

ANALYSIS OF USER SATISFACTION LEVEL FACTORS SP4N LAPOR USING A FRAMEWORK E-SERVICE QUALITY

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Abstract

This study aims to prove the researcher's hypothesis regarding Analysis of user satisfaction factors SP4N Lapor in Sungai Penuh City using a framework E-Service Quality. Measurement variables framework E-Service Quality is Efficiency, System Availability, Fulfillment, Privacy, Responsiveness, Compensation, and Contact. In this study, the researcher used a quantitative descriptive method with data sources from questionnaires via Google Form with 104 respondents, and data processing was carried out using SEM-pls. The results of this study showed an R-square value of 0.748. It can be concluded that the interpretation of the level of satisfaction of SP4N Lapor users is 74.8%, where the R-square is included in the Strong/Good category. Several E-Service Quality variables have a significant influence on public satisfaction user SP4N Lapor are the variables System Availability, Privacy, Compensation and Contact with P-values of 0.049, 0.027, 0.031 and 0.001 respectively while the variables that do not have a significant effect are Efficiency, Fulfillment and Responsiveness.

Keywords: E-Government, Public Complaint System, Service Quality



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INTRODUCTION

The development of information technology has made it easier for the government to provide public services that are more transparent, fast and easily accessible (Natika, 2024). One important innovation in this context is the National Public Service Complaint Management System (SP4N–LAPOR!), designed as a single national complaint portal with a no-wrong-door policy. Through this system, the public can submit complaints, aspirations, and reports on public services in a simple and coordinated manner across agencies (Yahya & Setiyono, 2022). Nationally, SP4N–LAPOR! has shown significant progress. Millions of complaints have been recorded in the system, reflecting increased public participation in utilizing digital complaint channels (Marrisca & Prastyawan, 2024a). A user survey conducted in March 2023 also showed a relatively high level of satisfaction, as well as a tendency for users to continue using and recommending the app, indicating growing public trust in digital-based complaint mechanisms (Stepanus & Subadi, 2024a).

However, this success is not without various challenges in its implementation (Haspo & Frinaldi, 2020). Several studies have revealed that the effectiveness of SP4N–LAPOR! is not optimal in all regions. Frequently encountered problems include a lack of outreach, low digital literacy among the public, limited connectivity, slow follow-up on reports, and technical constraints and ineffective inter-agency coordination (Candra et al., 2025; Jamil et al., 2024; Yusuf, 2024). A similar situation is also evident in Jambi Province, particularly in Sungai Penuh City. Although SP4N–LAPOR! has been adopted as the official public complaints channel, its use by the public remains relatively limited. Limited public awareness, digital literacy, information technology infrastructure, and inconsistent response times from regional authorities have resulted in suboptimal public satisfaction and trust in this complaints service. This is evidenced by the still low number of reports received through SP4N–LAPOR! compared to the potential population and public service issues in Sungai Penuh City (BPS Kota Sungai Penuh, 2024) (BPS Kota Sungai Penuh, 2025).

The gap between public expectations and reality on the ground is an important issue in evaluating the quality of public services (Agustina, 2019). The public expects every report to be handled professionally and transparently, but in practice, reports still take a long time to be processed or are not clearly followed up. This situation impacts public perception of the quality of government services and performance (Amelia & Yuwono, 2023a).

Therefore, analyzing public satisfaction with SP4N–LAPOR! is crucial, utilizing the E-Service Quality theoretical framework. This framework focuses on assessing the quality of electronic-based services directly experienced by users in digital public services. The dimensions used include efficiency, fulfillment, system availability, privacy, responsiveness, compensation, and contact (Safitri et al., 2022). Through this approach, the research is expected to measure the extent to which the quality of SP4N–LAPOR! services influences public satisfaction and identify service aspects that need to be improved to make the public complaints system more effective, responsive, and accountable.

