

THE EFFECT OF INFORMATION TECHNOLOGY USE, POPULATION ADMINISTRATION SERVICES, AND INFORMATION QUALITY ON PUBLIC SATISFACTION AT THE DAIRI DISDUKCAPIL SERVICE

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ARTICLE INFO	ABSTRACT
Diterima: 05 September 2026 Direvisi: 10 September 2026 Disetujui: 18 September 2026 Tersedia Daring: 21 September 2026 Keywords: <i>Public Satisfaction; Utilization of Information Technology; Population Administration Services; Information Quality</i>	This study aims to examine the effect of Information Technology Utilization, Population Administration Services, and Information Quality on Public Satisfaction and to identify the most influential variables. The research location is the Dairi Regency Population and Civil Registration Office, located at Jl. Pandu, Bintang Hulu, Sidikalang District. The sample size was 275 residents. The sampling technique used the Slovin formula with a 5% error rate. Community data was collected through a questionnaire distributed via g-form with a Likert scale of 1-5. Data analysis techniques used included validity tests, reliability tests, classical assumption tests, multiple linear regression analysis, t-tests, f-tests, and coefficients of determination using SPSS 26. The results of this study indicate that partially, the Utilization of Information Technology, Population Administration Services, and Information Quality have a positive and significant effect on Public Satisfaction. Simultaneously, these three independent variables significantly influence public satisfaction, with a calculated F-value of 67.915, greater than the F-table of 2.64, and a significance level of $0.00 < 0.05$. The coefficient of determination (R^2) was 0.429, meaning that 42.9% of the variation in public satisfaction can be explained by the Utilization of Information Technology, Population Administration Services, and Information Quality, while the remaining 57.1% is influenced by factors outside this study.

ABSTRAK
Kata Kunci: Kepuasan Masyarakat, Pemanfaatan Teknologi Informasi, Pelayanan Administrasi Kependudukan, Kualitas informasi Penelitian ini bertujuan untuk menguji pengaruh Pemanfaatan Teknologi Informasi, Pelayanan Administrasi Kependudukan, Dan Kualitas Informasi Terhadap Kepuasan Masyarakat, serta untuk mengetahui variabel yang paling berpengaruh. Lokasi penelitian ini di Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Dairi. Yang beralamat di Jl. Pandu, Bintang Hulu Kecamatan Sidikalang. Dengan sampel 275 masyarakat. Teknik pengambilan sampel ini menggunakan rumus Slovin dengan tingkat eror sebesar 5%. Data masyarakat dikumpulkan melalui penyebaran kuesioner melalui g-form dengan skala likert 1-5. Teknik analisis data yang digunakan melalui uji validitas, uji reliabilitas, uji asumsi klasik, analisis linear berganda, uji t, uji f, dan koefisien determinasi dengan bantuan SPSS 26. Hasil penelitian ini menunjukkan bahwa secara parsial Pemanfaatan Teknologi Informasi, Pelayanan Administrasi Kependudukan, dan Kualitas Informasi berpengaruh positif dan signifikan terhadap Kepuasan Masyarakat. Secara simultan, ketiga variabel independen tersebut berpengaruh

signifikan terhadap kepuasan masyarakat dengan nilai F hitung sebesar 67.915 lebih besar dari pada F tabel 2,64 dan signifikansi $0,00 < 0,05$. Nilai koefisien Determinasi R² sebesar 0,423, yang berarti 42,3 % variasi Kepuasan masyarakat dapat dijelaskan oleh Pemanfaatan Teknologi Informasi, Pelayanan Administrasi Kependudukan, dan Kualitas Informasi, sedangkan sisanya 57,1 % dipengaruhi oleh faktor lain diluar penelitian ini

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1. INTRODUCTION

The development of information technology (IT) in the current digital era has brought many very significant changes in various sectors, including the public administration service sector (Hartiyanti & Kartika, 2025). The state has an obligation to provide a number of services to fulfill the rights of the people as citizens based on Law No. 25 of 2009 - concerning Public Services which regulates the basics and principles of organizing public services in Indonesia, which include the principles of service standards, rights and obligations, as well as complaint management mechanisms to ensure quality, *accountable*, and *responsive services* to the needs of the community. This legal provision is the foundation for agencies such as the Population and Civil Registration Service (Disdukcapil) of Dairi Regency, which is responsible for providing administrative services for population documents which include birth certificates, identity cards (KTP), family cards (KK), and death certificates (Acharya & Scott, 2022).

