

ISRG Journal of Arts, Humanities and Social Sciences (ISRGJAHSS)



ISRG PUBLISHERS

Abbreviated Key Title: ISRG J Arts Humanit Soc Sci

ISSN: 2583-7672 (Online)

Journal homepage: <https://isrgpublishers.com/isrgjahss>

Volume – IV Issue - V (September-October) 2026

Frequency: Bimonthly



Evaluating the Quality of Population Administration Services: An Integrated CIPP and SERVQUAL Approach in Merauke, Indonesia

¹Kusmiati, ²Dwi Suharkono, ³Roos Widjajani

^{1, 2, 3} Universitas Merdeka Malang, Indonesia

| Received: 02.09.2026 | Accepted: 05.09.2026 | Published: 12.09.2026

*Corresponding author: Kusmiati

Abstract

The quality of population administration services can still face limitations even when interactions between officials and the public are well-established, particularly when infrastructure and support systems are inadequate. This study aims to evaluate the quality of population administration services and identify supporting and inhibiting factors in Seringgu Jaya Village, Merauke Regency, Indonesia. The study employed a descriptive quantitative approach with an evaluative design. Data were collected from 30 purposively selected service users using a five-point Likert-scale questionnaire, supported by observation and documentation. CIPP (Context, Input, Process, Product) was used as the primary evaluation framework, while SERVQUAL served as a complementary perspective in assessing service quality. Data were analyzed using descriptive statistics based on the average value of each indicator. The results showed that service quality was generally assessed positively, particularly in terms of clarity of procedures and requirements, information transparency, free service, and the quality of interactions between officials and the public. Conversely, limitations in facilities, processing speed, and accuracy of document completion remained key weaknesses, exacerbated by constraints on internet networks, electricity supply, and suboptimal service digitalization. These findings suggest that the quality of good interactions between officials has not been fully accompanied by adequate support system capacity. The use of CIPP with a SERVQUAL perspective provides a more comprehensive understanding of service quality by linking user experience with the conditions of the service delivery system.

Keywords: Population Administration; Public Service Quality; CIPP; SERVQUAL; Digital Public Services.

1. Introduction

Public service is a fundamental function of government that reflects the capacity of public institutions to meet the needs and rights of the community effectively, responsively, and fairly. The New Public Service perspective positions the public not merely as customers, but as citizens who have the right to receive quality services and are the center of orientation of government administration (Denhardt & Denhardt, 2015). In the Indonesian context, improving the quality of public services remains a crucial concern because service delivery still faces various challenges in meeting community needs and expectations (Agustin & Mursyidah, 2024). Service quality is a crucial aspect in assessing the performance of public institutions. Parasuraman et al. (1988) explain service quality through five main dimensions: tangibles, reliability, responsiveness, assurance, and empathy. These dimensions provide a basis for understanding the quality of interactions between service providers and the community and the extent to which services are able to meet user needs and expectations.

Population administration is a strategic part of public services because it relates to the legal identity of residents and public access to various government services. In Indonesia, the implementation of population administration is regulated by Law of the Republic of Indonesia Number 24 of 2013 concerning Population Administration, while the principles of public service implementation refer to Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services. The government also establishes technical guidelines for population registration and civil registration through Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 96 of 2019. The development of civil registration demonstrates the government's efforts to expand the inclusiveness of population administration in Indonesia (Central Bureau of Statistics, 2024). Therefore, the quality of population administration services is not only related to the speed of document issuance, but also concerns accessibility, procedural accuracy, facility readiness, apparatus competence, and the ability of the service system to meet community needs.

The development of digital technology has subsequently brought changes to the implementation and evaluation of government service quality. Aljukhadar et al. (2022) developed e-Government Service Quality (EGSQUAL) to describe the quality of electronic-based government services, demonstrating the increasing importance of digital system characteristics in the public service experience. In the Indonesian context, Sonhaji et al. (2024) demonstrated that the integration of information technology in civil registration services can improve service process efficiency. Studies on e-government in Indonesia also demonstrate the importance of system quality and service quality in shaping user satisfaction (Rahmatullah et al., 2025). More recent developments increasingly position the quality of digital public services as a multidimensional construct that needs to be evaluated from a user perspective (Vieira et al., 2026). However, this transformation does not occur uniformly. Service effectiveness remains influenced by the readiness of infrastructure, human resources, service procedures, and the ability of government institutions to adapt technology to regional conditions.