LITERATUR REVIEW

E-Government and Digital Public Services

E-government is the use of information and communication technology by the government to improve the effectiveness, efficiency, transparency, and accountability of public services. The implementation of e-government aims to provide services that are more accessible to the public while increasing public participation in the government process (Tambunan & Dompak, 2025). One implementation of e-government in Indonesia is the National Public Service Complaint Management System – People's Online Aspiration and Complaint Service (SP4N-LAPOR!), which functions as a medium for conveying public aspirations and complaints in an integrated manner (Yusuf, 2024b). The success of this system's implementation is measured not only by the number of users but also by the level of

public satisfaction with the quality of the electronic services provided (Kusumaratna & Suyanto, 2024).

E-Service Quality Theory

The grand theory used in this research is E-Service Quality developed by Parasuraman, Zeithaml, dan Malhotra (2005) through the model E-S-QUAL. This theory explains that e-service quality is a user's assessment of an internet-based system's ability to facilitate information searches, transactions, and services effectively and efficiently. The better the e-service quality perceived by users, the higher the level of satisfaction they will achieve (Lindawati & Mawasti, 2026). In the context of digital-based public services, e-Service Quality is a relevant approach because it can evaluate user experiences while using government applications (Indrasrani et al., 2024). This study adapts seven dimensions of e-Service Quality frequently used in e-service research:

1. Efficiency, namely the ease for users to access applications, find information, and use all features quickly.
2. System Availability, namely the system's ability to always be available, stable, and function properly without experiencing technical problems.
3. Fulfillment, namely the application's ability to meet user needs according to the promised services.
4. Privacy, namely the system's ability to maintain the security of personal data and the confidentiality of user identity.
5. Responsiveness, namely the speed of the service provider in providing responses, assistance, or resolutions to user problems.
6. Compensation, namely providing solutions, explanations, or forms of compensation if errors or service failures occur.
7. Contact, namely the availability of easy-to-contact communication channels between users and service providers.

These seven dimensions are used as independent variables to measure the quality of SP4N-LAPOR! services and their impact on user satisfaction (Safitri et al., 2022b).

User Satisfaction Theory

User satisfaction is an evaluation made by users after comparing their expectations before using a service with the service performance they receive. According to the theory Expectation Confirmation Theory (ECT) submitted by Oliver (1980), satisfaction will be achieved if service performance meets or exceeds user expectations. On the contrary, if the service received is below expectations, then users will feel dissatisfied (Yulianto et al., 2026). In electronic-based public services, public satisfaction is a key indicator of the success of e-government implementation. High levels of satisfaction will increase public trust, encourage continued use of services, and strengthen public participation in digital government (Nurlaila et al., 2024).

The Relationship Between E-Service Quality and User Satisfaction

Various studies have shown that the quality of electronic services has a positive influence on user satisfaction. The better the system quality, data security, ease of use, and communication between service providers and users, the higher the public satisfaction with government digital services (Mutia, 2025). Therefore, this study examines the influence of the dimensions of Efficiency, System Availability, Fulfillment, Privacy, Responsiveness, Compensation, and Contact on user satisfaction of SP4N-LAPOR! in Sungai Penuh City. This conceptual model is expected to be able to explain the main factors that influence the successful implementation of SP4N-LAPOR! as one of the e-government-based public service innovations.

RESEARCH METHOD

This research is a descriptive quantitative study, aiming to describe, summarize, and share the conditions of various situations or variables, the research objects that arise in society. In this study, the researcher used simple random sampling of respondents who used SP4N Lapor. The sample size was 104 users, with the sample population being all users in Sungai Penuh City.