Population services are often associated with time-consuming processes, complicated bureaucracy, and a lack of clarity, resulting in a lack of public trust and dissatisfaction. The use of information technology is expected to increase speed, ease of access, and transparency in various administrative processes, including population administration services (Adminduk). Shintia (Şahin & Örselli, 2025) notes that the effective use of information technology significantly impacts employee success.

The benefits of using information technology include faster and more efficient information processing, which can increase public satisfaction with employee performance. This use of information technology significantly helps expedite the timely delivery of population administration services (Supriyanto, 2023).

Dairi Regency Population and Civil Registration Office has substantial potential to optimize information technology through *offline mechanisms* and *online*, as reflected in the government portal. In this case, the government has provided a new alternative for the public to process documents without having to come to the service office (Suputra et al., 2023). However, the implementation of Dairi, both *offline* and *online*, still experiences problems. These problems are found in both internal and external parts of the agency. The problem of printing population documents, especially birth certificates for those aged 17 and above, is still far from the target or target of the Dairi Regency

Population and Civil Registration Service. The following presents comparative data between the target and the actual printing of population documents in 2022. Based on the data in the table, it can be concluded that population document printing in Dairi Regency in 2022 still fell short of the expected target. This situation demonstrates the need to improve the quality of population administration services and raise public awareness to promptly complete their population documents (Basuki et al., 2022).

Besides the use of information technology, another factor that needs to be considered is population administration services. Population administration is crucial because it is related to the activities of community life. Its existence is not only necessary in the political process, but also in various other administrative matters, such as processing motor vehicle documents, land certificates, and other legal requirements. Furthermore, every resident residing in an area is required to have valid proof of domicile, proven by a Resident Identity Card (KTP). Thus, population administration is a fundamental instrument in guaranteeing the certainty of identity, legality, and basic rights of citizens (Riki et al., 2022).

In an effort to improve efficiency, the Dairi Regency government launched the PERKEBBAS application on October 1, 2020, based on Regent Regulation No. 31 of 2021, which expands the reach of less strategic services. Dairi Regency has a undulating geography with mostly hilly terrain, which significantly impacts public access to services, or makes it difficult for the public to access services directly at the Dairi Regency Population and Civil Registration Office (Disdukcapil) office. This is one of the main obstacles to the implementation of population administration services. This statement was made directly by the Head of the Dairi Regency Disdukcapil Office, Deddy DP Situmorang (Natika, 2024).

However, the PERKEBBAS application does not appear to provide significant benefits in terms of equitable service distribution. This is due to the low number of people downloading the PERKEBBAS application, which is not comparable to the 2022 document issuance target. Application usage remains minimal because many still use *offline services* or visit the office in person.

This situation indicates that the public still prefers face-to-face services over *online media*. Therefore, increased outreach and education regarding the use of the PERKEBBAS application are needed to ensure more effective and efficient population administration services. (Asrasal et al., 2022).

The 2022 Public Satisfaction Survey (PSM) showed a score of 89.92, which is considered excellent. The survey also continues to improve year-over-year. However, there is still room for improvement, particularly in aspects such as speed of service, ease of access, and staff responsiveness. Public satisfaction is crucial for assessing the success of information technology implementation and the quality of administrative services.

One crucial aspect in improving the quality of civil registration services is the quality of information received by the public. Accurate, relevant, easy-to-understand, and timely information regarding the requirements, procedures, and status of population document applications will significantly impact public satisfaction. The availability of

clear information through various channels, both *online* and *offline*, is a crucial prerequisite for community-oriented services. However, a lack of public awareness of the existence of *online services remains a challenge*, necessitating more intensive outreach to optimize technology utilization (Septian, 2020).