These issues are relevant to the provision of population administration services in Merauke Regency. Previous research has shown persistent challenges to the quality of population

administration services in the Merauke region (Maskikit, 2022; Wibowo et al., 2022). At the Seringgu Jaya Village level, the initial research also revealed issues with service times, information delivery, and the availability of service facilities. In practice, services also face limitations in supporting facilities, timely document completion, internet network stability, backup power availability, and suboptimal digitalization. These conditions demonstrate that the quality of population administration services cannot be adequately understood solely through community experiences when interacting with officers. Service quality is also related to the context of community needs, resource availability, the implementation process, and the service outcomes produced by government institutions.

Previous studies on public services have generally focused on service quality and public satisfaction (Febrianto & Wibawani, 2022; Parmanto & Rahmadanik, 2022), service quality evaluation using SERVQUAL (Yanwar & Suhartini, 2024), and the quality and effectiveness of digital-based government services (Aljukhadar et al., 2022; Sonhaji et al., 2024; Rahmatullah et al., 2025). These studies provide important insights into user experience and public service transformation, but attention to evaluations that simultaneously consider the service context, resource readiness, delivery processes, and service outcomes remains relatively limited. This gap is especially relevant in regions facing infrastructure limitations and the transition to digital services, such as Merauke. In this context, CIPP provides an evaluation framework that includes context, input, process, and product (Stufflebeam, 2003), while SERVQUAL provides a perspective on service quality through tangibles, reliability, responsiveness, assurance, and empathy (Parasuraman et al., 1988).

Based on these gaps, this study uses CIPP as the primary evaluation framework and SERVQUAL as a complementary perspective to evaluate population administration services in Seringgu Jaya Village, Merauke Regency, Indonesia. The study's contribution lies in the complementary use of both perspectives to identify not only the quality of service perceived by the public but also the conditions of the service system that shape its implementation in the context of limited infrastructure and the digital transition. Thus, this study aims to evaluate the quality of population administration services and identify factors that support and hinder the implementation of these services.

2. Literature Review

2.1 Public Service Quality in Population Administration

The quality of public services is a crucial indicator in assessing the government's ability to fulfill the rights and needs of the public through effective, fair, and citizen-oriented services. Service quality reflects the ability of providers to provide services that meet the needs and expectations of the public (Hardiansyah, 2018). From the New Public Service perspective, public services emphasize not only administrative efficiency but also the creation of public value through responsive and accountable services (Denhardt & Denhardt, 2015). In population administration services, service quality plays a strategic role because it is directly related to citizens' legal identity and access to various social and government services.

The development of population administration in Indonesia shows increasing coverage of civil registration, but service quality still faces challenges in the form of disparities in access, institutional capacity, and infrastructure readiness in various regions (Central

Statistics Agency, 2024). This situation emphasizes that the success of population administration services is measured not only by the availability of population documents, but also by the government's ability to provide services that are fast, accessible, transparent, and sustainable.

2.2 SERVQUAL as a Service Quality Perspective

SERVQUAL, developed by Parasuraman et al. (1988), is one of the most widely used models for measuring service quality based on user perceptions. This model describes service quality through five dimensions: tangibles, reliability, responsiveness, assurance, and empathy, which represent facility quality, service reliability, staff responsiveness, professionalism, and attention to community needs.

In the public sector, SERVQUAL remains relevant for evaluating public experiences with government services. Research on administrative services in Indonesia shows that service quality influences public satisfaction, particularly through the dimensions of reliability, responsiveness, and service assurance (Febrianto & Wibawani, 2022; Parmanto & Rahmadanik, 2022). Subsequent research also showed that limited physical facilities, technological competence of officials, and service consistency remain factors influencing public service quality.

As digital services evolve, the concept of service quality has also expanded. Aljukhadar et al. (2022) developed e-Government Service Quality (EGSQUAL) to measure the quality of electronic government services, while Vieira et al. (2026) developed PS-DigQual as a multidimensional instrument for digital public service quality. However, both approaches maintain the principle that service quality must be assessed from the perspective of the public as service users.