The research instrument used was a questionnaire that explored the level of satisfaction of SP4N Lapor users. This questionnaire was created based on seven variables from the E-Service Quality Framework. The E-Service Quality Framework is a framework used to classify problems, opportunities, and obstacles contained in the scope definition section of the system analysis and design, as follows Table 1:

Table 1. Instrument E-Service Quality Framework from primary data, 2025

No	E-Service Quality Framework	Indicator	Number of Questions
1	Efficiency	Ease of browsing the application	1
		Ease of finding the services you are looking for	1
		Application loading speed	1
		Information from the application is well managed	1
2	System Availability	The application is always available for use	1
		The app works well.	1
		There are regular website updates.	1
3	Fulfillment	Guarantee of availability of the service sought	1
		Trust that service quality can meet user expectations	1
		Providing services with a fast process	1
4	Privacy	Security protection	1
		Can maintain the confidentiality of user identity	1
		Do not disseminate user information	1
5	Responsiveness	Provide the availability of alternative services or features if the main service cannot be used.	1
		Provide fast handling of returns or corrections of services	1
		Provide service guarantee in case of error	1
		Fast response to handle unprocessed complaints	1
6	Compensation	The application is able to help solve problems that arise during the use of the service.	1
		Provide solutions when required services	1

No	E-Service Quality Framework	Indicator	Number of Questions
7	Contact	are not available on time	
		Allows users to submit correction requests for services they wish to return.	1
		Include company telephone number	1
		Customer service is available online	1
		Direct chat facility from customer service if a problem occurs	1
		Total Number of Questions	23

Framework E-Service Quality

A. Efficiency

Efficiency analysis is conducted to determine whether a system is efficient, producing satisfactory output with minimal input. Efficiency relates to how optimally these resources are utilized (Gustiawan & Pribadi, 2022).

B. System Availability

System availability analysis is used to see the accuracy of the technical functions of the features provided by the application (Safitri et al., 2022a).

C. Fulfillment

Refers to the success of the application in providing its services and its ability to correct errors that occur during the usage process (Magdalena, 2018).

D. Privacy

Privacy is the degree of security of a site. It is considered safe if it can protect consumer information from being consumed by the public (Safitri et al., 2022).

E. Responsiveness

Responsiveness is the ability to develop a website or application that provides accurate information to customers when problems arise, and has a mechanism to resolve these problems (Silvi Nurul Fauziah et al., 2023).

F. Compensation

Compensation is an effort to provide compensation, reimbursement, or reimbursement of service costs to consumers if an error occurs from the product or service provider (Silvi Nurul Fauziah et al., 2023).

G. Contact

Contact is an application state that can provide users with a service contact feature to submit complaints (Fauziah et al., 2023).

