International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

# The Influence of System Quality, Information Quality, and Service Quality on User Satisfaction of the M-Passport Application at the Class I TPI Bandar Lampung Immigration Office

**Putri Rachma Sholeha[1*], Yulianto[2] , Ahmad Rifa'i[3]**

[1,2,3]Faculty of Social and Political Sciences, University of Lampung
Jalan Prof. Dr Jl. Prof. Dr. Ir. Sumantri Brojonegoro No.1, Kota Bandar Lampung, Lampung, Indonesia 35141

Email : [1]putrirachmasholeha@gmail.com , [2]yulianto@fisip.unila.ac.id , [3]ahmad.rifai@fisip.unila.ac.id

**Abstract**

*In today's digital era, information technology plays an important role in improving the quality of public services. One of the innovations implemented by the Class I TPI Bandar Lampung Immigration Office is the use of the M-Passport application to facilitate the online passport application process. This study aims to analyze the effect of system quality, information quality, and service quality on the satisfaction of M-Passport application users at the Class I TPI Bandar Lampung Immigration Office. The method used in this study is a survey with a quantitative approach. Specifically, system quality has a strong influence on user satisfaction, followed by information quality and service quality. Positive assessments of system quality, information, and service indicate that the M-Passport application has met user needs in terms of reliability, ease of use, and response speed. Thus, this study concludes that in order to improve user satisfaction of the M-Passport application, the Class I TPI Bandar Lampung Immigration Office needs to continue to improve the quality of the system, information, and services provided. This study is expected to provide insight for M-Passport application managers and related agencies in efforts to improve public services based on information technology.*

**Keywords: System Quality; Information Quality; Service Quality; M-Passport**



Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

## INTRODUCTION

In today's digital era, information technology plays an important role in improving the quality of public services. One of the innovations implemented by the Class I TPI Bandar Lampung Immigration Office is the use of the M-Passport application to facilitate the online passport application process. This application is expected to increase efficiency, reduce queues, and provide convenience for users in accessing immigration services. However, although this application has good intentions, it is important to evaluate the extent to which the quality of the system, information, and services provided can affect the satisfaction of application users.

System quality is a major factor that determines the success of an application. A good system must be able to provide fast, reliable, and easy-to-use performance for its users. In the context of the M-Passport application, system quality includes various technical aspects such as access speed, system stability, and ease of navigation. Users who feel comfortable with the system performance tend to be more satisfied and continue to use the application for passport administration needs. In addition to system quality, information quality also plays a very important role in influencing user satisfaction. The information presented in the application must be clear, complete, easy to understand, and relevant to user needs. M-Passport application users need to get accurate information regarding passport application procedures, document requirements, and application status. Poor information quality can cause user confusion, which in turn can reduce their level of satisfaction with the application.

Equally important, service quality also affects user satisfaction. Good service can improve the user experience in using the M-Passport application. This includes responsiveness from officers, empathy, and ease in getting help or further information related to the application. Fast and friendly service can provide a sense of trust and comfort to users, which ultimately contributes to their satisfaction with the application.

## RESEARCH METHODS

Quantitative research is a research method that emphasizes a number-based approach in the process of collecting, analyzing, and interpreting data. This method is suitable for studying phenomena that can be measured mathematically and statistically. Typically, data is collected from a representative population or sample, with the aim of identifying patterns, relationships between variables, or significant differences in the data. This research is often used to produce objective findings that can be generalized to a wider population.



Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

## RESULTS AND DISCUSSION

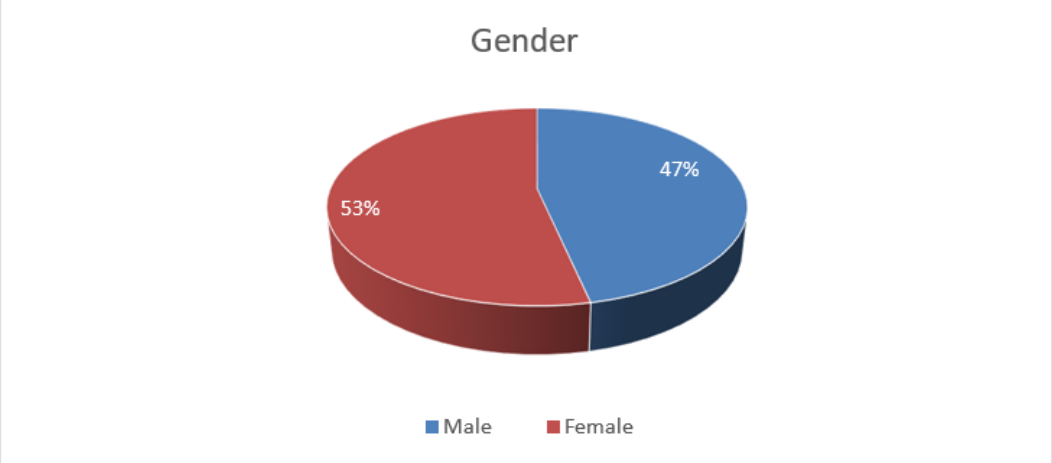



**Figure 1.** Respondent Characteristics by Gender
Source: Appendix 5

The percentage of respondent characteristics based on gender can be seen in Figure 1, which illustrates that the majority of respondents are women, namely 71 people (53%), while male respondents number 62 people (47%) of the total. This shows that the need or application for a passport is more often submitted by women than men, indicating that women tend to travel abroad more often.

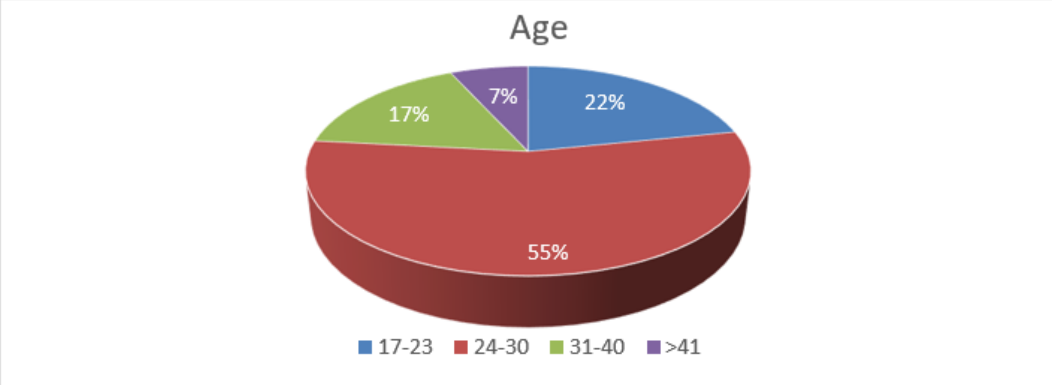



**Figure 2.** Respondent Characteristics Based on Age
Source: Appendix 5

The comparison of the percentage of respondents based on age is shown in Figure 2. The data shows that the majority of respondents are in the age range of 24-30 years


Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

(55%), followed by respondents aged 17-23 years (22%), then respondents aged 31-40 years (17%), while respondents aged > 41 years are only 7%.

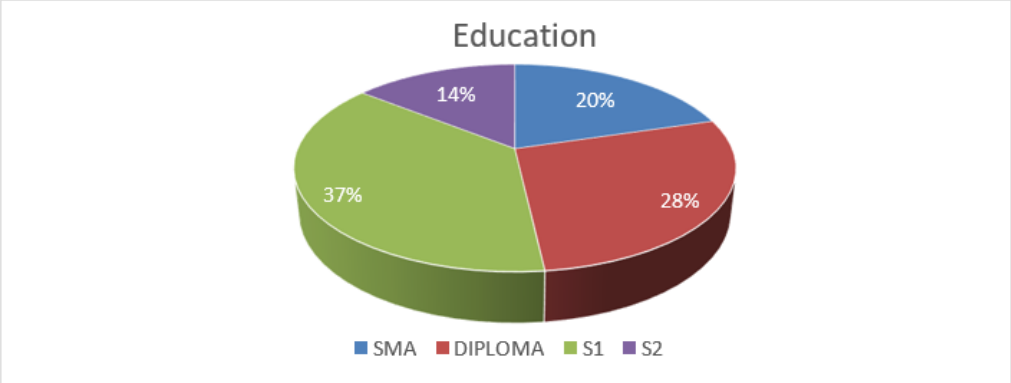



**Figure 3.** Respondent Characteristics Based on Education
Source: Appendix 5

Respondent characteristics based on education level are shown in Figure 3. The data shows that the majority of M-Passport users have a Bachelor's/S1 education qualification (37%), followed by respondents with a Diploma education (28%), then high school education (20%), and finally respondents with a Master's/S2 education which only reached 14%.