2.3 CIPP Evaluation Framework for Public Service Evaluation

Unlike SERVQUAL, which focuses on service quality, the CIPP (Context, Input, Process, Product) model was developed as an evaluation framework that assesses the overall implementation of a program or service (Stufflebeam, 2003). Evaluation essentially provides a systematic basis for assessing the implementation and outcomes of a program and provides information that can be used in decision-making (Hajaroh, 2019). This model evaluates four main aspects: service needs and environment (context), resources and strategies (input), service implementation (process), and the results achieved (product). This approach allows evaluators not only to determine whether a service is running well but also to explain why a service is successful or experiencing problems.

In population administration services, the use of CIPP is relevant because service quality is influenced by organizational readiness, facilities, human resources, procedures, and the service environment. Meanwhile, research on digital-based public services shows that service success is determined not only by technology, but also by system quality, staff competence, and user experience.

Therefore, this study uses CIPP as the primary evaluation framework, while SERVQUAL serves as a perspective to interpret service quality emerging at each evaluation stage. This complementary approach allows for a more comprehensive evaluation of population administration services, simultaneously considering the conditions, processes, and outcomes of the service.

Based on this theoretical foundation, this study uses CIPP as the primary evaluation framework and SERVQUAL as a complementary perspective to assess service quality. CIPP is used to evaluate context, input, process, and product, while SERVQUAL provides perspective on tangibles, reliability, responsiveness, assurance, and empathy. The research conceptual framework is shown in Figure 1.