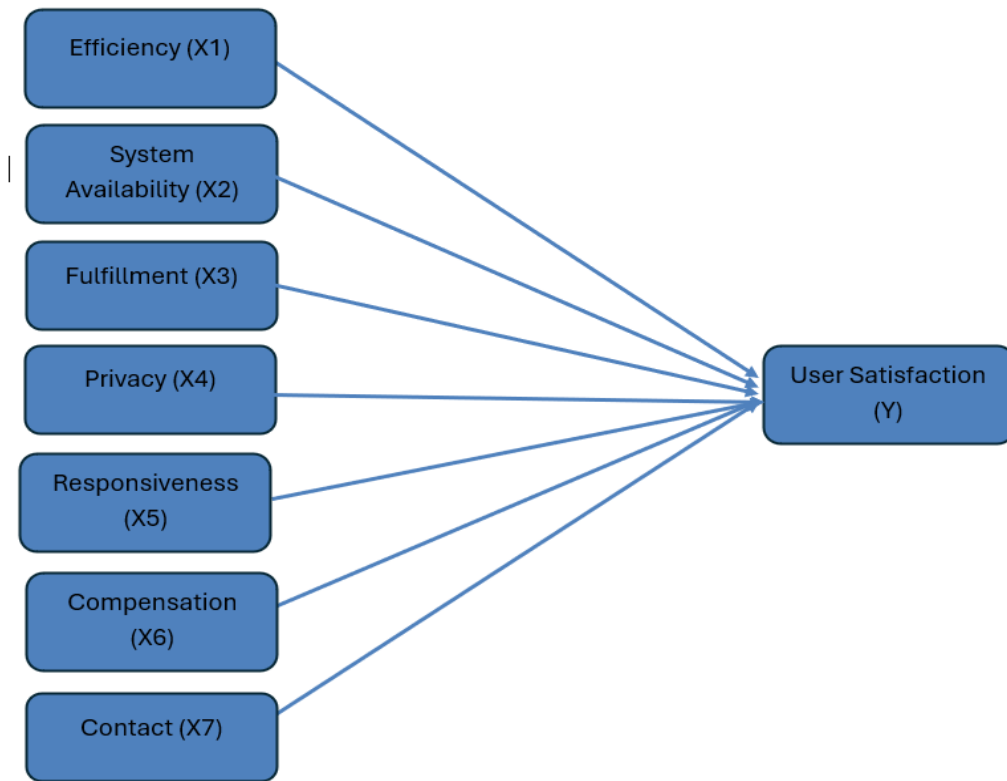


Figure 1. *Theoretical Framework*

- H1: Efficiency (X1) significantly influences user satisfaction with the SP4N Lapor application (Y)
- H2: System Availability (X2) significantly influences user satisfaction with the SP4N Lapor application (Y)
- H3: Fulfillment (X3) significantly influences user satisfaction with the SP4N Lapor application (Y)
- H4: Privacy (X4) significantly influences user satisfaction with the SP4N Lapor application (Y)
- H5: Responsiveness (X5) significantly influences user satisfaction with the SP4N Lapor application (Y)
- H6: Compensation (X6) significantly influences user satisfaction with the SP4N Lapor application (Y)
- H7: Contact (X7) significantly influences user satisfaction with the SP4N Lapor application (Y)

This study used a primary data model obtained from questionnaire results. A questionnaire is a data collection technique that involves providing respondents with a series of written questions to answer. The questionnaire was designed in the form of a Google Form. Researchers randomly distributed the Google Form to residents using the SP4N Lapor. Data processing uses SEMPLs software to test the correlation of the influence between research variables or proof of the hypothesis made by the researcher and regression tests to obtain valid

data for the questionnaire value indicators using the Likert scale approach (1) Strongly Disagree, (2) Disagree, (3) Quite Agree, (4) Agree, and (5) Strongly Agree.

RESULTS

Respondents' Demographic Profile (n = 104)

The respondent profile in this study is the residents of Sungai Penuh city, both male and female aged 15 and over 45 years from various educational backgrounds, namely junior high school to doctoral level with various experiences using SP4N Lapor, less than one year to more than more year.

Table 2. Respondents demographic profile *from primary data, 2025*

Characteristics	Frequency	%
Age		
15-25 years	25	24%
26-35 years	32	31%
36-45 years	26	25%
>45 years	21	20%
Gender		
Male	62	60%
Famale	42	40%
Last Education		
Elementary	0	0%
Junior	4	4%
Senior High School	11	10%
Diploma/S1	59	57%
Magister Degree	23	22%
Doctor/S3	7	7%
Experience Using SP4N Report		
<1 year	26	25%
1-3 years	64	62%
4-6 years	12	11%
>6 Years	2	2%

Table 2 Respondent data in this study shows that, based on age group, the majority of respondents were aged 26-35 years and held a diploma/bachelor's degree. Most respondents were male and had been using SP4N Lapor for 1-3 years.

