

## **Analysis Of Website Quality Of The Integrated Online Service System (Sipinter) In Situbondo Regency Using The Webqual 4.0 Method**

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### **Abstract**

*The implementation of electronic government represents a strategic effort by local governments to improve the quality of public services. One such implementation in Situbondo Regency is the Integrated Online Service System (SIPINTER), which functions as a web-based platform for non-business licensing services. SIPINTER is expected to facilitate access to services while supporting transparency and efficiency in the licensing process. This study aims to analyze the quality of the SIPINTER website based on user perceptions using the Webqual 4.0 method, which includes the dimensions of usability, information quality, and service interaction quality. The research adopts a descriptive quantitative approach, with data collected through structured questionnaires distributed to SIPINTER users. Data analysis is conducted using descriptive statistics to describe the quality of the website across each dimension. The results indicate that the quality of the SIPINTER website is perceived as good across all measured dimensions. The website is relatively easy to use, the information provided is considered relevant to user needs, and users demonstrate a satisfactory level of trust in the system as an official government service, despite certain technical limitations. Overall, the SIPINTER website is perceived as highly qualified across the three Webqual 4.0 dimensions based on users' perceptions, although certain aspects still require improvement. This finding indicates that although the quality of the SIPINTER website is perceived as very good by users, the overall success of licensing services is not determined solely by the quality of the digital platform. The high rate of application rejections is more likely influenced by administrative factors, such as incomplete documentation or non-compliance with required procedures, rather than by the technical aspects of the website itself.*

**Keywords:** *Website Quality, Webqual 4.0, Sipinter, E-Government, Digital Licensing Services*

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## **INTRODUCTION**

Digital transformation has become a structural force that influences almost all sectors of life, including economic, social, cultural, and governance (Mannayong et al., 2024). This transformation no longer merely functions as operational support, but has become a core element in improving organizational performance through the systematic use of digital technology (Sisilianingsih et al., 2023). In the context of government, digital transformation is driving a paradigm shift in public service delivery toward a more efficient, transparent, and responsive model that addresses public needs.

The implementation of digital transformation in the public sector in Indonesia is realized through the development of electronic government (e-government), namely the use of information and communication technology by the government to provide public services electronically (Rifdan et al., 2024). This change is becoming increasingly relevant given the growing public demand for fast, accessible, and accountable public services. The digitalization of public services also aligns with the mandate of Law Number 25 of 2009 concerning Public Services, which emphasizes the fulfillment of citizens' rights to quality administrative services. As part of national policy, the Electronic-Based Government System (SPBE) is regulated through Presidential Regulation Number 95 of 2018, which aims to encourage bureaucratic reform through service integration, administrative process efficiency, and improved public service quality. SPBE is positioned not only as a digital regulatory framework but also as a strategy to strengthen public participation and simplify service procedures (Suryana et al., 2025). In a regional context, East Java Province has demonstrated significant achievements in the

implementation of SPBE, including Situbondo Regency, which achieved the first-best ranking in East Java in the 2020 SPBE evaluation (Pemkab Situbondo, 2020)

One of the main products of e-government implementation is the government website which functions as the main channel for digital interaction between the government and the public (Tui et al., 2022). Government websites serve not only as information providers but also as administrative services and a representation of government institutions' performance in the digital space. Therefore, website quality is a crucial factor influencing public perception, trust, and satisfaction with public services.

Website quality in the context of e-government is generally measured through various dimensions, including usability, information quality, and service interaction quality. Usability reflects the ease with which users can learn and use the system, encompassing aspects of learnability, efficiency, memorability, errors, and satisfaction (Aprilia et al., 2015). A good quality website is expected to minimize user errors, increase service efficiency, and provide a positive user experience.