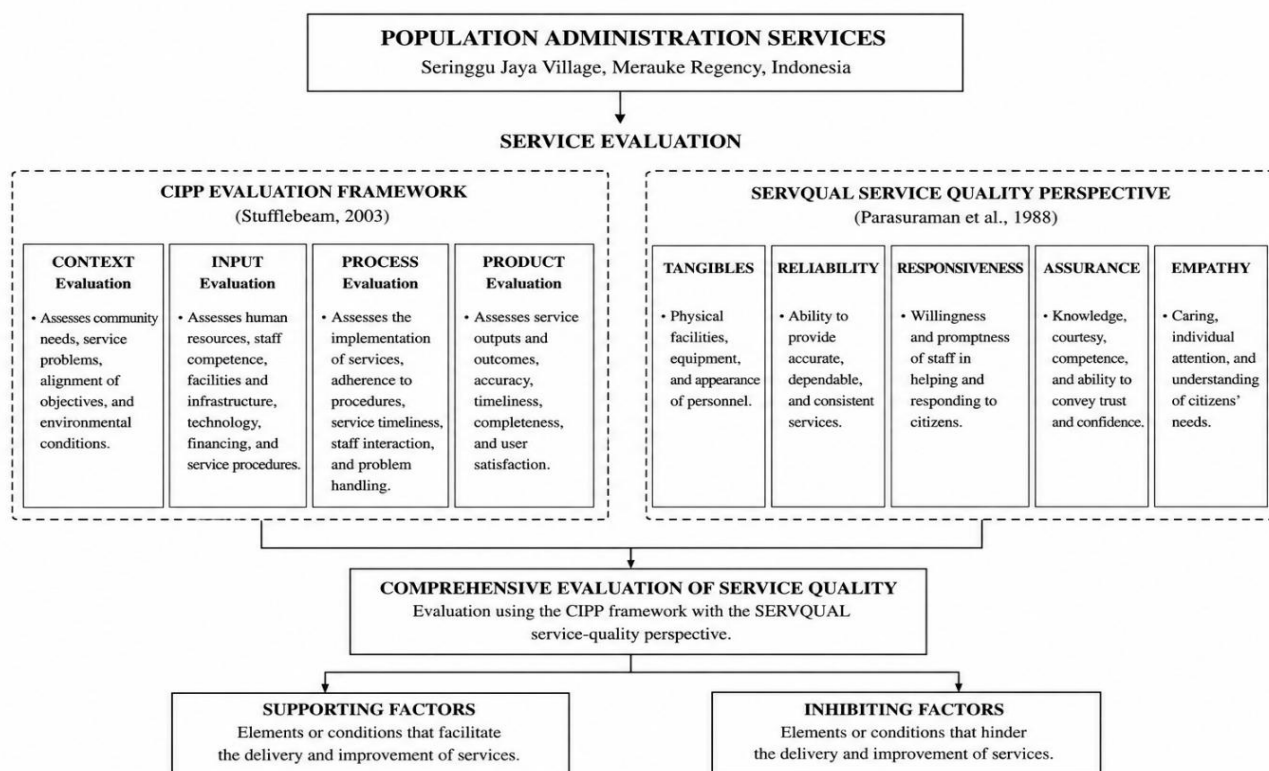


Figure 1. Conceptual Framework for Evaluating Population Administration Service Quality

Source: Authors' conceptualization based on Stufflebeam (2003) and Parasuraman et al. (1988).

3. Research methods

3.1 Research Design and Location

This study uses a descriptive quantitative approach with an evaluative design to evaluate the quality of population administration services based on public perceptions as service users (Creswell, 2018). This approach was chosen because the study does not aim to test causal relationships between variables, but rather to describe service conditions and identify factors that support or hinder their implementation. The evaluation uses the CIPP (Context, Input, Process, Product) framework as the main framework, while SERVQUAL is used as a service quality perspective that includes tangibles, reliability, responsiveness, assurance, and empathy.

The research was conducted in Seringgu Jaya Village, Merauke Regency, South Papua Province, Indonesia. This location was chosen because it provides population administration services that involve direct interaction between officials and the public, and because it faces challenges in service development, particularly related to supporting facilities, internet networks, electricity availability, and service digitization.

3.2 Population and Sample

The study population was the residents of Seringgu Jaya Village who used population administration services, such as processing Resident Identity Cards (KTP), Family Cards (KK), moving letters, certificates, and other population administration services. The community was chosen as the unit of analysis because they have direct experience in receiving and evaluating population administration services.

The sample consisted of 30 service users selected using non-probability sampling with a purposive sampling technique. Respondent criteria included: (1) domiciled in Seringgu Jaya Subdistrict; (2) having used population administration services at the subdistrict office; (3) being at least 17 years old or having an ID card; and (4) being willing to be a respondent. Because a limited number of purposive samples were used, the research results were aimed at providing an empirical picture of the context of the service being studied and were not intended to make broad statistical generalizations.

3.3 Data Collection and Measurement

Primary data were collected through a closed-ended questionnaire administered directly to service users. The instrument used a five-point Likert scale: 1 = very poor, 2 = poor, 3 = fair, 4 = good, and 5 = very good. The questionnaire was used to obtain public assessments of various aspects of service quality. Data collection was also supported by observations of the service process, staff behavior, the condition of facilities and infrastructure, and staff interactions with the public. Documentation in the form of activity reports, guest books, service documentation, and administrative archives were used as supporting data.

Service evaluation is organized using four CIPP components: context to evaluate service needs and conditions; input to evaluate resources and supporting facilities; process to evaluate service implementation; and product to evaluate service outcomes. The SERVQUAL perspective is used to enrich service quality assessment through five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. The focus of evaluation and measurement is summarized in Table 1.

Table 1. Framework for Evaluation and Measurement of Service Quality

Framework	Components/Dimensions	Evaluation Focus
CIPP	<i>Context</i>	Community needs, conditions and service problems
	<i>Input</i>	Human resources, infrastructure, technology and service procedures
	<i>Process</i>	Implementation of procedures, accuracy of service, interaction between officers, and service response
	<i>Product</i>	Service results, accuracy of completion, and perceptions of service results
SERVQUAL	<i>Tangibles</i>	Facilities, service facilities, and appearance of the apparatus
	<i>Reliability</i>	Accuracy, consistency and reliability of service
	<i>Responsiveness</i>	Willingness and speed of the apparatus in helping the community
	<i>Assurance</i>	Competence, courtesy, certainty and trust in service
	<i>Empathy</i>	Attention and concern for community needs

Source: Developed based on Stufflebeam (2003) and Parasuraman et al. (1988).

