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ARTICLE

THE EFFECT OF THE QUALITY OF THE E-OPEN SERVICE SYSTEM OF THE POPULATION AND CIVIL REGISTRATION SERVICE ON USER SATISFACTION IN BEKASI CITY

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Abstract

This study aims to analyze the influence of system quality and electronic service quality on the level of user satisfaction of E-Open services in Bekasi City. This study uses a quantitative approach with a descriptive method. The sampling method applied is two-stage sampling, then analyzed using SmartPLS version 3.2.9 to analyze the relationship between variables. The research findings show that system quality has a positive and significant impact on user satisfaction, indicated by a path coefficient value of 0.566 and an F-square value of 0.364. In addition, electronic service quality is also proven to have a significant effect on user satisfaction, with a path coefficient value of 0.346 and an F-square value of 0.136. Simultaneously, both system quality and electronic service quality together have a significant influence on user satisfaction, with an F-count value reaching 703.767. These results strengthen that improvements in the overall quality of systems and electronic services can encourage increased user satisfaction.

Keywords: Electronic Service Quality, E-Open, System Quality, User Satisfaction.

A. INTRODUCTION

Rapid advances in Information and Communication Technology (ICT) have driven change in various sectors, one of which is the public service sector. The Indonesian government has responded to this dynamic through the implementation of e-government, as stipulated in Presidential Regulation Number 95 of 2018 concerning the Electronic-Based Government System (SPBE), which aims to improve bureaucratic efficiency, transparency, and administrative accessibility.

Bekasi City, as an area with significant population growth, expected to reach 2.5 million people by 2023, faces demands for more effective public service delivery. To address this need, the Bekasi City Government, through the Population and Civil Registration Office, initiated a digital platform called E-Open, or Electronic Online Population Services, accessible through http://www.e-open.id. This innovation aims to facilitate the public's online access to population services, from electronic ID card registration to service complaints. The implementation of E-Open aligns with the national digital transformation, which is based on the principles of public service: openness, participation, and accountability (Yogiswara, Noak, & Winaya, 2019). According to diskominfo.bekasikota.go.id, data shows that Bekasi City's SPBE Index increased from 2.78 in 2022 to 3.83 in 2024, reflecting the region's commitment to strengthening its technology-based service system. However, several challenges remain in the implementation process, including the decline in the achievement of the Child Identity Card (KIA) population document target since 2020 (LAKIP Bekasi City Population and Civil Registration Office, 2023).

Problems with e-Open implementation include limited staff numbers and competencies, suboptimal digital infrastructure, and technical system constraints such as network instability and difficulty uploading documents. Furthermore, the public often has negative perceptions of digital systems due to unsatisfactory experiences. This demonstrates that system quality and service quality are central elements in building public satisfaction. Several studies on e-Open have been conducted, including one by Cahya (2022), which found that e-Open significantly positively impacted the quality of population administration services in Bekasi City, involving 100 respondents during the COVID-19 pandemic. Research by Safitri, Yulyana, & Febriantin (2024) shows that e-Open can effectively improve the efficiency and quality of population administration services in Bekasi City, as evidenced by program understanding, goal achievement, tangible changes, and adherence to time targets.

User satisfaction in the context of digital services reflects the success of a system. According to Tjiptono & Diana (2022), satisfaction arises from comparing initial expectations with actual experiences. In this regard, e-Open is required not only to provide final service results but also to ensure a simple, fast, and informative process. Research by Sulma & Zacky W. (2023) shows that system quality and service quality have a positive impact on user satisfaction, despite several shortcomings and areas that need to be addressed.

Based on these conditions, the purpose of this study is to analyze the influence of system quality and electronic service quality on user satisfaction levels for population administration services in Bekasi City. This study also aims to evaluate the effectiveness of e-government implementation as an effort to improve the quality of public services at the local government level.

B. LITERATURE REVIEW

System Quality Theory

The quality of a system reflects how information is processed to produce specific outputs. Furthermore, the quality of an information system also reflects user perceptions, which are formed from their experiences interacting with the system over a period of time. In this context, an information system is considered to be of higher quality if users find it easier to use and more useful (Nelson et al., 2005). Nelson et al. (2005) also divide the dimensions of system quality into five parts, including:

- Accessibility: Accessibility indicates how easily a system and the information within it can be accessed with minimal effort.
- Reliability: Reliability refers to how reliable a system is over a given period of time.
- Response Time: Response time is how quickly a system responds to information requests or user actions.
- Flexibility: Flexibility refers to a system's capacity to adapt to various user needs and changing conditions.
- Integration: Integration refers to the extent to which a system can combine data from various sources to support decision-making.