Research Variable Reliability

Tabel 3. Results of Composite Reliability and Cronbach Alpha

Construction	Cronbach's Alpha	Rho_A	Composite Reliability	Average Variance Extracted (AVE)	
Efficiency	0.806	0.843	0.871	0.629	Reliable
System Availability	0.829	0.829	0.898	0.745	Reliable
Fulfillment	0.715	0.719	0.840	0.636	Reliable

Construction	Cronbach's Alpha	Rho_A	Composite Reliability	Average Variance Extracted (AVE)	
Privacy	0.771	0.779	0.867	0.685	Reliable
Responsiveness	0.814	0.828	0.879	0.647	Reliable
Compensation	0.766	0.776	0.865	0.681	Reliable
Contact	0.905	0.930	0.942	0.845	Reliable
User Satisfaction	0.779	0.784	0.858	0.601	Reliable

Source: Processed by primary data, 2025

In the **Table 3** above, the reliability test results (output Composite Reliability and Cronbach's Alpha) show that each variable's Composite Reliability and Cronbach's Alpha values reached >0.70 (Gustiawan & Pribadi, 2022). SP4N Lapor in Sungai Penuh City, with the user satisfaction variable, had the highest Composite Reliability value of 0.942 and the highest Cronbach's Alpha of 0.905. Meanwhile, the variable with the lowest value was fulfillment, with values of 0.840 and 0.715, respectively. Based on various explanations regarding the reliability test results, those with the highest and lowest values of no less than 0.70 can be concluded that each variable in this test has good reliability.

Regression Analysis

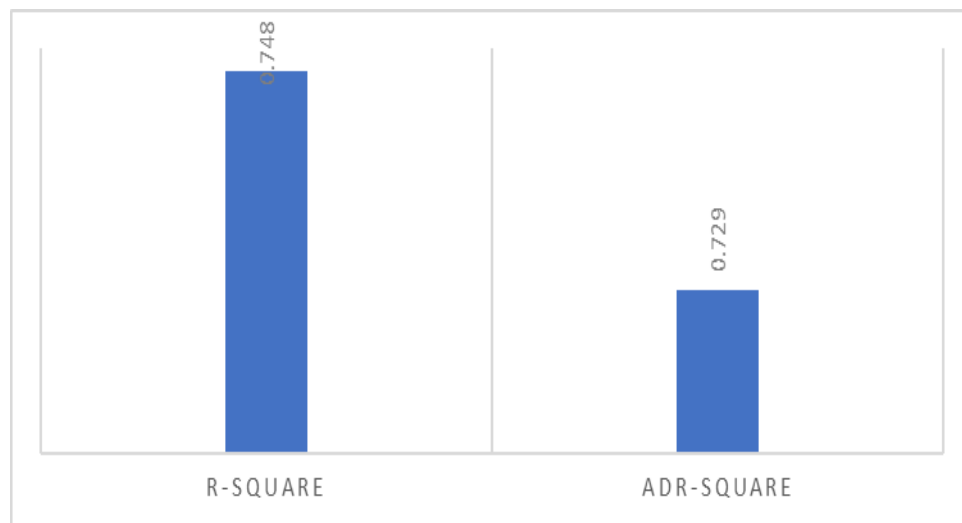


Figure 2. User Satisfaction Regression Results

Source: Processed by primary data, 2025

Figure 2 above is an R-square diagram, the output of SP4N Lapor explains Efficiency (E), System Availability (SA), Fulfillment (F), Privacy (P), Responsiveness (R), Compensation (COM), Contact (CON) of 0.748. Which means it can be concluded that user satisfaction with SP4N Lapor is 74.8%, in which the R-square structural model identified three scales: 19% - 33% (weak/moderate), 33% - 67% (moderate), and $> 67\%$ (strong/good/substantial). Looking at the interpretation of the regression results and R-squared on the User Satisfaction variable for SP4N Lapor, the scale obtained is in the Strong/Good category. Therefore, it can be concluded from the results of this regression test that the independent variable has a very direct impact on the dependent variable.