3.4 Data Analysis Techniques

Data were analyzed using descriptive statistics through editing, coding, and tabulation. Editing was performed to check the completeness of respondents' answers, while coding was performed by assigning scores according to a five-point Likert scale: 1 = very poor, 2 = less good, 3 = fairly good, 4 = good, and 5 = very good. The coded data were then tabulated to obtain the average value

(mean) for each service indicator. The use of average values is in accordance with the descriptive-evaluative objectives of the study and is not intended to test the relationship or influence between variables. The original research manuscript also emphasized that the analysis was conducted descriptively without statistical relationship testing, hypothesis testing, or regression.

The interpretation of the average value is done by dividing the Likert scale range of 1–5 into five assessment categories. The interval width is calculated from the difference between the maximum and minimum scores divided by the number of

categories, namely $(5 - 1) / 5 = 0.80$. Based on this calculation, an average value of 1.00–1.80 is categorized as very poor, 1.81–2.60 as poor, 2.61–3.40 as fair, 3.41–4.20 as good, and 4.21–5.00 as very good. This categorization is used to provide a consistent interpretation of the average value of each service indicator.

The analysis results were then interpreted using CIPP as the primary evaluation framework and SERVQUAL as a service quality perspective to obtain a comprehensive overview of service conditions and identify supporting and inhibiting factors in population administration services. The study did not use hypothesis testing, regression, or causality analysis because the analysis was descriptive-evaluative in nature.

4. Results

4.1 Overview of Service Evaluation Results

The results of the study indicate that population administration services in Seringgu Jaya Village generally received positive reviews from the public, although there were significant differences between service indicators. Aspects that received high ratings primarily related to clarity of procedures and requirements, information transparency, staff attitudes, free service, and staff's ability to interact with the public. Conversely, lower ratings were found for the condition of service facilities, waiting room comfort, speed of service processing, and timeliness of document completion.

4.2 Evaluation Results Based on CIPP

In the context component, easy-to-understand service procedures received an average score of 4.27, while clarity of document processing requirements received a score of 4.53. Both indicators are in the very good category. These results indicate that the public has generally received clear information regarding the procedures and requirements for population administration services. However,

observations indicate that some people still require direct explanations from officers, especially when processing documents for the first time or when there are changes to service requirements.

In the input component, service facilities received an average score of 2.57, while waiting room conditions received a score of 2.60. Both indicators are in the poor category. Conversely, the use of language that is easily understood by the public received a score of 4.37, while the absence of additional fees outside the provisions received a score of 4.63, and both are in the very good category. Observations also showed that the waiting room, file submission, and document completeness checks are still in the same room, which can reduce public comfort during service.

In the process component, transparency of information regarding service times and procedures scored 4.27. The staff's friendly and polite attitude and fair service without discrimination each scored 4.43, while the staff's ability to understand the community's social and cultural conditions scored 4.23. All of these indicators were in the very good category. However, the speed of the service process only scored 2.60, which is in the poor category. The findings in the process evaluation primarily reflect the responsiveness, assurance, and empathy aspects from a SERVQUAL perspective, with the main weakness being the speed of service.

In the product component, public satisfaction with the service received an average score of 3.90, while the service's suitability to public expectations received a score of 4.03. Both indicators are in the good category. However, the accuracy of document completion within the promised timeframe only received a score of 2.57, which is considered poor. These results indicate that the public generally views the service outcome positively, but the timeliness of document completion remains an aspect that needs improvement.

Table 2. Summary of CIPP Evaluation Results on Population Administration Services

Component	Indicator	Average	Category
Context	Easy to understand service procedures	4.27	Very good
	Requirements are clearly stated	4.53	Very good
Input	Adequate service facilities	2.57	Not good
	The waiting room conditions are adequate and comfortable.	2.60	Not good
	Officers use language that is easy to understand	4.37	Very good
	There are no additional costs outside the provisions	4.63	Very good
Process	The service process is carried out quickly	2.60	Not good
	Time and procedure information is communicated openly	4.27	Very good
	The officers were friendly and polite	4.43	Very good
	Officers serve fairly without discrimination	4.43	Very good
	Officers understand the social and cultural conditions of the community	4.23	Very good
Product	Documents were completed within the promised time	2.57	Not good
	The public feels satisfied with the service	3.90	Good
	Services according to community expectations	4.03	Good

Source: Processed research data.