The Situbondo Regency Integrated Online Service System (SIPINTER) is a regional e-government implementation managed by the Investment and One-Stop Integrated Services Agency (DPMPTSP). SIPINTER was launched in 2017 as an internet-based licensing service aimed at simplifying the licensing process and increasing service accessibility for the public (Purnomo, 2017). As it develops, SIPINTER has experienced system upgrades and expanded its service types to include various cross-sector non-business permits (Nurrahman et al., 2022). Even though SIPINTER Situbondo has received an award as the best public service website at the district level (Aziz, 2017). Empirical data actually indicates a problem that deserves attention. Data on permit application progress for the 2021–2024 period shows a significant increase in the number of rejected applications, particularly in 2023 and 2024, largely due to inconsistencies or incompleteness of applicant files (Alamia, 2021). This phenomenon indicates a gap between system design and the level of user understanding of the information and procedures presented on the website.

Furthermore, user complaints regarding technical issues and relatively long system maintenance periods, as reflected in public reviews, indicate that the quality of service interactions and system reliability remain issues that require attention. This situation emphasizes that the success of SIPINTER implementation cannot be judged solely by administrative output or the number of requests resolved, but rather needs to be evaluated from the perspective of website quality as directly experienced by users.

Several previous studies have examined digital public service systems and website quality from different perspectives. A study by Nurrahman et al. (2022) found that the SIPINTER application has been relatively effective in improving licensing services, although it still faces technical and user-related constraints. However, the study mainly focuses on service effectiveness from an organizational perspective rather than evaluating the quality of the website based on user perceptions.

In addition, research applying the Webqual 4.0 method, such as the study by Suharto & Hariadi (2021), has been used to evaluate website quality based on usability, information quality, and service interaction quality dimensions. The results show that Webqual is effective in measuring website quality quantitatively through user perceptions, although the study was conducted in a different institutional context and did not specifically examine licensing service systems.

Furthermore, broader studies on website quality and user satisfaction indicate that these two variables are closely related and frequently analyzed together using multidimensional approaches. Bibliometric analysis shows that website quality is often associated with user satisfaction, usability, and information quality, indicating a strong conceptual relationship between these variables in previous research.

Despite the growing number of studies on website quality and e-government services, research that specifically evaluates the quality of the SIPINTER website based on user perceptions using the Webqual 4.0 framework remains limited, particularly in the context of non-business licensing services at the local government level. Most existing studies tend to focus on service effectiveness or examine relationships between variables such as website quality and user satisfaction, rather than providing a detailed empirical profile of website quality from the user's perspective.

Therefore, this study aims to evaluate the quality of the SIPINTER website by analyzing user perceptions across the three dimensions of Webqual 4.0, namely usability, information quality, and service interaction quality. The objective of this study is to generate an empirical profile of website quality that reflects how users experience the system, which can serve as a basis for improving digital public services in the licensing sector.

## RESEARCH METHODS

This study employs a descriptive quantitative approach to evaluate the quality of the SIPINTER website based on user perceptions. The evaluation is conducted using the Webqual 4.0 framework, which consists of three main dimensions: usability, information quality, and service interaction quality. This approach is appropriate as the study aims to generate an empirical profile of website quality rather than to test causal relationships between variables.

The target population of this study comprises users who have accessed and utilized the SIPINTER application in Situbondo Regency. Due to the absence of a comprehensive sampling frame and the dynamic nature of digital service users, probability sampling could not be applied. Therefore, this study uses a non-probability sampling technique, specifically a combination of purposive and incidental sampling with limited snowballing. Respondents were selected based on the criterion that they had prior experience using the SIPINTER system, ensuring the relevance and validity of their responses.

The minimum sample size was determined based on Roscoe's (1975) rule of thumb in Sekaran & Bougie (2016), which suggests that a sample size between 30 and 500 is generally adequate for most social science research. Accordingly, a total of 98 respondents was considered sufficient to represent user perceptions in this descriptive study. However, it is important to note that the use of non-probability sampling limits the generalizability of the findings, and the results should therefore be interpreted within the context of the sampled respondents.

Data were collected through a structured questionnaire adapted from the Webqual 4.0 instrument, consisting of 22 indicators distributed across three dimensions: usability, information quality, and service interaction quality. Each indicator was measured using a five-point Likert scale ranging from strongly disagree (1) to strongly agree (5), allowing for the quantification of user perceptions toward the website.