Hypothesis Testing

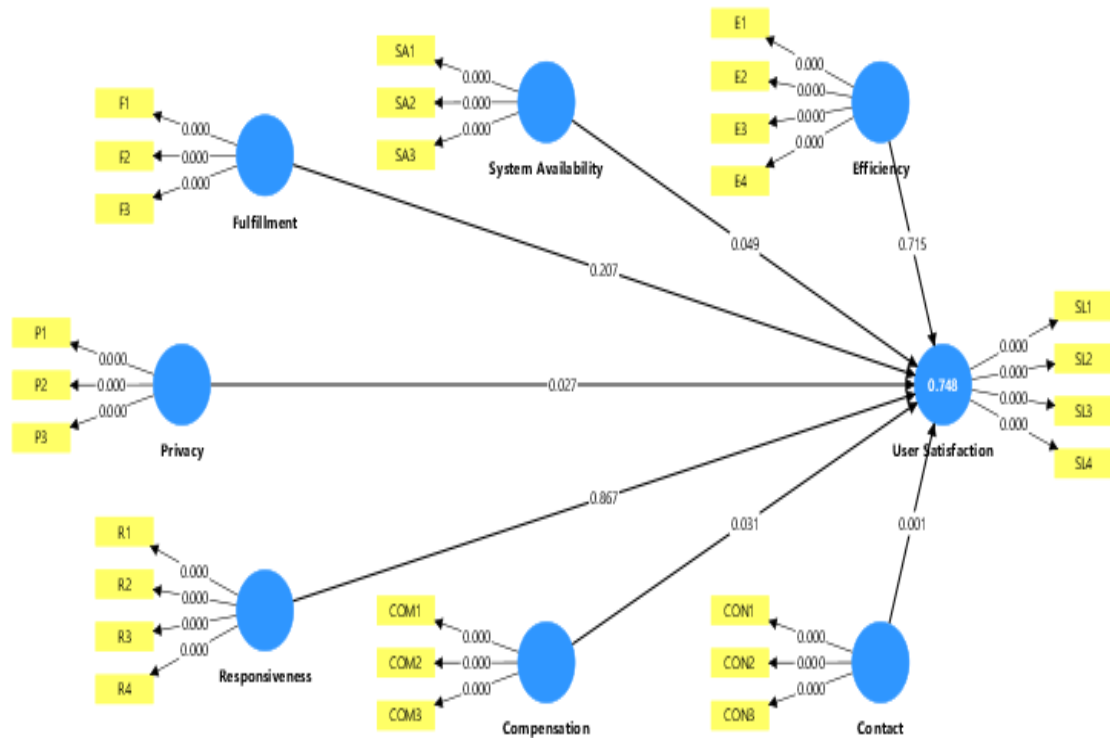


Figure 3. Output Bootstrapping
Source: Processed by primary data, 2025

Figure 3 shows hypothesis testing between the independent and dependent variables using the bootstrapping method in SEMpls to determine the validity and reliability of the research data. This test uses the T-statistic and P-value. The results are presented as a t-table, to determine the validity of the research data, of course, for a t-statistic value > 1.96 and a P-value < 0.05 (Fatiria & Nawawi, 2021). The following table shows the results of the hypothesis test "The Influence" of Public Satisfaction Levels on SP4N Lapor Users in Sungai Penuh City in 2025:

Table 4. Hypothesis Testing for SP4N Lapor Users

Variables	Original sample (O)	Sample mean (M)	STDE V	T-Statistics (O/STDE V)	P values	Hypothesis
Efficiency-User Satisfaction	-0.044	-0.030	0.119	0.365	0.715	Rejected
System Availability - User Satisfaction	0.211	0.204	0.107	1.968	0.049	Supported
Fulfillment-Customer Satisfaction	0.116	0.126	0.092	1.261	0.207	Rejected
Privacy-User	0.291	0.287	0.132	2.208	0.027	Supported

Variables	Original sample (O)	Sample mean (M)	STDE V	T-Statistics ((O-STDE V)/STDE V)	P values	Hypothesis
Satisfaction						
Responsiveness- User Satisfaction	-0.019	-0.016	0.114	0.168	0.867	Rejected
Compensation- User Satisfaction	0.241	0.228	0.112	2.152	0.031	Supported
Contact- User Satisfaction	0.275	0.274	0.086	3.197	0.001	Supported