Table 2 shows that the highest score, 4.63, was for the indicator regarding the absence of additional costs outside the provisions, while the lowest score, 2.57, was for the indicator regarding the

adequacy of service facilities and the timeliness of document completion. Overall, indicators related to interactions between officials and the public received higher ratings than those related to facilities, speed of service, and timeliness of document completion.

4.3 Supporting and Inhibiting Factors of Service

The research results show that the main supporting factors for population administration services include clear procedures and requirements, open service information, the absence of additional fees, and the competence and attitude of staff. Staff are assessed as being able to provide easy-to-understand explanations and demonstrating a friendly, polite, and fair attitude in providing services. Furthermore, the ability to understand the social and cultural conditions of the community also supports the interaction between staff and service users.

Conversely, service-hindering factors primarily relate to limited facilities and waiting rooms, suboptimal service processing speeds, delays in document completion, incomplete administrative requirements for some service users, internet network disruptions, the lack of backup power sources, and suboptimal digital services. Some service steps are still performed manually, and residents still have to visit the sub-district office in person to complete certain administrative tasks.

Overall, the research results indicate that service interaction and staff behavior received higher ratings than facilities and service process efficiency. This pattern of results forms the basis for further discussion of the quality of population administration services within the CIPP framework and SERVQUAL perspective in the following section.

5. Discussion

The research results show a key pattern: the quality of interactions between officials and the public is relatively stronger than the capacity of the service support system. The public positively assessed the clarity of information, cost transparency, friendliness, fairness, and the ability of officials to understand socio-cultural conditions. Conversely, service facilities, processing speed, and timeliness of document completion remained relatively weak. This pattern suggests that the quality of population administration services cannot be solely measured by overall public satisfaction but needs to be evaluated based on the condition of resources, the service process, and the outcomes received by users.

5.1 Quality of Service Interaction and the Role of Civil Servants

Clarity of procedures and requirements is one of the strengths of population administration services in Seringgu Jaya Village. Clear information helps the public understand the service stages and prepare the necessary documents. However, some people still require direct explanations from officers, especially when accessing services for the first time or encountering unfamiliar requirements. This demonstrates that the availability of administrative information still requires support from effective interpersonal communication.

These findings are reinforced by positive assessments of friendliness, politeness, fairness, use of accessible language, and the ability of officers to understand the socio-cultural conditions of the community. From a SERVQUAL perspective, these conditions primarily reflect assurance and empathy. These findings align with Maskikit (2022) and Parmanto and Rahmadanik (2022), who

highlight the importance of staff competence and quality of interactions in civil service delivery. This is also relevant to the New Public Service perspective, which positions the public as citizens who must be served and valued in the delivery of public services (Denhardt & Denhardt, 2015).

5.2 Infrastructure Limitations, Reliability, and Digitalization

Findings regarding limited facilities and comfort in service spaces indicate that the quality of population administration services is determined not only by the interaction between staff and the public, but also by the readiness of the physical environment that supports the service process. From a SERVQUAL perspective, this condition relates to the tangible dimension, which emphasizes the importance of facilities and amenities as part of the service user experience. Therefore, good interaction quality cannot fully compensate for limited facilities when the public still faces service conditions that are less than comfortable.

Issues with processing speed and document completion accuracy also indicate challenges to the reliability of the service system. From a SERVQUAL perspective, reliability relates not only to the ability of officials to carry out procedures but also to the consistency of service delivery in meeting public expectations and delivering results. This finding aligns with Wibowo et al. (2022), who identified various obstacles in the provision of population administration services in Merauke. This suggests that improving service quality requires a balance between official competence and the capacity of the support system to ensure consistent and timely service delivery.

These conditions are becoming increasingly crucial in the digitalization process of services. Dependence on internet networks and electricity supplies, as well as the persistence of in-person service delivery, demonstrate that digital transformation requires adequate infrastructure readiness. Digitalization is not solely related to the application of technology, but also to the system's ability to provide accessible, stable, and reliable services. This is in line with Aljukhadar et al. (2022) and Vieira et al. (2026), who place system quality and user experience as crucial aspects of digital public services. Catalá-Pérez et al. (2025) also emphasize the importance of citizen perspectives in evaluating digital public services. Therefore, strengthening infrastructure and system reliability are essential prerequisites for digitalization to deliver tangible benefits to the public. However, because this study did not specifically measure the quality of digital services, the interpretation is limited to the role of digitalization as part of the supporting conditions for service delivery.