To improve public satisfaction, the Dairi Regency Population and Civil Registration Office (Disdukcapil) needs to fulfill various requirements. One requirement that can be met is to increase the socialization of the PERKEBBAS application to the public directly, not only through *online media*. Furthermore, improving technological infrastructure, especially internet networks in villages, is also necessary to ensure equitable access to digital services. Improving employee competency in information technology management is also part of increasing public satisfaction. Through the Technical Guidance (Bimtek) on Performance Management and E-Performance Implementation, it is hoped that Disdukcapil employees of Dairi Regency can improve the quality of service to the public. (Harahap, 2021)

Equally important is the quality of information provided by the Dairi Regency Population and Civil Registration Office. Transparent, accurate, easy-to-understand, and accessible information is crucial in helping the public understand the procedures, requirements, and mechanisms of population administration services. Well-presented information not only minimizes the potential for misunderstanding but also encourages transparency and increases public trust in the agency's performance. Quality information reflects its ability to optimally meet the needs of its users, in accordance with the dimensions of information quality. Quality is often viewed as the primary benchmark for assessing information from various perspectives, so that ultimately, the information can be utilized positively by users (Satyadarma & Syamsudin, 2023).

Based on the description above, it can be seen that the use of information technology in population administration services has become a key agenda in digital bureaucratic transformation. However, the implementation of *online-based services*, such as the PERKEBBAS application in Dairi Regency, still faces various obstacles, including limited infrastructure, low application utilization, and suboptimal information dissemination to the public. (Br Sembiring, 2024) Several previous studies have examined the influence of technology or services on satisfaction, but these studies are often limited to urban areas or agencies with established digital access. Furthermore, previous studies generally only examined one or two variables (Yuliani & Rahdriawan, 2014).

only. This research gap has not had a comprehensive empirical test involving the influence of information technology utilization, population administration services, and information quality simultaneously. In fact, these three aspects are closely related in creating effective and user-oriented public services. Therefore, this study was conducted to fill the gap in empirical literature and provide the public with a comprehensive understanding of how these three issues simultaneously affect public satisfaction. Based on this phenomenon, this study was conducted with the title: "The Influence of Information Technology Utilization, Population Administration Services, and

Information Quality on Public Satisfaction at the Dairi Regency Population and Civil Registration Office".

2. METHOD

This research conducted at the Population and Registration Office Civilian with an address at Jl. Pandu, Bintang Hulu, Sidikalang District, Dairi Regency, North Sumatra 22217. This research done from May 2025 to with February 2026.

Handayani (2020) Reveals that population is something totality from every elements that will be investigated with have the same characteristics, can in the form of individual from something group, from something incident or from something to do studied. Population from study This is All the people of Dairi Regency who have ever use service administration population (*adminduk*) at the Regency Population and Civil Registration Office Dairi. Based on data from the Population and Population Registration Service Civil Dairi Regency, the number the community that has use service administration population in the period January to March 2025 was recorded as many as 872 people. The sample is part from the number and characteristics of a population(Trisnani, 2020).. If the population too big and researcher No allows research all over element population Because limitations time, energy, costs, then can used part from population as sample study.

Data collection techniques to prove the truth of the hypothesis that has been described in the research to obtain the necessary data, information and materials using several methods, including (Rizal et al., 2020): data collection through reading materials including *literature*, books, magazines, and various other reading materials that are relevant and related to the research title that have several variables in common with this research. Field research means obtaining data by means of direct observation at the research/research location using several techniques, namely (Mutiar Nastasya & Febri Yuliani, 2023):

- a. Observation, namely conducting direct observation of the research object in relation to the research title at the Dairi Regency Population and Civil Registry Office.
- b. *A questionnaire* is a method of obtaining data by distributing a questionnaire or list of questions about the research to respondents. Questionnaires are suitable for use when the number of respondents is large and spread across a wide area. This questionnaire is distributed online *through the Google Forms* platform.

3. RESULTS AND DISCUSSION

The Population and Civil Registration Service is a regional agency established to carry out government affairs in the field of population administration and civil registration. The establishment of this service follows up on the decentralization and regional autonomy policies that grant local governments the authority to manage and provide public services, particularly regarding population data and documents (Sadat, 2017).

In line with the development of laws and regulations, the Dairi Regency Population and Civil Registration Office has undergone adjustments in terms of institutions, work systems, and the use of information technology, with the aim of improving the quality of population administration services to the public.