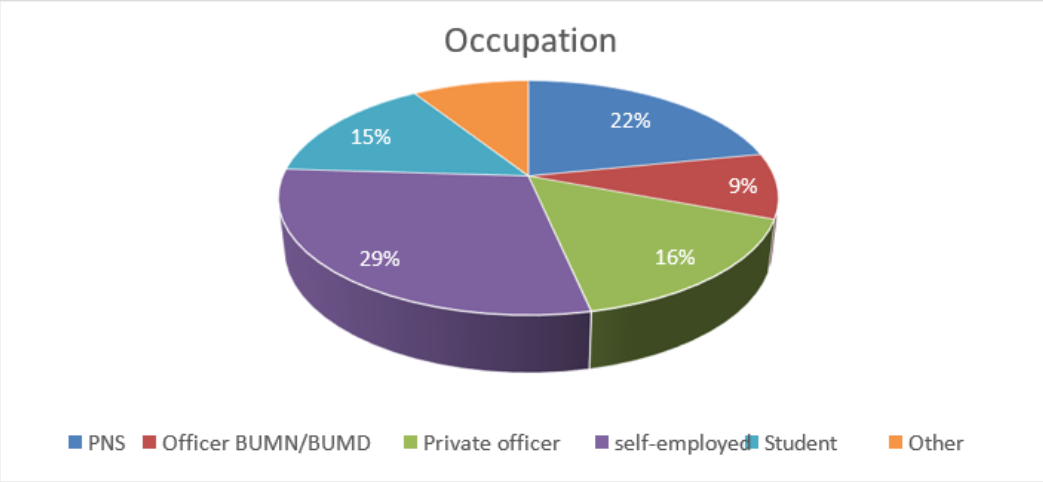



**Figure 4.** Respondent Characteristics by Occupation
Source: Appendix 5


Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

Respondents' characteristics based on their type of work can be seen in Figure 4. The data shows that the majority of M-Passport users work as self-employed, as many as 39 people (29%). Respondents with jobs as civil servants are in the next position with 29 people (22%), followed by private employees as many as 21 people (16%), students as many as 20 people (15%), and BUMN/BUMD employees and other unknown jobs each as many as 12 people (9%).

**Table 1.** Frequency Distribution of System Quality Variables

| system quality | | | | | | |
|---|---|---|---|---|---|---|
| Item | SS | S | TS | STS | TOTAL | Mean |
| X1.1 | 74 | 50 | 7 | 2 | 133 | 3.47 |
| | 55,6% | 37,6% | 5,3% | 1,5% | 100% | |
| X1.2 | 81 | 45 | 5 | 2 | 133 | 3.54 |
| | 60,9% | 33,8% | 3,8% | 1,5% | 100% | |
| X1.3 | 75 | 51 | 7 | 0 | 133 | 3.51 |
| | 56.4% | 38.3% | 5.35% | 0% | 100% | |
| X1.4 | 80 | 49 | 4 | 0 | 133 | 3.57 |
| | 60,2% | 36,8% | 3% | 0% | 100% | |
| X1.5 | 74 | 49 | 10 | 0 | 133 | 3.48 |
| | 55,6% | 36,8% | 7,5% | 0% | 100% | |
| **rat-total rat** | | | | | | **3,51** |

Source: Appendix 2

Based on Table 1, as many as 628 respondents (94%) gave positive answers (agree and strongly agree), while 37 respondents (6%) gave negative answers (neither agree nor strongly disagree).

**Table 2.** Descriptive Statistics of System Quality Variables

| Mean | Median | Modus | Std Dev | Var | Max | Min | Sum | Kurtosis | Skewness |
|---|---|---|---|---|---|---|---|---|---|
| 3,51 | 4 | 4 | 0,62 | 0,38 | 4 | 1 | 2338 | 0,57 | -1,69 |

Source: Appendix 6

Based on Table 2, descriptive statistics of system quality variables based on 133 respondents show an average (mean) of 3.51, a median of 4, and a mode of 4. The standard deviation is recorded at 0.62, which is <the mean value, indicating less varied data. The minimum value is 1, the maximum value is 4, and the total value (sum) reaches


Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

2338. In addition, the kurtosis value (data skewness) of 0.57 and skewness (data slope) of -1.62 are in the range of -2 to 2, indicating that the data is normally distributed.