5.3 CIPP Synthesis and SERVQUAL Perspective

The use of CIPP as the primary evaluation framework and SERVQUAL as a service quality perspective provides a more comprehensive understanding of service conditions. CIPP allows for evaluation of service needs and conditions (context), resource readiness (input), service implementation (process), and service outcomes (product). SERVQUAL complements these evaluations by providing perspectives on tangibles, reliability, responsiveness, assurance, and empathy. Both approaches are used complementary and are not intended to be a one-to-one mapping of their components.

The pattern of results shows that strengths in procedural clarity and staff interaction are coupled with limitations in facilities,

processing speed, and accuracy of document completion. Because the research is descriptive, the pattern does not demonstrate cause-and-effect relationships, but rather identifies areas of the service system that require strengthening. Thus, CIPP helps explain where service limitations are found, while SERVQUAL helps demonstrate how service quality is reflected in community experiences.

The contribution of this research, therefore, is not to develop a new CIPP–SERVQUAL model, but to use CIPP, enriched with a SERVQUAL perspective, to evaluate civil service administration services in the context of limited infrastructure and the digital transition. This approach reveals that relatively strong employee interaction quality can coexist with limited service support system capacity.

5.4 Theoretical and Practical Implications

Theoretically, this research demonstrates that public service quality evaluations gain a more comprehensive understanding when user experiences are placed within the context of service resources, processes, and outcomes. SERVQUAL provides a perspective on quality attributes perceived by the public, while CIPP allows these attributes to be understood within the broader service delivery system. Thus, an overall positive service assessment does not necessarily negate the existence of weaknesses in specific components.

Practically, service improvements need to prioritize improving facilities and service spaces, accelerating document processing and completion, increasing internet network stability, providing backup power sources, and developing digital-based services. At the same time, qualities that have been positively assessed, particularly clarity of information, cost transparency, friendliness, fairness, and staff sensitivity to the community's socio-cultural conditions, need to be maintained. Therefore, service quality improvements need to be directed at strengthening system capacity without compromising the quality of staff interactions, which have been a key service strength.

6. Conclusion

This study shows that the quality of population administration services in Seringgu Jaya Village, Merauke Regency, is generally considered good, but there are still discrepancies between the quality of staff interaction and the readiness of the service support system. The main strengths of the service lie in clear procedures and requirements, openness of information, transparency of costs, and the attitude of staff who are friendly, fair, and able to understand the socio-cultural conditions of the community. Conversely, service facilities, waiting room comfort, processing speed, and timeliness of document completion still require improvement. These limitations are also related to the service process that is not yet fully digital, internet and electricity network disruptions, and suboptimal service infrastructure support.

The use of CIPP as the primary evaluation framework, complemented by the SERVQUAL perspective, provides a more comprehensive understanding of service quality. CIPP helps identify service conditions across context, input, process, and product, while SERVQUAL provides a perspective on quality as perceived by the public. The study's key findings indicate that relatively strong staff interaction can coexist with limited capacity in the service support system. Therefore, improving the quality of population administration services needs to be directed primarily at

strengthening facilities, process reliability, timely document completion, and digital infrastructure readiness, while maintaining the quality of staff interactions that have been positively assessed by the public.