Electronic Service Quality Theory

According to Parasuraman et al. (2005), e-service quality is defined broadly to encompass all phases of a customer's interactions with a website: the extent to which a website facilitates efficient and effective shopping, purchasing, and delivery. Generally, e-service quality encompasses the entire customer interaction process with a website, specifically the extent to which the website facilitates effective and efficient shopping, purchasing, and delivery. Meanwhile, Vicramaditya (2021) defines e-service quality as a collection of services encompassing various services provided by online companies. These services include information about products or services, distribution processes, transaction or

purchase order procedures, and customer complaint handling. All of these aspects aim to ensure customer convenience and satisfaction in digital transactions.

Based on a study conducted by Parasuraman et al. (2005), there are seven dimensions for measuring e-service quality. These seven dimensions are then divided into four primary dimensions and three recovery dimensions. The following are the 4 (four) main dimensions, namely:

- Efficiency: How easily and quickly users can access and use the site.
- Fulfillment: How well the site fulfills its delivery commitments to customers.
- System availability: The site's technical features and functions work well.
- Privacy: How secure the site is in protecting customer data and information.
- The following are three dimensions of recovery in e-service quality:
- Responsiveness: How quickly and effectively the site handles issues and returns.
- Compensation: The site's responsibility in providing replacements or compensation to consumers in the event of problems.
- Contact: The availability of support facilities via telephone or online media.

E-Open (Electronic Online Population Services)

Through the Bekasi City Population and Civil Registration Office (Disdukcapil), the Bekasi City Government has created an innovative e-service program called E-Open (Electronic Online Population Services). E-Open is a digital website accessible through http://www.e-open.id and can be used by all Bekasi City residents for population administration. E-Open was launched in 2017 as an extension of the Simpaduk (Population Services Information System) application. Furthermore, in March 2020, capitalizing on the COVID-19 pandemic, the Bekasi City Population and Civil Registration Office updated the Simpaduk application to E-Open to maximize the digitalization process and avoid crowds during population administration processes.

User Satisfaction Theory

According to Tjiptono & Diana (2022), customer satisfaction is considered the outcome obtained through the experience of consuming a particular product or service. Meanwhile, according to Rifa'i (2023), satisfaction is influenced by the difference between perceived performance and user expectations. Consumer expectations are formed from previous experiences, the opinions of others, and information and promises conveyed through various media, which can then influence their assessment of a company. According to Tjiptono & Dian (2022), there are six dimensions in measuring customer satisfaction, including:

- Overall Customer Satisfaction: The most efficient method for determining customer satisfaction is to ask them directly how satisfied or dissatisfied they are with the product or service.
- Dimensions of Customer Satisfaction: Various studies have broken down customer satisfaction into its various elements.
- Confirmation of Expectations: In this concept, satisfaction is not measured directly, but is inferred through a comparison between customer expectations and the actual performance of the company's product based on various attributes or dimensions deemed important.
- Repurchase Intention: One method for measuring customer satisfaction is to observe their behavior, such as whether they intend to repurchase the same product or continue using the company's services in the future.
- Willingness to Recommend: For products or services with relatively infrequent or one-time repeat purchases, a customer's willingness to recommend them to family and friends serves as an important indicator that deserves analysis and follow-up.

- Customer Dissatisfaction: Some customer satisfaction experts argue that the understanding and assessment of customer satisfaction to date is often based on the perspective of customer dissatisfaction.

