

ABSTRAK

Perkembangan ilmu teknologi dan komunikasi dapat diaplikasikan pada pelayanan pemerintah untuk memenuhi kebutuhan masyarakat. Dalam mengukur kualitas pelayanan pemerintahan tersebut, dapat diambil tindakan analisis dan pengaruh e-government service quality. Penelitian ini bertujuan untuk mengetahui hubungan dan pengaruh e-government service quality pada layanan paspor online di Indonesia khususnya pada Kantor Imigrasi Jakarta Barat. Sampel yang digunakan dalam penelitian ini sebanyak 97 pemohon layanan paspor online periode tahun 2012. Penelitian ini diuji dengan analisis korelasi dan regresi dibantu dengan menggunakan aplikasi SPSS. Setelah dilakukan penelitian, terdapat hasil bahwa semua variabel berhubungan dan berpengaruh pada e-government quality layanan paspor online.

Kata kunci : e-government, e-government service quality, service quality, Direktorat Jenderal Imigrasi, paspor online

ABSTRACT

The development of science and communication technology can be applied to government services to meet the needs of the community. In measuring the quality of government services, an analysis of the e-government may provide a way. This study aims to determine the correlation and effect on online passport services e-government service quality in Indonesia, especially in West Jakarta Immigration Office. The sample used in this study were 97 online passport service applicants in the period of year 2012. This study tested by the correlation and regression analysis aided by SPSS application. In result of the research, the output suggested that all the variables are related and effected the online passport services e-government quality.

Keywords : e-government, e-government service quality, service quality, Directorate General of Immigration, online passport