassar Class I Special TPI Immigration Office. The reliability aspect

produces a high value as proof of the ability of employees to master the M-Passport (Mobile Passport) application so that passport applicants feel very helped by the ability and understanding of the officers in explaining the application, especially for applicants who are less able to use the application independently. The responsiveness of the officers is also proven by not leaving the applicants after explaining but are serious in guiding the applicants until they finish submitting the application through the M-Passport (Mobile Passport) application. This proves the responsibility of the officers to provide maximum service to applicants in the form of assistance, direction and providing an understanding of the application or procedures that apply in the Makassar Class I Special Immigration Office.

The third physical evidence (tangible) of the quality of service of the employees is proven by the completion of the registration process until the applicants have a queue number that they receive in the user's email after completing the registration via the M-Passport (Mobile Passport) application. The fourth assurance that the employees convey to the applicants is how the M-Passport application system works, which is an E-Government or government application that provides services to facilitate the public who want to use the application with the aim that applicants or users can more easily access government services but still have good security standards. Because the application will access the applicant's personal data, the application has designed good security for the confidentiality of the applicant's files. The employees managed to explain this to the applicants at the Makassar City Class I Special Immigration Office. Finally, empathy, which is the feeling and way of the employees in providing services to the applicants. The results of the study prove that the empathy of the officers in providing services to the applicants is fairly good. Although it was acknowledged by the applicants during the observation that the officers at the Makassar Immigration Office were quite firm, this was in accordance with the SOP standards for immigration office services. Although firm in conveying the information, the officers or employees explain well and in a focused manner to applicants who need assistance, especially regarding the use of M-passports, obstacles and subsequent procedures at the Makassar Class I Special Immigration Office.

### **The Influence of M-Passport (Mobile Passport) on Applicant Satisfaction in Submitting Passport Applications at the Makassar Class I Special TPI Immigration Office**

Based on the results of the SPSS 25 test using the t-test (partial), it was obtained that M-Passport (Mobile Passport) has a t-count value of 2.256 with a significance value of 0.000. Where the t-table value is 1.984, resulting in  $t\text{-count} > t\text{-table}$  or  $2.256 > 1.984$ , so it is said to be influential. In addition, the significance of M-Passport (Mobile Passport) is  $0.000 < 0.05$ , so it is stated that M-Passport (Mobile Passport) has an influence on applicant satisfaction or partially the M-Passport variable (Mobile Passport) has a significant influence on applicant satisfaction or partially the independent variable has a significant influence on the dependent variable.

The results of the SPSS 25 test are in line with what customers or passport applicants feel at the Makassar Class I Special TPI Immigration. Starting from the effectiveness of the implementation of the M-Passport (Mobile Passport) application program which shows success in encouraging service accountability at the Makassar Class I Special TPI Immigration. Through queue management and preventing the accumulation of files by adjusting the quota to 200 per day based on routine evaluations of community needs. They also provide clear and timely information through social media to maintain transparency in the passport application process, reduce uncertainty, minimize crowds, and optimize the use of resources. According to Kristanto (2018) The quality of information depends on 3 very dominant things, namely the accuracy of the information, the timeliness of the information, and relevance. The M-Passport

(Mobile Passport) application is an application that can be used by the public to apply for new passports and passport replacements online. This application is implemented so that passport services are more transparent, accountable and fast. Through M-Passport (Mobile Passport), applicants can apply for passports by uploading scanned files to the application. There are several new features that make it easier for passport applicants, one of which is changing the stages in selecting an immigration office and selecting a passport type. One of the important efforts in the organizational communication process is to create a good service system. It can be realized that in a large-scale organization with a large number of personnel, it certainly requires a service process. Organizational communication in the service process is related to the desires and wishes that can be fulfilled by the service provider and service recipient in service performance activities. Good organizational communication satisfaction can affect service quality. This can be seen from satisfaction in service procedures, satisfaction in meeting various forms of service requirements, satisfaction in providing services, and satisfaction with the time of service completion. According to Kristanto (2018) a system is a network of interconnected procedures, gathered together to carry out an activity or complete a certain target. The system is a collection of interrelated elements that work together to process input addressed to the system and process the input until it produces the desired output. The data entered in this case is the data of passport applicants who wish to apply for a creation using the M-Passport (Mobile Passport) application. After submitting the application, the output will be in the form of a queue schedule, making it easier for applicants in terms of clarity of time and arrival information.