**Table 3.** Frequency Distribution of Information Quality Variables

| Information Quality | | | | | | |
|---|---|---|---|---|---|---|
| Item | SS | S | TS | STS | TOTAL | Mean |
| X2.1 | 73 | 51 | 8 | 1 | 133 | 3.47 |
| | 54,9% | 38,3% | 6% | 0,8% | 100% | |
| X2.2 | 73 | 54 | 4 | 2 | 133 | 3.49 |
| | 54,9% | 40,6% | 3% | 1,5% | 100% | |
| X2.3 | 72 | 60 | 1 | 0 | 133 | 3.53 |
| | 54.1% | 45.1% | 0,8% | 0% | 100% | |
| X2.4 | 69 | 57 | 5 | 2 | 133 | 3.45 |
| | 51,9% | 42,9% | 3,8% | 1,5% | 100% | |
| X2.5 | 67 | 58 | 7 | 1 | 133 | 3.44 |
| | 50,4% | 43,6% | 5,3% | 0,8% | 100% | |
| **rat-total rat** | | | | | | **3,46** |

Source: Appendix 2

Based on Table 3, as many as 634 respondents (95.4%) gave positive answers (agree and strongly agree), while 31 respondents (4.6%) gave negative answers (neither agree nor strongly disagree).

**Table 4.** Descriptive Statistics of Information Quality Variables

| Mean | Median | Modus | Std Dev | Var | Max | Min | Sum | Kurtosis | Skewness |
|---|---|---|---|---|---|---|---|---|---|
| 3,51 | 4 | 4 | 0,61 | 0,38 | 4 | 1 | 2312 | 0,69 | -0,88 |

Source: Appendix 6

Based on Table 4, the descriptive statistics of the system quality variable with 133 respondents show an average (mean) of 3.51, a median of 4, and a mode of 4. The standard deviation value of 0.61, which is <mean, indicates less varied data. The minimum value is 1, the maximum value is 4, and the total value (sum) is 2313. In addition, the kurtosis value (data skewness) is 0.69 and the skewness (data slope) is -0.88, both of which are in the range of -2 to 2, so it can be concluded that the data is normally distributed.


Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

**Table 5.** Frequency Distribution of Service Quality Variables

| Service Quality | | | | | | |
|---|---|---|---|---|---|---|
| Item | SS | S | TS | STS | TOTAL | Mean |
| X3.1 | 66 | 60 | 7 | 0 | 133 | 3,44 |
| | 49,6% | 45,1% | 5,3% | 0% | 100% | |
| X3.2 | 67 | 55 | 10 | 1 | 133 | 3,31 |
| | 50,4% | 41,4% | 7,5% | 0,8% | 100% | |
| X3.3 | 66 | 61 | 6 | 0 | 133 | 3,56 |
| | 49,6% | 45,9% | 4,5% | 0% | 100% | |
| **rat-total rat** | | | | | | **3,43** |

Source: Appendix 2

Based on Table 5, as many as 315 respondents (93%) gave positive answers (agree and strongly agree), while 24 respondents (7%) gave negative answers (neither agree nor strongly disagree).

**Table 6.** Descriptive Statistics of Service Quality Variables

| Mean | Median | Modus | Std Dev | Var | Max | Min | Sum | Kurtosis | Skewness |
|---|---|---|---|---|---|---|---|---|---|
| 3,43 | 4 | 4 | 0,65 | 0,38 | 4 | 1 | 1371 | - 0,49 | -0,72 |

Source: Appendix 6

Based on Table 6, the descriptive statistics of the system quality variable with a total of 133 respondents show an average (mean of 3.43, median of 4, and mode of 4. The standard deviation value is recorded at 0.65, which is <mean, indicating less varied data. The minimum value is 1, the maximum value is 4, and the total value (sum) is 1371. In addition, the kurtosis value (data skewness) is -0.49 and the skewness (data slope) is -0.72, both of which are in the range of -2 to 2, so it can be concluded that the data is normally distributed.


Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

**Table 7.** Frequency Distribution of User Satisfaction Variables

| User Satisfaction | | | | | | |
|---|---|---|---|---|---|---|
| Item | SS | S | TS | STS | TOTAL | Mean |
| Y1 | 60 | 60 | 11 | 2 | 133 | 3,34 |
| | 45,1% | 45,1% | 8,3% | 1,5% | 100% | |
| Y2 | 60 | 53 | 18 | 2 | 133 | 3,29 |
| | 45,1% | 39,8% | 13,5% | 1,5% | 100% | |
| Y3 | 51 | 61 | 19 | 2 | 133 | 3,21 |
| | 38,3% | 45,9% | 14,3% | 1,5% | 100% | |
| Y4 | 44 | 69 | 19 | 1 | 133 | 3,17 |
| | 33,1% | 51,9% | 14,3% | 0,8% | 100% | |
| Y5 | 38 | 76 | 17 | 2 | 133 | 3,13 |
| | 28,6% | 57,1% | 12,8% | 1,5% | 100% | |
| Y6 | 23 | 87 | 20 | 3 | 133 | 2,98 |
| | 17,3% | 65,4% | 15% | 2,3% | 100% | |
| **rat-total rat** | | | | | | **3,18** |

Source: Appendix 2

Based on Table 7, as many as 682 respondents (85%) gave positive answers (agree and strongly agree), while 116 respondents (15%) gave negative answers (neither agree nor strongly disagree).

**Table 8.** Descriptive Statistics of User Satisfaction Variables

| Mean | Median | Modus | Std Dev | Var | Max | Min | Sum | Kurtosis | Skewness |
|---|---|---|---|---|---|---|---|---|---|
| 3,43 | 4 | 4 | 0,65 | 0,38 | 4 | 1 | 2542 | - 0,86 | -0,34 |

Source: Appendix 6

Based on Table 8, the descriptive statistics of the system quality variable with 133 respondents show an average (mean) of 3.43, a median of 4, and a mode of 4. The standard deviation value is recorded at 0.65, which is <mean, indicating less varied data. The minimum value is 1, the maximum value is 4, and the total value (sum) is 1371. In addition, the kurtosis value (data skewness) is -0.86 and the skewness (data slope) is -0.34, both of which are in the range of -2 to 2, so it can be concluded that the data is normally distributed.


Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

**Table 9.** Multiple Linear Regression Analysis

| Coefficients[a] | | | | | | |
|---|---|---|---|---|---|---|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .121 | .976 | | .123 | .902 |
| | Sistem Quality | .351 | .088 | .294 | 3.992 | .000 |
| | Information Quality | .195 | .098 | .160 | 1.997 | .048 |
| | Service Quality | .915 | .168 | .478 | 5.458 | .000 |
| a. Dependent Variable: Kepuasan Pengguna M-Paspor | | | | | | |

Source: Appendix 7

$$Y = \alpha + \beta 1\ X1 + \beta 2\ X2 + \beta 3\ X3 + e$$
$$Y = 0{,}121 + 0{,}351X1 + 0{,}195X2 + 0{,}915 + e$$

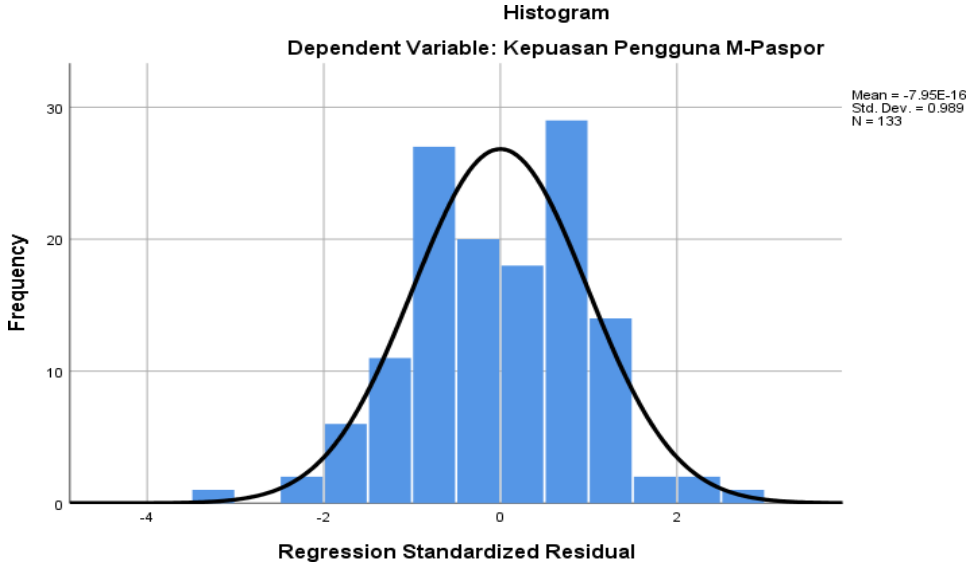



**Figure 5 .** Normality Test Results (Histogram)
Source: Appendix 7

Based on the histogram graph in Figure 5, it can be seen that the data pattern forms a bell-like curve, with the data concentration centered in the middle and thinning out on both sides of the histogram tail. This means that the data is normally distributed.


Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

**Table 10.** Normality Test Results (Kolmogorov-Smirnov)

| One-Sample Kolmogorov-Smirnov Test | | |
|---|---|---|
| | | Unstandardized Residual |
| N | | 133 |
| Normal Parameters[a,b] | Mean | .0000000 |
| | Std. Deviation | 1.63177738 |
| Most Extreme Differences | Absolute | .074 |
| | Positive | .073 |
| | Negative | -.074 |
| Test Statistic | | .074 |
| Asymp. Sig. (2-tailed) | | .069[c] |

Source : Appendix 7

Based on the results of the Kolmogorov-Smirnov test in Table 10, the Asym. Sig. (2-Tailed) value or significance level is 0.69, which is > 0.50. Thus, it can be concluded that the residual value is normally distributed.

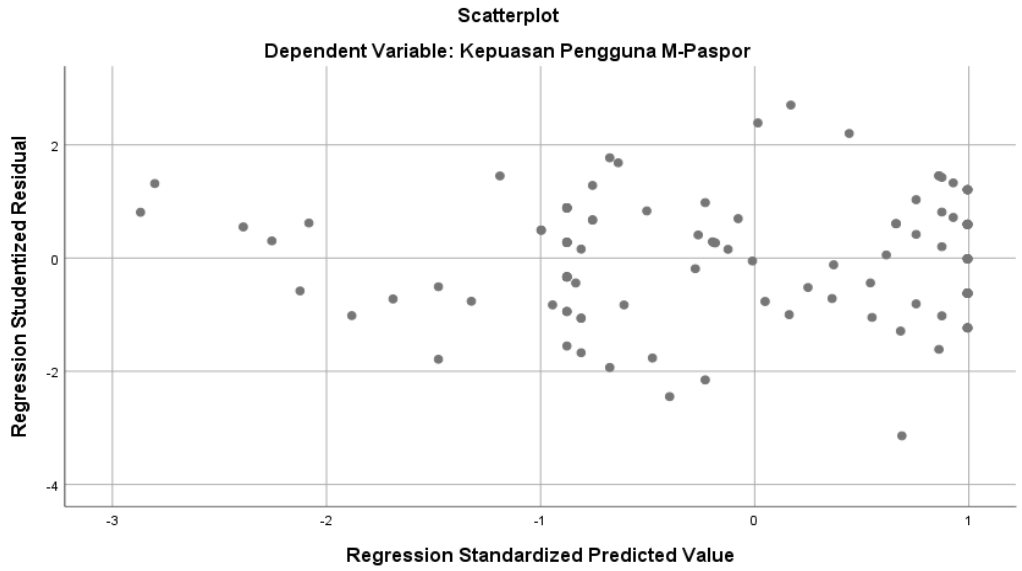



**Figure 6.** Heteroscedasticity Test Results
Source: Appendix 7


Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

Based on Figure 6, it shows that the data distribution pattern in the form of points on the scatterplot does not form a particular pattern or is systematic, so it can be concluded that there is no heteroscedasticity.

**Table 11.** Multicollinearity Test Results

| Coefficients[a] | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | .121 | .976 | | .123 | .902 | | |
| | Sistem Quality | .351 | .088 | .294 | 3.992 | .000 | .339 | 2.946 |
| | Information Quality | .195 | .098 | .160 | 1.997 | .048 | .285 | 3.507 |
| | Service Quality | .915 | .168 | .478 | 5.458 | .000 | .240 | 4.167 |
| a. Dependent Variable: Kepuasan Pengguna M-Paspor | | | | | | | | |

Source : Appendix 6

Based on Table 11, the results of the tolerance value calculation show that there are no independent variables that have a tolerance value <0.10, and there are no VIF values >10. This indicates that there is no multicollinearity in the regression model, so this regression model is suitable for use.

