

# Analysis of the Public Satisfaction Index toward The Website of The Teluk Wondama Regency Government, West Papua, Indonesia

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## ABSTRACT

**Background.** Although the official website of the Teluk Wondama Regency Government has been developed since 2018 as part of the implementation of e-government, several issues continue to hinder its effectiveness as a digital public service platform. Users frequently report an unattractive user interface, outdated information, and slow system performance. In addition, the limited availability of skilled human resources in information technology has contributed to inadequate website management and maintenance. These conditions indicate a gap between the intended role of the website as an electronic public service medium and the actual quality perceived by the community. **Purpose.** This study aims to analyze the quality of the official website of the Teluk Wondama Regency Government and to measure the Public Satisfaction Index based on the three main dimensions of the WebQual 4.0 model: Usability Quality, Information Quality, and Service Interaction Quality. **Method.** This research employed a descriptive quantitative approach. Data were collected through a Google Form questionnaire distributed to 88 respondents. The data were analyzed using descriptive statistical techniques based on the WebQual 4.0 framework (Barnes & Vidgen, 2001) to assess users' perceptions of the website's quality. **Results.** The findings show that the average score for Usability Quality was 3.74, Information Quality was 3.72, and Service Interaction Quality was 3.73 on a five-point Likert scale. Overall, these results indicate that the website is generally perceived as being of good quality by its users. However, several shortcomings were identified, particularly with regard to content freshness, system performance stability, and the responsiveness of interactive features. **Conclusion.** The official website of the Teluk Wondama Regency Government (<https://wondamakab.go.id>) has fulfilled its basic function as a digital information service platform. Nevertheless, further optimization is required, especially in improving UI/UX design, ensuring regular content updates, and enhancing the quality of interactive services. Moreover, strengthening the technical competencies of local government human resources is essential to improve the overall effectiveness of e-government services in Teluk Wondama.