References

1. Agustin, T., & Mursyidah, L. (2024). Improving the quality of public services in Indonesia. *Journal of Economic and Community Empowerment*. <https://doi.org/10.47134/jpem.v1i1.326>
2. Aljukhadar, M., Belisle, J.F., Dantas, D.C., Sénécal, S., & Titah, R. (2022). Measuring the service quality of governmental sites: Development and validation of the e-Government service quality (EGSQUAL) scale. *Electronic Commerce Research and Applications*, 55, 101182. <https://doi.org/10.1016/j.elerap.2022.101182>
3. Catala-Perez, D., de-Miguel-Molina, M., de-Miguel-Molina, B., & Garcia-Ortega, B. (2025). Unveiling digital public services: a citizen-led hybrid approach with mystery shoppers and fsQCA. <https://doi.org/10.1016/j.teler.2025.100257>
4. Central Bureau of Statistics. (2024). Towards inclusivity: Developments in civil registration in Indonesia 2019–2023. <https://www.bps.go.id/id/publication/2024/12/20/216170cff87601ed5864acd>
5. Creswell, J. W. (2018). *Research design: Qualitative, quantitative, and mixed methods approaches* (5th ed.). SAGE Publications.
6. Denhardt, J. V., & Denhardt, R. B. (2015). *The new public service: Serving, not steering* (Expanded ed.). Routledge.
7. Febrianto, A., & Wibawani, C. (2022). The effect of service quality on community satisfaction of public service mall users in Sidoarjo Regency. *Journal of Public Administration*. <https://doi.org/10.31289/jap.v12i1.5826>
8. Hajaroh, M. (2019). *Policy and program evaluation theory tree: Methods, values and assessing, use*. FOUNDASIA, 9(1). <https://doi.org/10.21831/foundasia.v9i1.26149>
9. Hardiansyah. (2018). *Quality of public services: Concept, dimensions, indicators, and implementation*. Gava Media.
10. Law of the Republic of Indonesia Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration. (2013).
11. Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services. (2009).
12. Long, Y., Yang, K., Huang, R., Yuan, G., & Xia, Y. (2025). Enhancing citizen satisfaction with mobile government services in China: The mediating role of trust in service quality and perceived value. *Telematics and Informatics*, 102355. <https://doi.org/10.1016/j.tele.2025.102355>
13. Maskikit, CME (2022). Quality of Public Services at the Population and Civil Registration Service of Merauke Regency. *Karya Dharma Administrative Journal*, 1(1), 31-54. <https://doi.org/10.67138/jakd.v1i1.7>
14. Ministry of Home Affairs of the Republic of Indonesia. (2019). Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 96 of 2019

concerning guidelines for procedures for population registration and civil registration.

15. Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *Journal of Retailing*, 64(1), 12–40.
16. Parmanto, AL, & Rahmadanik, D. (2022). Quality of public services in the field of population administration in Bongkaran Village. *PRAJA observer: Journal of Public Administration Research* (e-ISSN: 2797-0469), 2(04), 34-39. <https://www.aksiologi.org/index.php/praja/article/view/769>
17. Rahmatullah, R., Habibi, A., Khaeruddin, K. et al. A study of user satisfaction and net benefits in Indonesia through the DeLone and McLean Model for E-Government Success. *Discov Sustain* 6, 710 (2025). <https://doi.org/10.1007/s43621-025-01645-4>
18. Sonhaji, AI, Anityasari, M., & Er, M. (2024). IT-based Lean Six Sigma implementation in civil registration: lessons learned from an Indonesian context. *Cogent Business & Management*, 11(1), 2396047. <https://doi.org/10.1080/23311975.2024.2396047>
19. Stufflebeam, D. L. (2003). The CIPP Model for Evaluation. In: Kellaghan, T., Stufflebeam, D.L. (eds) *International Handbook of Educational Evaluation*. Kluwer International Handbooks of Education, vol 9. Springer, Dordrecht. https://doi.org/10.1007/978-94-010-0309-4_4
20. Vieira, K.M., dos Reis Lehnhart, E., Battistella, L.F., Alves, J.N., da Silva Zonatto, V.C., Ravanello, R.P., & Flôres, F.D. (2026). PS-DigQual: scale development and validation for digital public service quality. *Quality & Quantity*, 1-31. <https://doi.org/10.1007/s11135-026-02790-2>
21. Wibowo, JB, Maskikit, C., & Warman, A. (2022). Population Administration Services at the Merauke District Office. *Karya Dharma Administrative Journal*, 1(2), 37-57. <https://doi.org/10.67138/jakd.v1i2.9>
22. Yanwar, SG, & Suhartini, S. (2024). Analysis of Public Service Quality using the Service Quality and Importance Performance Analysis Methods at the Soko District Office, Tuban Regency. *JRST (Journal of Science and Technology Research)*, 8(2), 115–126. <https://doi.org/10.30595/jrst.v8i2.18677>

Z