C. RESEARCH METHODOLOGY

This research employs a quantitative approach. As explained by Sugiyono (2022), this approach aims to examine a predetermined population or sample using standardized research instruments, then subject it to statistical analysis to test the validity of the hypotheses formulated in this study. The method employed was descriptive, as the researcher sought to gain an in-depth understanding of efforts to improve service quality through the E-Open program implemented by the Bekasi City Population and Civil Registration Office (Disdukcapil). This descriptive analysis enabled the researcher to determine the effectiveness of E-Open in increasing the efficiency and effectiveness of public services. The data used were quantitative, with primary and secondary sources. Primary data were obtained by distributing questionnaires to 400 Bekasi City residents who had used the E-Open website. Meanwhile, secondary data were obtained from relevant documents and literature, such as relevant laws and regulations, government regulations, and performance reports from the Bekasi City Population and Civil Registration Office. Data collection techniques included questionnaires, literature studies, and document studies.

The population in this study was the entire population of Bekasi City, totaling 2,513,669 people, with sampling using two-stage sampling. In the first stage, a purposive sampling technique was used, followed by random sampling in the second stage. The final number of respondents was calculated using the Slovin formula, resulting in 400 respondents. This study analyzed three main variables: System Quality (X1), Electronic Service Quality (X2), and User Satisfaction (Y), each with various dimensions and indicators measured using a Likert scale. Data analysis used SEM-PLS version 3.2.9, which was chosen for its ability to handle more complex models. In this study, a second-order model was used, where a construct is formed by other constructs. The test was carried out by assessing indicators of reliability (outer loading), internal consistency (Cronbach's Alpha and Composite Reliability), convergent validity, discriminant validity, F-test, path coefficients, coefficient of determination, effect size, and evaluating Standardized Root Mean Square (SRMR). Ethical considerations, including confidentiality and participant consent, were upheld in this study. Limitations such as sample bias and potential response bias were acknowledged to increase transparency and validity of the findings.

D. RESULT AND DISCUSSION

The descriptive analysis of 400 respondents presented in Table 1 shows that 80.5% of respondents were female, 79.5% were between the ages of 17 and 25, and the largest number of respondents resided in South Bekasi District (18.25%). The most frequently received service was reporting lost ID cards (23.5%), and all respondents had used E-Open 100%.

Table 1. Respondent Description

Description	*Category*	*Frequency*	*Percentage*
Gender	Male	78	19.55
	Female	322	80.5%
Age			
	17 – 25 years	318	79.5%
Domicile	26 – 34 years	55	13.75%
	35 – 43 years	15	3.75%
Type of Service Received	44 – 52 years	9	2.25%
	>53 years	3	0.75%

Usage Status			
Description	Bantargebang	28	7%
Gender	West Bekasi	39	9.75%
	South Bekasi	73	18.25%
Age	East Bekasi	43	10.75%
	North Bekasi	31	7.75%
Domicile	Jatiasih	38	9.5%
	Jatisampurna	21	5.25%
Type of Service Received	Medansatria	19	4.75%
	Mustikajaya	17	4.25%
Usage Status	Pondok Gede	35	8.75%
Description	Pondokmelati	35	8.75%
Gender	Rawalumbu	21	5.25%
Age	Issuing a birth certificate	19	4.75%
	Issuing a death certificate	5	1.25%
Domicile	Issuing a family card	38	9.5%
	Issuing an electronic ID card	87	21.75%
Type of Service Received	Replacing an electronic ID card photo	40	10%
	Lost ID card	94	23.5%
Usage Status	Damaged ID card	79	19.75%
Description	Changes to ID card data	9	2.25%
Gender	Changes to family card data	6	1.5%
	Moving domicile between districts in Bekasi City	5	1.25%
Age	Moving domicile outside Bekasi City	18	4.5%
Domicile	Ever used E-Open	400	100%
	Never used E-Open	0	0%
	Total	400	100%

Source: Data Processed by Researchers (2025)

Evaluation of Measurement Model (Outer Model)

The outer model (measurement model) in the first order is a measurement model that specifically describes the causal relationship or relationship between latent variables and their indicators (Hair et al. 2022).