**Table 12.** t-test results

| Coefficients[a] | | | | | | |
|---|---|---|---|---|---|---|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .121 | .976 | | .123 | .902 |
| | Sistem Quality | .351 | .088 | .294 | 3.992 | .000 |
| | Information Quality | .195 | .098 | .160 | 1.997 | .048 |
| | Service Quality | .915 | .168 | .478 | 5.458 | .000 |
| a. Dependent Variable: M-Passport User Satisfaction | | | | | | |

Source : Appendix 8

the t table value by calculating the degrees of freedom used with the formula df = (n – k - 1) namely 133-3-1=129 to obtain a t table of 1.978.


Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

International Journal of Economics, Business and Innovation Research
https://e-journal.citakonsultindo.or.id/index.php/IJEBIR
E-ISSN : 2964-0865
IJEBIR

**Table 13.** F Test Results

| ANOVA[a] | | | | | | |
|---|---|---|---|---|---|---|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 1129.832 | 3 | 376.611 | 138.225 | .000[b] |
| | Residual | 351.476 | 129 | 2.725 | | |
| | Total | 1481.308 | 132 | | | |
| a. Dependent Variable: M-Passport User Satisfaction | | | | | | |
| b. Predictors: (Constant), Service Quality, System Quality, Information Quality | | | | | | |

Source : Appendix 8

Based on Table 13, it can be concluded that the f-count value (138.225) > f-table (3.07) also has a significance value of 0.000, which is far < 0.05. Thus, through this F test, the Ha4 hypothesis is accepted, which states that variables X1, X2, and X3 simultaneously have a significant effect on Y of the M-Passport application.

**Table 14.** Results of Determination Coefficient Test

| Model Summary | | | | |
|---|---|---|---|---|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .873[a] | .763 | .757 | 1.65064 |
| a. Predictors: (Constant), Service Quality, System Quality, Information Quality | | | | |

Source : Appendix 8

Based on Table 14, the adjusted $R^2$ value is 0.757. Based on the interpretation of the determination test results, this value is in the range of 0.60 - 0.79, which shows a strong level of relationship. This means that the independent variable is able to explain 75.7% of the variance of the dependent variable. However, there is still 24.3% of the variance of the dependent variable that cannot be explained by the independent variable in this research model.

## CONCLUSION

Based on the research above, it can be concluded:

1. System quality has a positive and significant influence on user satisfaction of the M-Passport application at the Class I TPI Bandar Lampung Immigration Office. This shows that the better the quality of the system, the higher the level of satisfaction of M-Passport users. Overall, these results are supported by a positive assessment from 94% of respondents regarding the quality of the system, which is considered reliable,


Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

flexible on various devices, easy to navigate, easy to learn, and has a fast response time. This encourages users to utilize the system as a tool in the passport application process.

2. The quality of information has a positive and significant influence on the satisfaction of M-Passport application users at the Class I TPI Bandar Lampung Immigration Office. This shows that the better the quality of information, the higher the satisfaction of M-Passport users. Overall, these results are supported by a positive assessment from 99.2% of respondents regarding the quality of information, which is considered complete, easy to understand, well presented, relevant to needs, and delivered on time, making it interesting to read and increasing the understanding of application users.
3. Service quality has a positive and significant influence on the satisfaction of M-Passport application users at the Class I TPI Bandar Lampung Immigration Office. This shows that the better the quality of service, the higher the satisfaction of M-Passport application users. In general, these results are supported by a positive assessment of 93% on service quality, which is considered reliable, responsive, and empathetic, thus providing a sense of comfort and building trust among application users.
4. Simultaneously, the variables of system quality, information quality, and service quality have a positive and significant influence on the satisfaction of M-Passport application users at the Class I TPI Bandar Lampung Immigration Office. This is supported by the determination coefficient value of 75.7%, which indicates that system quality, information quality, and service quality have a strong influence on the satisfaction of M-Passport application users.

## REFERENCES

Akabar, G. D., & Frinaldi, A. (2023). Pengaruh Kualitas Pelayanan Aplikasi MPaspor terhadap Kepuasan Pengguna Jasa Keimigrasian pada Kantor Imigrasi Kelas II Non TPI Agam. PUBLICNESS: Journal of Public Administration Studies, 2(1), 34-41.