To support the implementation of its duties and functions in population administration, the Dairi Regency Population and Civil Registration Service has a clear and systematic organizational structure. This organizational structure illustrates the division of duties, authorities, and responsibilities of each department to improve the effectiveness of public services. (Ayu, 2021).

Respondent Characteristics

This subchapter presents an overview of the characteristics of the respondents who were the sample in the study. These respondent characteristics describe the conditions and backgrounds of individuals who serve as sources of research data. These characteristics include age, gender, and occupation. The presentation of this data is done in the form of tables and percentages for easier understanding. Based on data processing, all 275 questionnaires were declared valid (100%). There were 95 respondents aged 17-25 years (34.5%), 82 respondents aged 25-35 years (29.8%), 67 respondents aged 36-45 years (24.4%), and 30 respondents aged 46-55 years (10.9%), and age >55 years (1 respondent (4%) was the least. This indicates that the majority of respondents are dominated by the young to productive adult age group, which is considered relevant to the research object.

Descriptive statistics include measurements such as the minimum, maximum, mean, and standard deviation values of each research variable. This data presentation aims to determine the tendency of respondents' responses to the indicators used to measure the independent and dependent variables (Mutiara Nastasya & Febri Yuliani, 2023). Thus, statistical descriptions can be helpful in understanding data patterns and simplifying the analysis process in subsequent stages. The data descriptions are outlined in the following table:

Table 2. Statistical Description of Data

	N	Minimu m	Maximu m	Mean	Std. Deviation
Utilization Information Technology	275	6	30	23.47	4,399
Administrative Services Population	275	10	50	40.08	6,400
Information Quality	275	8	40	31.98	5,167
Public Satisfaction	275	18	90	72.57	11,213
Valid N (listwise)	275				

Based on the results of the Descriptive Test above, the following is a description of the data distribution obtained by the researcher:

1. The Information Technology Utilization variable (X1) has a minimum value of 6 and a maximum value with an average value (mean) of 23.47. This indicates that the utilization of information technology by respondents is quite high and the level of variation in answers is relatively stable.
2. The Population Administration Services variable (X2) has a minimum value of 10 and a maximum of 50, with an average value (Mean) and standard deviation of 6.400. This indicates that the population administration services perceived by respondents are in the good category.
3. The Information Quality variable (X3) has a minimum value of 8 and a maximum of 40, with an average value (mean) and standard deviation of 5.167. This indicates that the quality of information received by the public is considered quite high.
4. The Public Satisfaction variable (Y) has a minimum value of 18 and a maximum of 90, with an average value (mean) of 72.57 and a standard deviation of 11.213. This indicates that in general the level of public satisfaction with the services provided is in the high category.

Overall, the results of the descriptive analysis show that the use of information technology, population administration services, and information quality on public satisfaction at the Dairi Regency Population and Civil Registration Service are in the high category (Kurniawan et al., 2022).

Data Quality Test

Before further data analysis, a data quality test is required to ensure the research instruments used are truly appropriate. In this study, data quality testing was conducted through validity and reliability tests.

Classical Assumption Test

Some of the Classical Assumption Tests conducted in this study are as follows:

Normality Test

The normality test is a statistical test used to determine whether both independent and dependent variables in a regression model have a normal distribution, or at least a near-normal one. In principle, normality can be detected by observing the distribution of data (points) along the diagonal axis of a graph or by examining a histogram of the residuals (Ainun Nafisah & Siti Marwiyah, 2022).

From the image above, the results of the histogram display show that the histogram curve shows a normal data distribution where the shape of the curve resembles a bell curve and the distribution of data is centered around zero.

Heteroscedasticity Test

The heteroscedasticity test aims to determine whether the regression model exhibits unequal variances in the residuals for each predictor value. A good regression model should not exhibit heteroscedasticity, meaning the residual variance is constant or homoscedastic. The results of the heteroscedasticity test in this study can be seen in the scatterplot diagram below:

Based on the results of the heteroscedasticity test using a scatterplot graph, it can be seen that the residual points are spread randomly and do not form a certain pattern, and are spread above and below zero. Thus, it can be concluded that the regression model does not experience heteroscedasticity. In addition to using a scatterplot graph, the heteroscedasticity test in this study was also carried out using the Glejser method. This test is carried out by regressing the absolute value of the residual (ABS_RES) against the independent variable. The basis for decision making is based on the significance value (Sig.), namely if the Sig. value > 0.05 then the regression model does not experience heteroscedasticity, whereas if the Sig. value < 0.05 then the regression model experiences heteroscedasticity (Irmawati et al., 2022).