Indicator Reliability

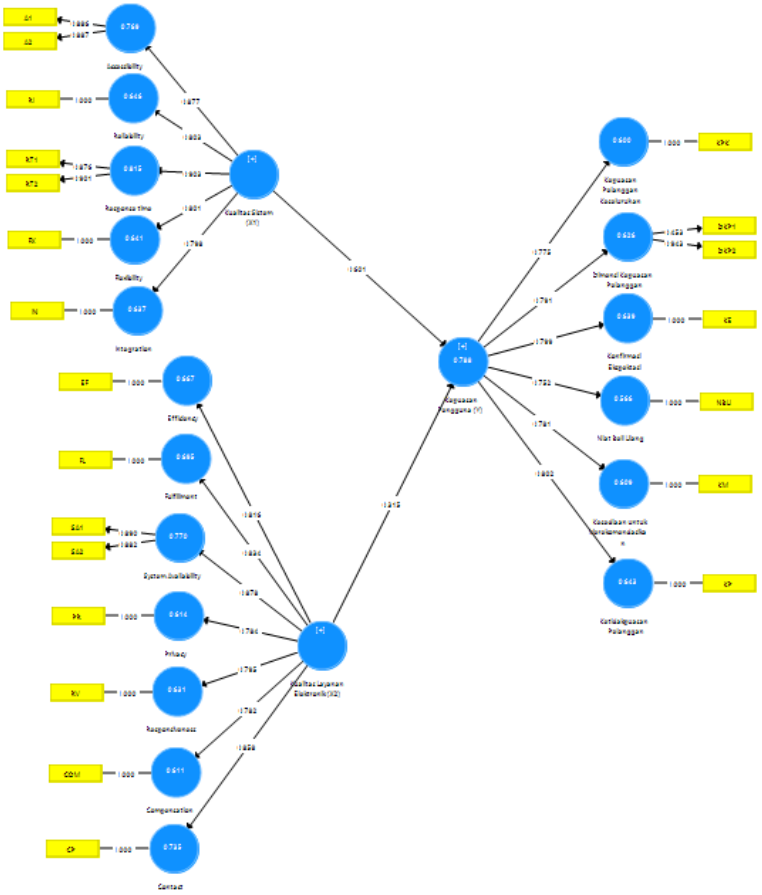

Figure 1. Outer Model before outliers in First Order
Source: SmartPLS 3.2.9 Data Processing Results (2025)

Based on the data processing results, one indicator was found to have an outer loading value <0.70, with an outer loading value of 0.453. According to Hair et al. (2022), evaluation of indicators with values below 0.70 is necessary.

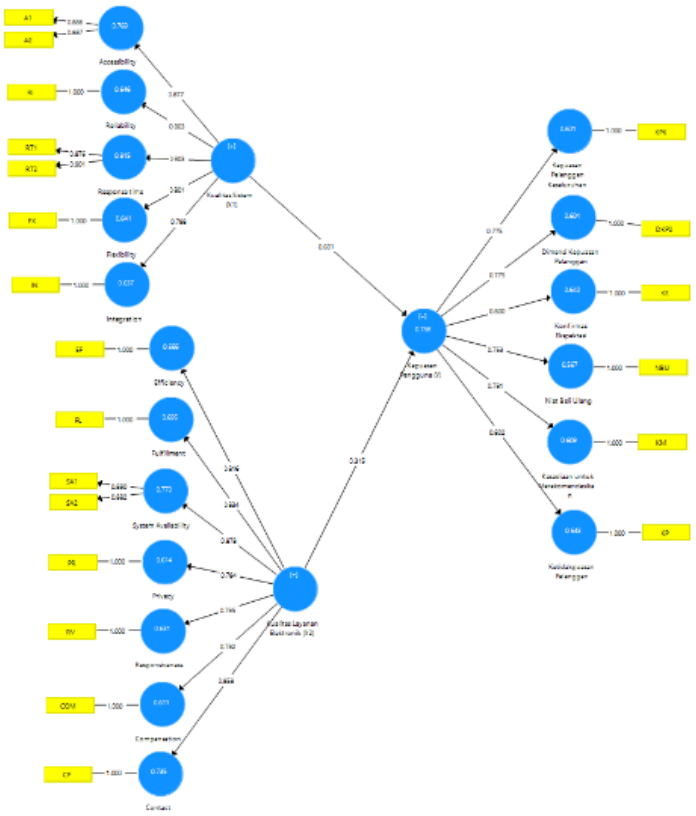

Figure 2. Outer Model After First-Order Outliers
Source: SmartPLS 3.2.9 Data Processing Results (2025)