Prior to data analysis, the instrument was tested for validity and reliability. The validity test was conducted using item-total correlation, where all items were found to be valid as their correlation coefficients exceeded the minimum threshold. The reliability test was performed using Cronbach's Alpha, and all dimensions showed acceptable reliability values ( $\alpha > 0.70$ ), indicating internal consistency of the measurement instrument.

The data analysis technique employed in this study is descriptive statistical analysis. Mean scores were calculated for each indicator and dimension to determine the perceived quality level of the SIPINTER website. These scores were then interpreted using interval-based categorization (e.g., very high, high, moderate), enabling a systematic evaluation of website performance across dimensions.

Despite its strengths, this study has several methodological limitations. The use of non-probability sampling introduces potential bias, particularly self-selection bias, where respondents who are more familiar or comfortable with digital systems are more likely to participate. Additionally, the dominance of respondents from specific sectors may influence the overall perception scores. Therefore, the findings should be understood as a contextual representation of user experience rather than a statistically generalizable conclusion.

Ethical considerations were also taken into account in this study. Respondents participated voluntarily, and their responses were collected anonymously to ensure confidentiality and reduce response bias.

#### Data collection technique

Research data was collected through a structured questionnaire based on 22 Webqual 4.0 indicators. The questionnaire was administered to SIPINTER user respondents and measured using a five-level Likert scale, ranging from strongly disagree to strongly agree. The questionnaire was used to obtain measurable and systematic quantitative data regarding user perceptions of website quality (Sekaran & Bougie, 2016).

**Table 1. Operationalization of Variables**

Draft	Variables	Code	Indicator
Website Quality/ Webqual 4.0,(Barnes & Vidgen, 2002)	<i>Usability(Utility)</i>	US1	This website is easy to learn and operate
		US2	Interaction with the website is clear and easy to understand.
		US3	The website has clear navigation
		US4	Easy to use website
		US5	The website has an attractive appearance
		US6	Website design according to the type of website
		US7	This website has good competence
		US8	This website provides a positive experience
	<i>Information Quality(Information Quality)</i>	IQ1	Provide accurate information
		IQ2	Providing reliable information
		IQ3	Providing timely/up to date information
		IQ4	Provide information that relevant
		IQ5	Provide easy-to-understand information
		IQ6	Provide detailed information
		IQ7	Provide information in an appropriate format
	<i>Service Interaction Quality(Interaction Service Quality)</i>	SIQ1	Have a good reputation
		SIQ2	Provides a sense of security when making transactions
		SIQ3	My personal information is stored securely
		SIQ4	Creating a personal impression
		SIQ5	Building a sense of togetherness

Draft	Variables	Code	Indicator
		SIQ6	Provides convenience for communicating with the organization
		SIQ7	Feel confident that goods/services will be delivered as promised

Source: Barnes & Vidgen (2002)

Prior to data analysis, the research instrument was tested for validity and reliability to ensure its suitability. Validity testing was conducted to ensure that each question in the questionnaire was able to measure the construct intended in the study. Instrument validity indicates the level of accuracy of the measuring instrument in representing the concept being studied, so that the resulting data truly reflects respondents' perceptions of the quality of the SIPINTER website. The instrument is declared valid if the correlation value of each indicator meets the criteria established in the statistical test, making it suitable for use in further data analysis (Ghozali, 2018).

**Table 2. Validity Test Results**

No.	Question Code	R count	R table	Conclusion
1	US1	0.453	0.3610	VALID
2	US2	0.736	0.3610	VALID
3	US3	0.581	0.3610	VALID
4	US4	0.873	0.3610	VALID
5	US5	0.797	0.3610	VALID
6	US6	0.723	0.3610	VALID
7	US7	0.877	0.3610	VALID
8	US8	0.921	0.3610	VALID
9	IQ1	0.947	0.3610	VALID
10	IQ2	0.899	0.3610	VALID
11	IQ3	0.887	0.3610	VALID
12	IQ4	0.899	0.3610	VALID
13	IQ5	0.852	0.3610	VALID
14	IQ6	0.943	0.3610	VALID
15	IQ7	0.844	0.3610	VALID
16	SIQ1	0.749	0.3610	VALID
17	SIQ2	0.876	0.3610	VALID
18	SIQ3	0.832	0.3610	VALID
19	SIQ4	0.551	0.3610	VALID
20	SIQ5	0.610	0.3610	VALID
21	SIQ6	0.756	0.3610	VALID
22	SIQ7	0.715	0.3610	VALID