Source: Processed by primary data, 2025

a. Efficiency Hypothesis (E) – SP4N Lapor User Satisfaction (SL)

In the efficiency hypothesis table, the value can be seen The T-statistic was 0.365 (ideal score >1.96) and the P-value was 0.715 (ideal score <0.05). It can be concluded that efficiency does not have a significant influence on the satisfaction of SP4N Lapor users.

b. System Availability Hypothesis (SA) – SP4N Lapor User Satisfaction (SL)

In the hypothesis table of system availability (SA) on SP4N Lapor user satisfaction (SL), the T-statistic value is 1.968 (ideal score >1.96) while the P-value is 0.049 (ideal score <0.05). It can be concluded that the system availability variable has a significant effect on public satisfaction using SP4N Lapor.

c. Fulfillment Hypothesis (F) – SP4N Lapor User Satisfaction (SL)

In the fulfillment hypothesis table (F) on SP4N Lapor (SL) user satisfaction, the T-statistic value is 1.261 (ideal score >1.96) while the P-value is 0.207 (ideal score <0.05). These scores indicate that the fulfillment variable does not affect SP4N Lapor user satisfaction.

d. Privacy Hypothesis (P) – SP4N Lapor User Satisfaction (SL)

In the privacy hypothesis table (P), The T-statistic score is 2.208 (ideal score >1.96) while the P-value is 0.027 (ideal score <0.05). Based on these test results, it can be said that the privacy variable has a significant influence on SP4N Lapor user satisfaction.

e. Responsiveness Hypothesis (R) – SP4N Lapor User Satisfaction (SL)

In the responsiveness hypothesis table (R), the T-statistic score is 0.168 (ideal score >1.96) while for P-values it is 0.867 (ideal score <0.05), it can be explained that responsiveness does not affect the satisfaction of the SP4N Lapor user community.

f. Compensation Hypothesis (COM) – SP4N Lapor User Satisfaction (SL)

In the compensation hypothesis table (COM), the T-statistic score is 2.152 (ideal score >1.96) while the P-value is 0.031 (ideal score <0.05). These results indicate that the compensation variable significantly influences SP4N Lapor user satisfaction.

g. Contact Hypothesis (CON) – SP4N Lapor User Satisfaction (SL)

In the contact hypothesis table (CON) on SP4N Lapor (SL) user satisfaction, the T-statistic value is 3.197 (ideal score >1.96) while the P-value is 0.001 (ideal score <0.05). It can be said that the contact variable has a significant effect on the satisfaction of SP4N Lapor users.

DISCUSSION

The results of the hypothesis testing indicate that not all dimensions of E-Service Quality significantly influence the satisfaction of SP4N–LAPOR! users. This finding indicates that in the context of digital-based public complaint services, user satisfaction is more influenced by certain dimensions directly related to system reliability, data security, and ease of interaction with service providers.

Efficiency does not significantly influence SP4N–LAPOR! user satisfaction. This finding is in line with research Haspo & Frinaldi as well as Thalib & Nugroho which states that ease of use and speed of access are not necessarily determining factors for satisfaction if users still encounter obstacles during the report follow-up stage. In public complaints services, the public tends to place more emphasis on the final outcome, namely report resolution, rather than the efficiency of the submission process alone. This suggests that efficiency plays a supporting, rather than primary, role in determining satisfaction (Haspo & Frinaldi, 2020) (Thalib & Nugroho, 2025).

In contrast to efficiency, system availability has been shown to have a significant impact on user satisfaction. This result is consistent with the findings Safitri And Amelia & Yuwono which emphasizes that system stability, minimal technical disruptions, and 24-hour service availability are essential prerequisites for digital public services. When systems experience frequent disruptions or are inaccessible, public trust and satisfaction will decline, even if all service features are fully available (Safitri et al., 2022a) (Amelia & Yuwono, 2023b).