Chaharani, N. A., Adi, T. P., & Hasmi, D. L. (2020). Penerapan aplikasi pendaftaran antrian paspor online (Apapo) dalam perspektif EGovernment. Jurnal Kebijakan Publik, 11(2), 83-88.

Effendy, J. A., & Tanjung, J. (2023). Pengaruh Kualitas Aplikasi, Electronic Word Of Mouth, Dan Kualitas Aplikasi Terhadap Keputusan PembelianKonsumen Shopee.



Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

Jurnal Performa: Jurnal Manajemen dan Start-up Bisnis, 8(1), 20-32.

Febrianti, T., & Fiddin, F. (2024). Pengaruh Kualitas Sistem, Kualitas Informasi, Kualitas Layanan, dan Persepsi Manfaat Terhadap Kepuasan Pengguna Aplikasi SIPD. Jurnal IAKP: Jurnal Inovasi Akuntansi Keuangan & Perpajakan, 5(1, Juni), 29-36.

Galih, F. D., Susanto, B., & Farida, F. (2022, August). Pengaruh Corporate Social Responsibility dan Likuiditas Terhadap Kinerja Keuangan Perusahaan yang Memperoleh Suistainability Reporting Award (Studi Empiris pada Perusahaan Manufaktur yang terdaftar di ASRRAT dan SRA Tahun 2015-2020). In UMMagelang Conference Series (pp. 885-905).

Hardani, H., Andriani, H., Ustiawaty, J., Utami, E. F., Istiqomah, R. R., Fardani, R. A., Sukmana, D. J., & Auliya, N. H. (2020). Buku Metode Penelitian Kualitatif & Kuantitatif (Issue

March). CV Pustaka Ilmu Group Indri, F. Z., & Putra, G. H. (2022). Pengaruh Ukuran Perusahaan Dan Konsentrasi Pasar Terhadap Kualitas Laporan Keuangan Pada Perusahaan Sektor Industri Barang Konsumsi Yang Terdaftar Di Bursa Efek Indonesia Pada Tahun 2016-2020. Jurnal Ilmu Manajemen, Ekonomi Dan Kewirausahaan, 2(2), 236-252.

Istianah,E. , & Yustanti, W. (2022). Analisis Kepuasan Pengguna pada Aplikasi Jenius dengan Menggunakan Metode EUCS (End-User Computing Satisfaction) berdasarkan Perspektif Pengguna. Journal of Emerging Information System and Business Intelligence (JEISBI), 3(4), 36-44.

Prabadhi, I. A., & Rosmaya, M. (2022). Implementation Of Iso 9126 In The Quality Test Of The M-Passport Application At The Class I Non-Tpi Tangerang Immigration Office. Tematics: Technology ManagemenT andInformatics Research Journals, 4(2), 9-19.

Pratama, R. A., & Utami, D. A. (2023). Efektivitas Aplikasi M-Paspor Dalam Aspek Pelayanan Publik Dan E-Government. Jurnal Ilmiah Kajian Keimigrasian, 6(1), 109-118.

Putra, D. N. G., & Raharjo, S. T. (2022). Analisis Pengaruh Kemudahan Penggunaan, Kualitas Layanan, Dan Persepsi Manfaat Terhadap Loyalitas Pengguna Dengan Kepuasan Pengguna Sebagai Variabel Intervening (Studi pada Pengguna Aplikasi Grab di Kota Semarang).Diponegoro Journal of Management, 11(1).

Ramos, I., Yuliati, L. N., & Simanjuntak, M. (2022). The Success of Online Passport Queue Registration Applications Using Delone and Mclean Models. Jurnal Aplikasi Bisnis dan Manajemen (JABM), 8(1), 33-33



Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.

Sugiyono. (2019). Metode Penelitian Kuantitatif dan Kualitatif dan R&D. Alfabeta

Suputra, D. H. A. K. (2022). Pengaruh Kualitas Sistem, Kualitas Layanan Dan Kualitas Informasi Terhadap Kepuasan Pengguna Aplikasi PRO Denpasar (Pelayanan Rakyat Online) Di Kota Denpasar (Doctoral dissertation, Institut Pemerintahan Dalam Negeri).

TOMO, R. (2022). The Influence of the Implementation of Eazy Passport Innovation and Excellent Service on Employee Performance. Jurnal Ilmiah Ekonomi Bisnis, 8(2), 161-169.



Copyright at authors some right reserved this work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.