The effectiveness of the M-Passport (Mobile Passport) program at the Makassar Class I Special TPI Immigration Office has proven successful in encouraging service accountability. The responsibility of the Makassar Class I Special TPI Immigration Office in implementing this program is reflected in several aspects. First, increasing the speed and ease of the passport making process, as stated by several applicants using the M-Passport (Mobile Passport) application. This shows the responsibility of immigration in ensuring that the application provides real benefits in facilitating access and effectiveness of services to the community. Second, this application helps in scheduling services regularly as displayed in the application, reflecting the responsibility of immigration in organizing and implementing the service process according to the set schedule. Thus, it can be concluded that M-Passport (Mobile Passport) at the Makassar Class I Special TPI Immigration Office has succeeded in encouraging service accountability and resulting in passport applicant satisfaction. The implementation of the M-Passport (Mobile Passport) application also facilitates the processing of passport applicant files with a directed and structured process based on existing SOPs and mechanisms. The Makassar Class I Special TPI Immigration Office is also responsible for responsiveness and transparency through the use of social media and socialization, which are important for building public trust and reducing non-transparent practices. According to Flew (2014), the characteristics of new media include the first digital, meaning how this digital data form can be better used than analog data in terms of speed and realism. And it is clear that digital-based new media can be accessed with computer media and mobile technology such as smartphones. M-Passport (Mobile Passport) in this case is a government application that makes it easier for the public to apply for a passport, either for a new one or an extension. With the M-Passport (Mobile Passport) application, the clarity of information becomes more complete and payments become more transparent. In addition, applicants also feel safer because the files that are required for submitting a passport application are very important and confidential files so that a level of security is needed for a program or application that is safe for its users.

The second is media convergence, according to him, media convergence consists of three points, namely computing & information technology, communication networks, and digital content. Media convergence brings changes in the form of changes in the way of communicating, changes in print media and changes in using digital media. Referring to this theory, the changes that occur are conventional systems becoming modern with applications and payment systems through transfers. Third, interactivity, can save time, we can directly control it and two-way communication can occur only with computer media. Finally, Ubiquitous computing, is defined as the use of computers that are distributed wherever the user is, namely all applicants can use the application wherever they are so that when registering through the application, the applicant's location is not determined. So, in this case the application can be used anywhere and anytime. The conclusion in the influence of M-Passport (Mobile Passport) on applicant satisfaction shows that the M-Passport (Mobile Passport) program at the Class I Special TPI Makassar Immigration Office has proven effective. M-Passport (Mobile Passport) simplifies and accelerates the passport application process through superior features in the application, reduces the need for direct visits to the immigration office and saves time, energy and costs. The Class I Special TPI Makassar Immigration Office is responsive to queue and delay problems, with all processes well documented and the application status can be accessed directly by the applicant through the application. The online system also makes services more focused and measurable, minimizing the possibility of unclear processes. Data verification carried out by immigration officers ensures the authenticity of documents, while the application's security system protects the applicant's personal data in accordance with applicable data protection regulations. The M-Passport (Mobile Passport) program is effective in saving time in processing passports, demonstrating the responsibility of the Immigration Office in improving service efficiency and their commitment to making it easier for the public, such as at the Makassar Class I Special Immigration Office.

## Conclusion

The expectancy disconfirmation model is a model that explains the process of forming consumer satisfaction and dissatisfaction which is the impact of comparing consumer expectations before purchasing or consuming with the actual performance obtained by consumers. Based on the results of the SPSS 25 test using the t-test (partial), the results show that the quality of E-government services has an influence on customer satisfaction. The convenience of the M-Passport (Mobile Passport) application is supported by the quality of employee services so that it produces a perfect combination in producing satisfaction for passport applicants at the Makassar Class I Special TPI Immigration Office. The quality of information depends on 3 very dominant things, namely the accuracy of the information, the timeliness of the information, and relevance. The M-Passport (Mobile Passport) application is an application that can be used by the public to apply for new passports and replace passports online. Based on the results of the SPSS 25 test using the t-test (partial), the results showed that M-Passport (mobile passport) has an influence on customer satisfaction. The results of the SPSS test are in line with what is felt by customers or passport applicants at the Makassar Class I Special TPI Immigration. The effectiveness of the implementation of the M-Passport (Mobile Passport) application program shows success in encouraging service accountability at the Makassar Class I Special TPI Immigration.

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