The fulfillment dimension did not show a significant influence on SP4N–LAPOR! user satisfaction. This finding is in line with research S. Candra This study revealed that the accuracy and appropriateness of report completion are often perceived as suboptimal due to limited coordination between regional agencies. This condition results in the public not experiencing consistent service fulfillment, so that fulfillment is not yet a strong determinant of satisfaction (S. Candra et al., 2025).

Furthermore, privacy has a significant influence on user satisfaction. This finding supports the research findings. Stepanus & Subadi as well as Yusuf which emphasizes the importance of personal data protection in digital public services. The security of the reporter's identity and the confidentiality of information are crucial factors, particularly in the context of public complaints, which often involve sensitive issues. High levels of trust in privacy aspects foster a sense of security and comfort for users, which directly impacts satisfaction (Stepanus & Subadi, 2024b) (Yusuf, 2024b).

The responsiveness dimension did not significantly influence SP4N–LAPOR! user satisfaction. This finding aligns with the findings of Marrisca and Prastyawan, who stated that a quick initial response does not necessarily lead to adequate problem resolution. In this context, the public is more concerned with the quality and clarity of follow-up than simply the speed of administrative responses. Inconsistent responses from relevant agencies can lead to negative perceptions even if the system has provided an initial notification or response (Marrisca & Prastyawan, 2024b).

Conversely, compensation significantly impacts user satisfaction. This finding supports research by Safitri, which states that compensation, whether in the form of an official explanation, apology, or alternative solution when a service delay or error occurs, can increase perceptions of fairness and user satisfaction. In digital public services, compensation is not always material, but rather an acknowledgement of errors and a commitment to service improvement (Safitri et al., 2022a).

Finally, contact is the dimension with the strongest influence on SP4N–LAPOR! user satisfaction. These results align with research by Agustina and Amelia & Yuwono, which emphasized that access to officers or clear communication channels is a crucial factor in building public trust. Ease of contact with administrators or relevant agencies creates a sense of

being cared for and increases perceptions of government accountability, significantly impacting user satisfaction (Agustina, 2019) (Amelia & Yuwono, 2023b).

Overall, the results of this study confirm that public satisfaction with SP4N–LAPOR! is more determined by dimensions reflecting system reliability, data security, clarity of communication, and fairness of service, rather than purely technical aspects of use. These findings enrich the literature on E-Service Quality in the context of digital public services at the regional level, while providing practical implications for regional governments to prioritize improvements in system availability, privacy, compensation, and contact aspects to increase public satisfaction and trust in SP4N–LAPOR!.

CONCLUSION

The purpose of this study is to prove the researcher's hypothesis regarding the analysis of SP4N Lapor user satisfaction using the E-Service Quality framework. The results of this study show an R-square value of 0,748. Therefore, it can be concluded that the interpretation of the level of satisfaction of SP4N Lapor users is 74.8%. R-square identifies quality in the form of a strong/good category. Several E-Service Quality variables that have a significant effect on the satisfaction of SP4N Lapor users are System Availability, Privacy, Compensation and Contact variables with P-values of 0.049, 0.027, 0.031 and 0.001 respectively while the Efficiency, Fulfillment and Responsiveness variables with P-values of 0.715, 0.207 and 0.867 respectively do not have a significant effect on the satisfaction of SP4N Lapor users in Sungai Penuh City.

The results of this study are expected to be useful as input for improving SP4N Lapor in supporting community needs to increase public satisfaction in using SP4N Lapor and to realize the effectiveness and level of public satisfaction in e-government services. This study is also expected to enrich knowledge about SP4N Lapor and e-government. A weakness of this study is its implementation within a limited time, namely six months. Recommendations for further research are further research that can delve deeper into the effectiveness of SP4N Lapor.

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