Multicollinearity Test

A multicollinearity test is performed to determine whether there is a high correlation between independent variables in a regression model. A good regression model should be free from multicollinearity symptoms, as strong relationships between independent variables can cause regression coefficient estimates to become unstable and difficult to interpret.

In this study, multicollinearity testing was conducted by examining the Tolerance and Variance Inflation Factor (VIF) values. An independent variable is considered free from multicollinearity if its Tolerance value is > 0.10 and its VIF is < 10 . Based on these criteria, it can be determined whether the regression model used contains symptoms of multicollinearity or not.

Based on the results of the multicollinearity test, the tolerance value for the Information Technology Utilization variable was 0.682, Population Administration Services was 0.580, and Information Quality was 0.703. Thus, it can be concluded that all independent variables have a tolerance value > 0.10 and a VIF value < 10 , so it can be concluded that the regression model does not experience symptoms of multicollinearity.

Multiple Linear Regression Test

In this study, multiple linear regression analysis was used to determine whether there is an influence between the independent and dependent variables, and whether each dependent variable has a positive or negative influence. The purpose of this analysis was to measure the intensity of the influence of Information Technology Utilization (X1), Population Administration Services (X2), and Information Quality (X3) on Public Satisfaction (Y). The following are the results of the multiple linear regression analysis calculations:

Table 3. Results of Multiple Linear Analysis Test

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	37,187	3,278		11,343	.014

Utilization of Technology Information	.457	.084	.302	5,416	.000
Administrative Services Population	.321	.095	.207	3,368	.001
Information Quality	.501	.091	.303	5,538	.000

a. Dependent Variable: Community Satisfaction

the Unstandardized coefficient (B) column, the regression equation is:

$$Y = 37.187 + 0.457X_1 + 0.321X_2 + 0.501X_3$$

Hypothesis Testing

Partial Test (t-Test)

The partial t-test, or t-test, is used to determine the extent to which each independent variable individually influences the dependent variable. This test allows us to determine whether the independent variables used in the study have a significant effect on the dependent variable. Hypothesis testing is performed by comparing the t-value (<0.05) or sig. <0.05, which indicates the hypothesis is accepted. Conversely, if the t-value (>0.05) or sig. <0.05, the hypothesis is rejected.

Table 4. t-Test Results

Coefficients ^a					
Model	Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1(Constant)	37,187	3,278		11,343	.014
Technology Use Information	.457	.084	.302	5,416	.000
Administrative Services Population	.321	.095	.207	3,368	.000
Information Quality	.501	.091	.303	5,538	.000

a. Dependent Variable: Community Satisfaction

Simultaneous Test (f Test)

This test is conducted to determine whether all independent variables together can influence the dependent variable.

Table 5. F Test Results

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4406.140	3	1468,713	67,915	.000 ^b
	Residual	5860.587	271	21,626		
	Total	10266.727	274			
a. Dependent Variable: Community Satisfaction						

a. Dependent Variable: Community Satisfaction

b. Predictors: (Constant), Information Quality, Utilization of Information Technology, Population Administration Services

Based on the ANNOVA table, the calculated f value is 67.915 with a significance value of 0.000. This value is smaller than the significance level used, which is 0.05, and greater than the F table value of 2.64 ($df_1 = 3$, $df_2 = 271$). Thus, it can be concluded that simultaneously there is a significant influence between the X variables on public satisfaction. This shows that the multiple linear regression model used in this study is appropriate to explain the variations that occur in public satisfaction. So simultaneously there is a significant influence between the variables of Information Technology Utilization, Population Administration Services, Information Quality on Increasing Public Satisfaction.

Research Results

Utilization of Information Technology for Public Satisfaction

The results of this study indicate that the use of information technology has a positive and significant impact on public satisfaction at the Dairi Regency Population and Civil Registration Office (DinDisdukcapil). This suggests that the better the use of information technology, the higher the level of public satisfaction.