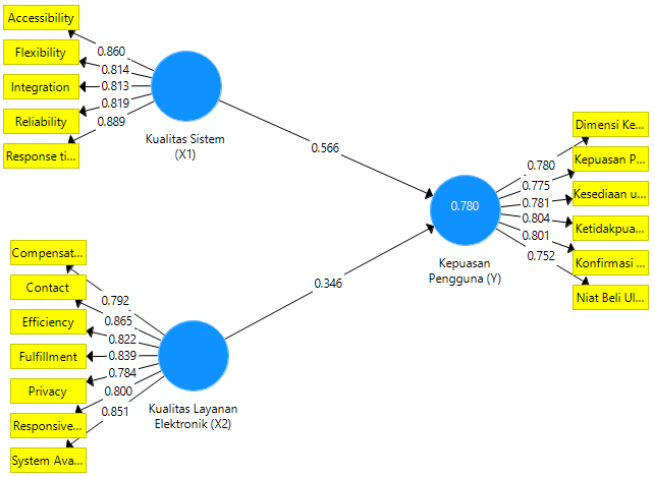

Figure 3. Second Order
Source: SmartPLS 3.2.9 Data Processing Results (2025)

In the second-order stage, researchers used the loading factor values obtained from the latent variables in the first-order stage. A loading factor value above 0.70 is considered good.

Internal Consistency Reliability

Table 2. Internal Consistency Reliability in First Order

No.	*Dimensions*	*Cronbach's Alpha*	*Composite Reliability*	*Information*
X1	Accessibility	0.727	0.880	Reliable

	Reliability	1.000	1.000	Reliable
	Response Time	0.735	0.883	Reliable
	Flexibility	1.000	1.000	Reliable
	Integration	1.000	1.000	Reliable
	Efficiency	1.000	1.000	Reliable
X2	Fulfillment	1.000	1.000	Reliable
	System Availability	0.726	0.879	Reliable
	Privacy	1.000	1.000	Reliable
	Responsiveness	1.000	1.000	Reliable
	Compensation	1.000	1.000	Reliable
	Contact	1.000	1.000	Reliable
Y	Overall customer satisfaction	1.000	1.000	Reliable
	Customer satisfaction dimensions	1.000	1.000	Reliable
	Confirmation of expectations	1.000	1.000	Reliable
	Repurchase intention	1.000	1.000	Reliable
	Willingness to recommend	1.000	1.000	Reliable
	Customer dissatisfaction	1.000	1.000	Information

Source: SmartPLS 3.2.9 Data Processing Results (2025)

The table above shows that the Cronbach's Alpha and Composite Reliability values are greater than 0.70. Therefore, it can be concluded that each indicator has a high level of reliability.

Table 3. Internal Consistency Reliability in Second Order

Variables	*Cronbach's Alpha*	*Composite Reliability*	*Information*
System Quality (X1)	0.895	0.923	Reliabel
Electronic Service Quality (X2)	0.920	0.936	Reliabel
User Satisfaction (Y)	0.873	0.904	Reliabel

Source: SmartPLS 3.2.9 Data Processing Results (2025)

Convergent Validity

Table 4. AVE Values in First Order

No.	*Dimensions*	*AVE*	*Information*
1	Accessibility	0.786	Valid
2	Reliability	1.000	Valid
3	Response Time	0.790	Valid
4	Flexibility	1.000	Valid
5	Integration	1.000	Valid
6	Efficiency	1.000	Valid
7	Fulfillment	1.000	Valid
8	System Availability	0.785	Valid
9	Privacy	1.000	Valid
10	Responsiveness	1.000	Valid
11	Compensation	1.000	Valid
12	Contact	1.000	Valid
13	Overall Customer Satisfaction	1.000	Valid
14	Customer Satisfaction Dimensions	1.000	Valid
15	Confirmation of Expectations	1.000	Valid

16	Repurchase Intention	1.000	Valid
17	Willingness to Recommend	1.000	Valid
18	Customer Dissatisfaction	1.000	Valid

Source: SmartPLS 3.2.9 Data Processing Results (2025)

This test is conducted by determining the Average Variance Extracted (AVE) value. According to Hair et al. (2022), an AVE value of 0.50 or higher indicates that the construct is able to explain more than half of the variance in its indicators. Therefore, it can be concluded that all constructs have valid values.