Reliability testing is conducted to assess the internal consistency of a research instrument, namely the extent to which the instrument produces stable and consistent results when used under the same conditions. Instrument reliability indicates that the indicators in the questionnaire have an adequate level of reliability in measuring respondents' perceptions. An instrument is considered reliable if it meets the reliability coefficient values in accordance with applicable provisions in quantitative research, thus allowing it to be used as a reliable measuring tool (Ghozali, 2018).

**Table 3. Reliability Test Results**

No.	Dimensions	Reliability	Information
1	Usability	0.910	Reliable
2	Information Quality	0.970	Reliable
3	Service Interaction Quality	0.934	Reliable

**Data Analysis Techniques**

The data analysis in this study was conducted using quantitative descriptive analysis to describe the quality of the Situbondo Regency Integrated Online Service System (SIPINTER) website based on user perceptions. The descriptive analysis steps were as follows:

1. Calculate the score for each website quality indicator

The score for each indicator is obtained by multiplying the frequency of respondents' answers by their Likert scale scores. The indicator score is calculated using the following formula:

$$Skor\ Indikator = F \times S$$

Information:

F = frequency of respondents who chose an answer

S = score on a Likert scale

The Likert scale used in this study consists of five levels of assessment, namely a score of 1 (strongly disagree) to a score of 5 (strongly agree).

2. Determining the scale range for descriptive analysis

To interpret the score calculation results, a scale range method was used to group the average values into website quality categories. The descriptive analysis aims to provide a systematic overview of the quality conditions of the SIPINTER website in each Webqual 4.0 dimension. The scale range calculation was carried out using the following formula (Sugiyono, 2019):

$$Score\ Range = \frac{Highest\ score\ value - Lowest}{Number\ of\ Categories} = \frac{5 - 1}{5} = 0,8$$

Thus, the distance between assessment categories is 0.8 and the quality criteria of the SIPINTER website are determined as follows:

**Table 2.4 SIPINTER Website Quality Scale Range Table**

Scale Range	Criteria
1.00 – 1.80	Very Poor Quality
1.81 – 2.60	Not Quality
2.61 – 3.40	Good Quality
3.41 – 4.20	Quality
4.21 – 5.00	Very High Quality

Source: processed by researcher (2026)

3. Calculating the average value of each indicator and dimension of Webqual 4.0

The average value is used to determine the quality level of the SIPINTER website for each indicator and dimension of Webqual 4.0. The average value is calculated using the following formula:

$$Average = \frac{F \times S}{n}$$

Information:

S = Score on the answer scale

F = Frequency of voters

N = Number of respondents

The average value obtained is then compared with the scale range category to determine the quality level of the SIPINTER website for each indicator and dimension, namely usability, information quality, and service interaction quality.

## RESULTS AND DISCUSSION

### Results

#### Respondent Characteristics

The characteristics of the respondents in this study are presented to provide a general overview of the user profile of the Situbondo Regency Integrated Online Service System (SIPINTER) website. These characteristics include the respondents' age, daily internet usage, and frequency of visits to the SIPINTER website.

