

Abstract

This study aims to determine the effect of the quality of e-KTP services organized by the Department of Population and Civil Registration of Sleman Regency on community satisfaction. The population in this study were people who had performed e-KTP services by the Department of Population and Civil Registration of Sleman Regency. The sample in this study amounted to 100 respondents. This study uses a mixed research method, namely quantitative and qualitative research with purposive sampling data collection techniques. The source of this research data is the primary data source obtained from distributing questionnaires directly to respondents by distributing questionnaires at the Population and Civil Registration Office of Sleman Regency and conducting interviews with the Sleman Regency Population and Civil Registration Office. The secondary data in this study are books, journals, articles, and previous studies that support this research. Overall, the quality of e-KTP services by the Department of Population and Civil Registration has a significant effect on community satisfaction in Sleman Regency.

Keyword: Service Quality, Community Satisfaction, e-KTP, Department of Population and Civil Registration