Table 5. AVE Values in Second Order

Variables	*AVE*
System Quality (X1)	0.705
Electronic Service Quality (X2)	0.676
User Satisfaction (Y)	0.612

Source: SmartPLS 3.2.9 Data Processing Results (2025)

Discriminant Validity

Table 6. Cross Loading in First Order

	A	*COM*	*CP*	*DKP*	*EF*	*FL*	*FX*	*IN*	*KE*	*KM*	*KP*	*KPK*	*NBU*	*PR*	*RI*	*RT*	*RV*	*SA*
A1	**0.886**	0.482	0.568	0.474	0.510	0.526	0.562	0.550	0.511	0.566	0.574	0.588	0.464	0.479	0.555	0.615	0.547	0.548
A2	**0.887**	0.507	0.619	0.556	0.521	0.537	0.558	0.519	0.629	0.567	0.586	0.509	0.569	0.500	0.579	0.629	0.571	0.576
COM	0.558	**1.000**	0.634	0.532	0.599	0.653	0.552	0.550	0.522	0.615	0.510	0.536	0.506	0.529	0.554	0.614	0.528	0.608
CP	0.670	0.634	**1.000**	0.604	0.664	0.668	0.628	0.627	0.630	0.557	0.637	0.567	0.568	0.600	0.640	0.743	0.685	0.694
DKP2	0.581	0.532	0.604	**1.000**	0.539	0.573	0.541	0.552	0.516	0.492	0.547	0.565	0.539	0.511	0.583	0.609	0.544	0.560
EF	0.581	0.599	0.664	0.539	**1.000**	0.628	0.526	0.603	0.582	0.514	0.571	0.545	0.464	0.600	0.527	0.625	0.590	0.650
FL	0.600	0.653	0.668	0.573	0.628	**1.000**	0.625	0.680	0.548	0.538	0.525	0.562	0.492	0.602	0.583	0.646	0.616	0.662
FX	0.631	0.552	0.628	0.541	0.526	0.625	**1.000**	0.604	0.516	0.510	0.545	0.479	0.456	0.501	0.577	0.644	0.565	0.590
IN	0.603	0.550	0.627	0.552	0.603	0.680	0.604	**1.000**	0.516	0.543	0.550	0.553	0.463	0.543	0.548	0.680	0.551	0.631
KE	0.643	0.522	0.630	0.516	0.582	0.548	0.516	0.516	**1.000**	0.542	0.644	0.502	0.539	0.529	0.561	0.670	0.545	0.535
KM	0.639	0.615	0.557	0.492	0.514	0.538	0.510	0.543	0.542	**1.000**	0.524	0.585	0.524	0.484	0.536	0.641	0.466	0.519
KP	0.655	0.510	0.637	0.547	0.571	0.525	0.545	0.550	0.644	0.524	**1.000**	0.535	0.500	0.557	0.569	0.667	0.549	0.566
KPK	0.619	0.536	0.567	0.565	0.545	0.562	0.479	0.553	0.502	0.585	0.535	**1.000**	0.463	0.448	0.514	0.585	0.476	0.505
NBU	0.583	0.506	0.568	0.539	0.464	0.492	0.456	0.463	0.539	0.524	0.500	0.463	**1.000**	0.473	0.528	0.563	0.522	0.542
PR	0.552	0.529	0.600	0.511	0.600	0.602	0.501	0.543	0.529	0.484	0.557	0.448	0.473	**1.000**	0.523	0.572	0.561	0.651
RI	0.639	0.554	0.640	0.583	0.527	0.583	0.577	0.548	0.561	0.536	0.569	0.514	0.528	0.523	**1.000**	0.675	0.554	0.592
RT1	0.576	0.517	0.639	0.520	0.535	0.556	0.513	0.541	0.601	0.505	0.568	0.486	0.505	0.498	0.588	**0.876**	0.558	0.539
RT2	0.668	0.572	0.679	0.562	0.574	0.590	0.627	0.662	0.591	0.629	0.616	0.552	0.497	0.520	0.611	**0.901**	0.602	0.620
RV	0.631	0.528	0.685	0.544	0.590	0.616	0.565	0.551	0.545	0.466	0.549	0.476	0.522	0.561	0.554	0.653	**1.000**	0.632
SA1	0.523	0.589	0.608	0.481	0.575	0.591	0.524	0.571	0.458	0.453	0.485	0.437	0.469	0.626	0.516	0.563	0.546	**0.890**
SA2	0.602	0.487	0.623	0.512	0.577	0.582	0.522	0.547	0.491	0.468	0.518	0.458	0.492	0.526	0.534	0.595	0.574	**0.882**

Source: SmartPLS 3.2.9 Data Processing Results (2025)

The table above shows that each indicator has the highest factor loading value for its own construct compared to other constructs. This indicates that the indicator represents the construct well.