**Table 4. Respondent Characteristics**

Respondent Characteristics	Frequency (f)	Percentage (%)
Gender		
Man	34	34.69
Woman	64	65.31
<b>Amount</b>	<b>98</b>	<b>100</b>
Age		
21–30 years	29	29.59
31–40 years	41	41.84
41–50 years	28	28.57
<b>Amount</b>	<b>98</b>	<b>100</b>
Last education		
High School/Vocational School	24	24.49
Diploma (D3)	33	33.67
Bachelor degree)	41	41.84
<b>Amount</b>	<b>98</b>	<b>100</b>
Type of work		
Health Workers (Nakes)	90	91.84
Educational Operational Staff	8	8.16
<b>Amount</b>	<b>98</b>	<b>100</b>

Source: processed by researcher (2026)

Based on the respondent characteristics table, the majority of respondents were female (65.31%), aged 31–40 years (41.84%), had a bachelor's degree (41.84%), and were predominantly healthcare workers (91.84%). This indicates that SIPINTER website users in this study come from the productive age group with educational and work backgrounds relevant to the need for non-business licensing services.

#### Descriptive Analysis

##### SIPINTER Website Quality Based on Usability

The quality of the SIPINTER website based on the usability dimension is presented to describe the level of ease of use, navigation, and comfort of the website as perceived by users.

**Table 5. SIPINTER Website Quality Based on Usability**

Questionnaire Statement	Answer Score					Total Score	Average Score	Interpretation
	SS	S	KS	TS	STS			
This website is easy to learn and operate (US1)	250	160	21	0	1	432	4.41	Very High Quality
Interaction with the website is	260	160	15	2	0	437	4.46	Very High Quality

clear and easy to understand (US2)								
The website has clear navigation (US3)	260	144	27	2	0	433	4.42	Very High Quality
Easy to use website (US4)	265	148	21	2	0	436	4.45	Very High Quality
The website has an attractive appearance (US5)	150	168	69	6	0	393	4.01	Quality
Website design according to the type of website (US6)	180	184	42	4	0	410	4.18	Quality
This website has good competence (US7)	215	180	24	4	0	423	4.32	Very High Quality
This website provides a positive experience (US8)	220	180	24	2	0	426	4.35	Very High Quality
<b>Total</b>	<b>1800</b>	<b>1324</b>	<b>243</b>	<b>22</b>	<b>1</b>	<b>3390</b>	<b>4.32</b>	<b>Very High Quality</b>

Source: processed by researcher (2026)

Based on the table, the usability dimension of the SIPINTER website obtained an overall average score of 4.32, which is included in the very high quality category, with the highest indicator score of 4.46 and the lowest of 4.01, thus indicating that the website is considered very easy to use and understand by users.

### SIPINTER Website Quality Based on Information Quality

The quality of the SIPINTER website based on the information quality dimension is presented to describe the level of clarity, completeness, and relevance of the information received by users.

**Table 6. SIPINTER Website Quality Based on Information Quality**

Questionnaire Statement	Answer Score					Total Score	Average Score	Interpretation
	SS	S	KS	TS	STS			
Provide accurate information	230	164	30	2	0	426	4.35	Very High Quality
Providing reliable information	230	180	18	0	1	429	4.38	Very High Quality
Providing timely/up to date information	220	160	39	2	0	421	4.30	Very High Quality
Provide information that relevant	220	184	21	2	0	427	4.36	Very High Quality

Provide easy-to-understand information	245	148	33	0	1	427	4.36	Very High Quality
Provide detailed information	250	144	33	0	1	428	4.37	Very High Quality
Provide information in an appropriate format	240	168	18	2	1	429	4.38	Very High Quality
<b>Total</b>	<b>1635</b>	<b>1148</b>	<b>192</b>	<b>8</b>	<b>4</b>	<b>2987</b>	<b>4.35</b>	<b>Very High Quality</b>

Source: processed by researcher (2026)

Based on the table, the information quality dimension of the SIPINTER website obtained an overall average score of 4.35 which is included in the very high quality category, with the highest indicator score of 4.38 and the lowest of 4.30, thus indicating that the information presented is considered accurate, relevant, and easy to understand by users.

### SIPINTER Website Quality Based on Service Interaction Quality

The quality of the SIPINTER website based on the service interaction quality dimension is presented to describe the level of trust, security, and quality of service interactions felt by users.