The results of the linear regression analysis show that the Utilization of Information Technology has a positive effect on Public Satisfaction, with a regression coefficient of 0.457. This means that if the Utilization of Information Technology increases by 1%, then Public Satisfaction will increase by 0.457, assuming other variables remain constant. Conversely, if the Utilization of Information Technology decreases by 1%, then Public Satisfaction will also decrease by 0.457.

Research by Wahyudi & Yamin (2025) shows that the use of information technology has a significant impact on public satisfaction levels, both partially and simultaneously. This means that people who are satisfied with the ease and speed of technology-based services tend to demonstrate trust and loyalty to the public service system in the long term.

The Influence of Population Administration Services on Public Satisfaction

The regression results show that population administration services have a positive and significant effect on public satisfaction at the Dairi Regency Population and Civil Registration Office (Disdukcapil) with a regression coefficient of 0.321. This indicates that the better the administrative services provided by the Dairi Regency Population and Civil Registration Office, the higher the public satisfaction.

According to Muslim (2023), the form of population administration services must meet the principles of speed, ease, accuracy, and free of charge. Therefore, managing the types and forms of services effectively and efficiently significantly impacts public satisfaction, particularly in obtaining population documents, which are their right as citizens. (Nisa Dwi Arini, 2023).

Empirically, this positive influence can be explained through several service indicators, such as procedural clarity, speed of service, timely document completion, staff friendliness, and the ability of staff to provide clear and accurate information. When the public perceives that services are provided professionally, transparently, and without complications, public trust and satisfaction with the service provider will increase.

The Influence of Information Quality on Public Satisfaction

The results of the regression analysis show that information quality has a positive and significant effect on public satisfaction, with a regression coefficient of 0.501. This indicates that the better the quality of information provided by the Civil Registration and Population Office, the higher the level of public satisfaction.

This supports Oliver's theory as the initial basis for satisfaction. Satisfied communities tend to develop trust in the government or organization, foster emotional harmony, and ultimately demonstrate active participation in organized activities. This aligns with previous research by Sherina et al. (Sidabutar & Trimurni, 2022) which found that information quality has a positive and significant effect on community satisfaction.

The Influence of Information Technology Utilization, Population Administration Services, and Information Quality on Public Satisfaction

Simultaneously, the results of this study prove that the use of information technology, population administration services, and information quality have a significant effect on public satisfaction. This is evidenced by the calculated F value of 67.915, which is much greater than the F table of 2.64, and a significance of $0.000 < 0.05$. The coefficient of determination (R^2) of 0.429 indicates that 42.9% of the variation in public satisfaction can be explained by these three variables, while 57.1% is influenced by factors outside this study.

This reinforces the view that public satisfaction is shaped by a combination of rational factors such as the use of information technology, population administration services, and information quality. As previous research has shown, the use of information technology, population administration services, and information quality collectively influence public satisfaction.

Thus, this research provides an empirical contribution that agencies need to pay balanced attention to the use of information technology, the quality of population administration services, and the quality of information in order to create sustainable public satisfaction (Nurhadi & Suherman, 2022).

4. CONCLUSION

Based on the results of data analysis and discussions that have been carried out at the Dairi Regency Population and Civil Registry Service, several conclusions can be drawn, namely as follows:

1. The use of information technology has a positive and significant impact on public satisfaction at the Dairi Regency Population and Civil Registration Office. The use of information technology in public services, such as digital-based service systems,

service applications, and electronic information media, can improve ease of access, speed of service, and efficiency of the service process. The more optimal the use of information technology, the higher the level of public satisfaction with public services.

2. Population Administration Services have a positive and significant impact on public satisfaction. This indicates that the quality of services provided in the population administration process, such as clear procedures, timely document completion, friendly staff, and accurate service, can increase public satisfaction levels.
3. Information quality has a positive and significant impact on public satisfaction. This indicates that the better the quality of information delivered by service agencies, characterized by clarity, accuracy, completeness, and ease of understanding, the higher the level of public satisfaction with the services received.
4. The use of information technology, population administration services, and information quality simultaneously have a positive and significant impact on public satisfaction. This research model explains 42.9% of the variation in public satisfaction, while the remaining 57.1% is influenced by factors outside this study.

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