Table 7. Fornell-Larcker Criterion in Second Order

	User Satisfaction (Y)	*Electronic Service Quality (X2)*	*System Quality (X1)*
User Satisfaction (Y)	0.882		
Electronic Service Quality (X2)	0.837	0.872	
System Quality (X1)	0.866	0.866	0.889

Source: SmartPLS 3.2.9 Data Processing Results (2025)

Based on the analysis results in the table above, it can be concluded that the discriminant validity of this model is met. This is evidenced by the AVE root value for each variable being greater than its correlation value with other variables.

Structural Model Evaluation (Inner Model)

The inner model is used to test hypotheses and assess the strength and direction of influence between constructs in the research model.

Collinearity Assessment

Table 8. Variance Inflation Factor (VIF) Values in the Inner Model

No.	*Dimensi*	*VIF*
1	Accessibility	2.410
2	Reliability	2.104
3	Response Time	2.895
4	Flexibility	2.075
5	Integration	2.099
6	Efficiency	2.309
7	Fulfillment	2.529
8	System Availability	2.692
9	Privacy	2.063
10	Responsiveness	2.210
11	Compensation	2.116
12	Contact	2.877
13	Overall Customer Satisfaction	1.894
14	Customer Satisfaction Dimensions	1.864
15	Confirmation of Expectations	2.054
16	Repurchase Intention	1.746
17	Willingness to Recommend	1.885
18	Customer Dissatisfaction	2.054

Source: SmartPLS 3.2.9 Data Processing Results (2025)

Based on the results in the table above, all dimensions in the three variables have VIF values below 5, with a range between 1.746 and 2.895. This indicates that the model does not experience significant multicollinearity issues.

Coefficient of Determination (R^2 Value)

Table 9. Coefficient of Determination (R2 Value) in the Inner Model

	R Square	***R Square Adjusted***
User Satisfaction (Y)	0.780	0.779

Source: SmartPLS 3.2.9 Data Processing Results (2025)

The analysis results show that the R² value is 0.780, which means that 78% of the variation in User Satisfaction (Y) can be explained by the System Quality (X1) and Electronic Service Quality (X2) variables. In other words, these two variables have a significant influence on the level of user satisfaction. In addition, the Adjusted R² value of 0.779 indicates that, after considering the number of variables in the model, the results remain consistent without significant changes. This indicates that the applied model has adequate power and is able to describe the relationship between variables effectively.

Uji F

The F test aims to evaluate the overall significance of the model, namely to determine whether the independent variables simultaneously have a significant effect on the dependent variable.

$$F = \frac{R^2/K}{(1-R^2)/(n-k-1)}$$

Description:
R2 = R-Square value of the PLS-SEM model
K = Number of exogenous variables
n = Number of samples

$$F = \frac{(0.780)\ /\ 2}{(1-(0.780))/(400-2-1)}$$

$$F = \frac{0.39}{(1-(0.780))/397}$$

F = 703.767

Based on the results of the F test of 703,767 with a significance level of 0.05, it has a test criterion to reject H0 if Pvalue <α and Fcount > Ftable. Based on the calculation, the Fcount value is 703,767 and Ftable is 3.02, because Fcount > Ftable then H0 is rejected. Thus, the model has a very high significance, which means that the independent variables in this model together significantly influence the dependent variable.