**Table 7. SIPINTER Website Quality Based on Service Interaction Quality**

Questionnaire Statement	Answer Score					Total Score	Average Score	Interpretation
	SS	S	KS	TS	STS			
Have a good reputation	230	180	18	0	1	429	4.38	Very High Quality
Provides a sense of security when making transactions	225	172	30	0	0	427	4.36	Very High Quality
My personal information is stored securely	230	172	24	2	0	428	4.37	Very High Quality
Creating a personal impression	205	184	30	0	1	420	4.29	Very High Quality
Building a sense of togetherness	200	184	30	2	1	417	4.26	Very High Quality
Provides convenience for communicating with the organization	220	156	42	2	0	420	4.29	Very High Quality
Feel confident that goods/services will be delivered as promised	200	184	33	2	0	419	4.28	Very High Quality

<b>Total</b>	<b>1510</b>	<b>123 2</b>	<b>207</b>	<b>8</b>	<b>3</b>	<b>2960</b>	<b>4.31</b>	<b>Very High Quality</b>
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Source: processed by researcher (2026)

Based on the table, the service interaction quality dimension of the SIPINTER website obtained an overall average score of 4.31 which is included in the very high quality category, with the highest indicator score of 4.38 and the lowest of 4.26, thus indicating that the aspects of trust, security, and service interaction are considered very good by users.

Overall, the quality of the SIPINTER website was analyzed based on the three main dimensions of Webqual 4.0: usability, information quality, and service interaction quality, which represent the user experience in accessing and using the website. To provide a more comprehensive picture, the assessment results for these three dimensions are presented in the form of a radar diagram.

**Figure 1. SIPINTER Website Quality Profile Based on Webqual 4.0 Dimensions**

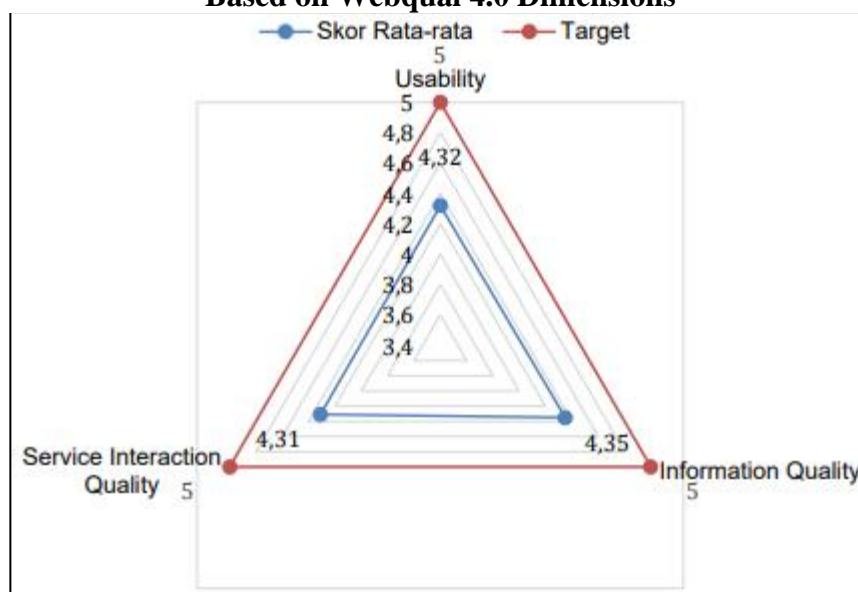


Figure 1. displays the quality profile of the SIPINTER website based on the average scores for the usability, information quality, and service interaction quality dimensions. The radar visualization shows that all three dimensions have relatively balanced scores and are in the very high-quality category, so that overall the SIPINTER website is rated very good by users.

### Discussion

The results of this study indicate that the overall quality of the SIPINTER website is categorized as very high based on the three dimensions of Webqual 4.0: usability (4.32), information quality (4.35), and service interaction quality (4.31). These findings suggest that, from the user’s perspective, SIPINTER has successfully fulfilled the fundamental requirements of a digital public service platform in terms of ease of use, clarity of information, and trust in service interaction .