Path Coefficients

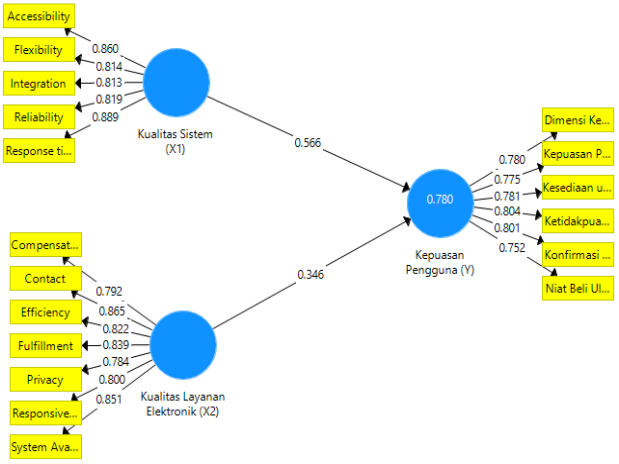

Figure 4. Bootstrapping Results on the Inner Model
Source: SmartPLS 3.2.9 Data Processing Results (2025)

Table 10. Path Coefficients in the Inner Model

	Original Sample (O)	*Standard Deviation (STDEV)*	*T-Statistics (|O/STDEV|)*	*P-values*
System Quality (X1) → User Satisfaction (Y)	0.566	0.072	7.849	0.000
Electronic Service Quality (X2) → User Satisfaction (Y)	0.346	0.072	4.839	0.000

Source: SmartPLS 3.2.9 Data Processing Results (2025)

Based on the results of the table above, it can be concluded that a one-unit increase in System Quality (X1) will increase User Satisfaction (Y) by 0.566, indicating that System Quality has a strong positive influence on User Satisfaction. This means that the higher the system quality, the greater the increase in User Satisfaction. The T-Statistic value is 7.849, which is significantly greater than the significance limit of 1.96, and the P-Value is 0.000 (<0.05). This indicates that the relationship between System Quality and User Satisfaction is highly significant in the model, or the hypothesis is accepted.

Furthermore, a one-unit increase in Electronic Service Quality (X2) will increase User Satisfaction (Y) by 0.346, indicating that Electronic Service Quality also has a positive and significant influence on User Satisfaction, albeit with a smaller effect than System Quality. The T-Statistic value shows a value of 4.839 with a P-Value of 0.000, which indicates a significant relationship or the hypothesis is accepted. This means that the better the Quality of Electronic Services provided, the higher the Satisfaction of E-Open Users in Bekasi City, but with a more moderate impact compared to System Quality.

Effect Size

Table 11. F-Square in the Inner Model

	User Satisfaction (Y)
System Quality (X1)	0.364
Electronic Service Quality (X2)	0.136

Source: SmartPLS 3.2.9 Data Processing Results (2025)

Based on the table above, it can be concluded that the F-Square value for the System Quality variable has a large effect on the User Satisfaction variable of 0.364, which means

that System Quality has a significant effect on increasing User Satisfaction. Meanwhile, Electronic Service Quality has a small effect on User Satisfaction of 0.136. Nevertheless, Electronic Service Quality still contributes to User Satisfaction, but its influence is not as large as System Quality..

Evaluation of Standardized Root Mean Square (SRMR)

Table 12. Standardized Root Mean Square (SRMR)

	Estimated Model
SRMR	0.046

Source: SmartPLS 3.2.9 Data Processing Results (2025)

Based on the table above, the research model has an SRMR value of 0.046, which is below the threshold of 0.08. This indicates that the tested model has a good level of fit.

E. CONCLUSION

Based on the results of data analysis and discussion using the Structural Equation Modeling - Partial Least Squares (SEM-PLS) method, the following conclusions can be drawn: The Effect of System Quality (X1) on User Satisfaction (Y). The results show that E-Open System Quality (X1) significantly influences User Satisfaction (Y) in Bekasi City, with a path coefficient of 0.566 and a T-statistic of 7.751. The Effect of Electronic Service Quality (X2) on User Satisfaction (Y). Electronic Service Quality (X2) on the E-Open website positively influences User Satisfaction (Y) in Bekasi City, with a path coefficient of 0.346 and a T-statistic of 4.711. Although its influence is smaller than System Quality (X1), this variable still contributes to increasing User Satisfaction.

The Effect of System Quality (X1) and Electronic Service Quality (X2) on User Satisfaction (Y), Simultaneously, System Quality (X1) and Electronic Service Quality (X2) have a significant effect on User Satisfaction (Y) with an F test value of 308,394. The high level of satisfaction and minimal complaints indicate that E-Open functions optimally in supporting digital population administration services in Bekasi City.

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