However, these results need to be interpreted carefully. The Webqual 4.0 approach measures perceived website quality rather than actual administrative effectiveness. In other words, high scores reflect how users experience the website interface, not necessarily how successful the overall licensing process is. This distinction is crucial, as it explains the apparent contradiction between the high quality of the website and the existence of a relatively high number of rejected applications in the SIPINTER system.

In terms of usability, the high average score indicates that users perceive the system as easy to learn, navigate, and operate. This reflects that the technical barriers to accessing the system have been largely minimized. However, this does not automatically imply that the system

provides an optimal user experience. SIPINTER can be considered “functionally usable” but has not fully reached the level of “user-friendly” or engaging digital experience. Moreover, the dominance of respondents from the health sector (91.84%) may have influenced this result, as this group tends to have higher familiarity and digital literacy compared to general users.

The information quality dimension, which achieved the highest score (4.35), indicates that users perceive the information provided as accurate, relevant, and trustworthy. This is a significant achievement, particularly in the context of digital licensing services where information reliability is critical. However, the findings also reveal that the availability of high-quality information does not necessarily guarantee successful service outcomes. The main challenge lies not in the provision of information, but in how users interpret, understand, and act upon that information in completing administrative requirements.

Similarly, the service interaction quality dimension demonstrates that users have a high level of trust in the system, particularly in terms of data security and service reliability. This trust represents an important institutional asset in the implementation of e-government. Nevertheless, trust alone is insufficient to ensure the success of digital services if it is not supported by responsive administrative processes and user assistance mechanisms.

These findings reinforce the argument that website quality functions as a necessary but not sufficient condition for the success of digital public services. A well-designed and high-quality website can facilitate access and improve user experience, but the overall effectiveness of digital licensing services is also determined by external factors such as user capacity, administrative procedures, and institutional responsiveness. This perspective aligns with the concept of citizen-centric e-government, which emphasizes the importance of aligning digital systems with user capabilities and real-world service conditions.

Therefore, improving the performance of SIPINTER should not focus solely on technical enhancements of the website, but also on strengthening the supporting service ecosystem. This includes improving user guidance, simplifying administrative requirements, providing more accessible communication formats (such as visual instructions or tutorials), and enhancing user support services. Without these complementary efforts, improvements in website quality alone may not significantly reduce service inefficiencies or increase user satisfaction in a broader sense.

## CONCLUSION

This study provides a descriptive evaluation of the SIPINTER website quality based on user perceptions using the Webqual 4.0 framework. The findings show that all three dimensions of website quality are categorized as very high. The usability dimension obtained a mean score of 4.32, indicating that users generally perceive the system as easy to use and accessible. The information quality dimension achieved the highest mean score of 4.35, reflecting that the information provided by the system is considered accurate, relevant, and reliable. Meanwhile, the service interaction quality dimension recorded a mean score of 4.31, suggesting a high level of user trust in system security and service interaction.

These results indicate that, from the user’s perspective, the SIPINTER website has met the essential criteria of a high-quality digital public service platform. However, this study also highlights that high website quality does not automatically translate into optimal service outcomes. Website quality should therefore be understood as a necessary but not sufficient condition for the overall success of digital licensing services.

The findings imply that challenges in service effectiveness may lie beyond the technical quality of the website, particularly in user capacity, administrative requirements, and the broader service ecosystem. Therefore, improving digital public services such as SIPINTER requires not only enhancements to the website interface and features, but also strengthening user support

systems, simplifying administrative procedures, and improving communication strategies to ensure that users can effectively utilize the system.

In practical terms, local governments should prioritize the integration between system design and user readiness by providing clearer guidance, more accessible information formats, and responsive assistance mechanisms. Such efforts are essential to bridge the gap between high system quality and actual service performance.

For future research, it is recommended to expand the scope beyond descriptive evaluation by incorporating additional variables such as user satisfaction, digital literacy, or service effectiveness. Further studies may also employ inferential approaches to examine the relationships between website quality and other outcome variables, thereby providing a more comprehensive understanding of digital public service performance.

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