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## **I. INTRODUCTION**

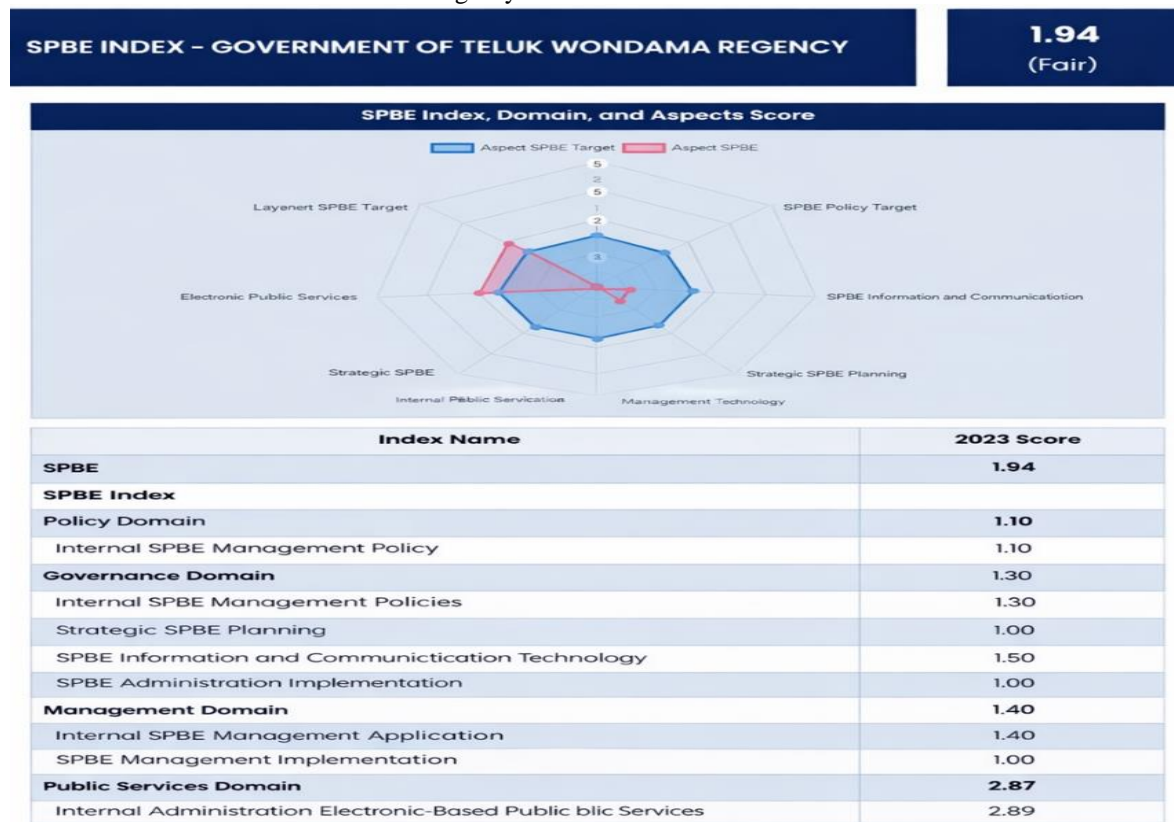
### **1.1 Background**

The digitalization era represents a period in which digital technology has become an integral part of daily life (Asatullayev & Chinmirzayeva, 2025; Ruzimatjon, 2024; Xiaojuan, 2023); Rahmawati et al., 2021). Rapid technological advancements have transformed the ways individuals communicate, work, and interact with their surroundings (Maurya, 2025; Yıldız, & Nur, 2024). Digitalization not only affects the information technology sector but also influences various other aspects of life, including the economy, education, healthcare, and government (Khaustova et al., 2024; Lutsenko, 2024). These developments have encouraged governments worldwide to adopt e-government initiatives in order to enhance efficiency, transparency, and the quality of public services (Setyarto et al., 2025; Mappasere, 2025). In Indonesia, the implementation of e-government is regulated through Presidential Regulation Number 95 of 2018 concerning the Electronic-Based Government System (Sistem Pemerintahan Berbasis Elektronik/SPBE), which aims to establish clean, effective, and trustworthy governance (Suryaningrat et al., 2025; Suryatman & Wargadinata, 2024). E-government can be defined as an information system that utilizes the internet and other digital technologies to conduct transactions, deliver public services, facilitate communication, coordination, and manage government organizations. It encompasses various forms of interaction, including government-to-government, government-to-business, and government-to-society services (Balaji, 2025). This concept includes multiple dimensions such as e-administration, e-services, and e-democracy. E-government not only focuses on the provision of online services but also emphasizes the improvement of internal government processes and the enhancement of public participation in decision-making (Benlahcene et al., 2024; Maysara & Asari, 2021)

One form of e-government implementation is the development of official local government websites as platforms for public information dissemination and service delivery. In the context of improving public service quality through digital media, Batubara & Helmy highlight the importance of optimizing local government websites as part of e-government development (Batubara & Helmy, 2019). Similarly, Boseran (2023) emphasizes the strategic role of government websites as key media for delivering public information at the local level (Barabanov & Usacheva, 2024).

The Teluk Wondama Regency Government has developed its official website (<https://wondamakab.go.id>) since 2018 as an effort to support the implementation of SPBE. However, preliminary evaluations indicate that the website still faces several challenges. Based on initial interviews conducted by the researcher with the Head of the E-Government Implementation Division at the Office of Communication and Informatics of Teluk Wondama Regency, it was explained that the website contains several main features, including business information, tourism, conservation, latest news, culinary content, and an aspiration service that allows the public to submit feedback and suggestions for regional development. The website also displays visitor statistics. For this reason, the present study focuses on analyzing the Public Satisfaction Index toward the official website of the Teluk Wondama Regency Government.

**Figure 1.**  
 Total SPBE Index of Teluk Wondama Regency in 2023



Source: Researcher's Data (2025)

The data above indicate the results of the SPBE Index of the Teluk Wondama Regency Government, which is calculated based on various domain aspects, including the SPBE policy domain, SPBE governance domain, SPBE management domain, and SPBE service domain. Based on these data, it can be concluded that Teluk Wondama Regency falls into the “adequate” category in terms of SPBE implementation. However, when compared to other regions, Teluk Wondama Regency remains significantly behind, although the index results suggest that its SPBE management can be considered fairly good.

Website performance can be measured using Google PageSpeed Insights, a tool provided by Google to assist website developers in evaluating and optimizing webpage performance. This tool analyzes web pages and generates reports on website performance along with recommendations for improvement. It measures various performance metrics, including page load time, time to first contentful paint, and time to largest contentful paint. Each webpage is assigned a performance score ranging from 0 to 100, indicating whether the page performance is fast, average, or slow. Based on the following table, several metrics can be examined to obtain a more detailed understanding of the performance of the Teluk Wondama Regency Government website, as described below.

**Table 1.**  
Website Performance Metrics Data

No.	Metric	Time
1	First Contentful Paint (Page Load Time Range)	11.4 s
2	Total Blocking Time (Total Time the Main Thread Is Blocked)	1,150 ms
3	Speed Index (Page Content Display Speed)	16.8 s
4	Largest Contentful Paint (Time Until Largest Element Appears in the Viewport)	16.9 s

Source: Researcher's Data (2025)

## 1.2 Problem

The implementation of the Electronic-Based Government System (SPBE) in Teluk Wondama Regency has currently reached a *moderate* category based on the results of the national evaluation. However, when compared to other regions, Teluk Wondama Regency still lags behind in terms of the effectiveness and optimization of its digital services. In practice, several weaknesses remain evident.

One of the most prominent issues lies in the user interface design, which is considered unattractive and insufficiently user-friendly. Several fonts appear unclear, color contrasts are inadequate, and multimedia content is played automatically without user control, which ultimately disrupts the navigation experience. In addition, the lack of regular content updates results in information becoming outdated and less relevant, thereby hindering public access to the latest policies, programs, and services provided by the local government.

Furthermore, the technical performance of the website remains relatively low, as indicated by several performance metrics such as page loading speed and access stability. On the other hand, limitations in human resources with adequate competencies in information technology constitute a major challenge in managing and developing the website. The shortage of skilled personnel has led to suboptimal system maintenance and has constrained the development of interactive features that are essential to meet public needs.

## 1.3 Previous Studies

Previous studies constitute an essential foundation for developing the conceptual and methodological framework of a scientific investigation. By reviewing prior research, scholars are able to identify relevant approaches, variables, and key findings, as well as to determine existing research gaps that can serve as the basis for further studies. In the context of this research, several previous studies employing the WebQual 4.0 method as a tool for evaluating website quality have been used as primary references.

The first study, conducted by Rahmadian et al., analyzed the quality of the KONI Semarang City website. Based on an evaluation involving 65 respondents, the study reported a User Satisfaction score of 4.00 and an Information Quality score of 4.01, indicating a relatively good level of user satisfaction with the website. The study adopted a descriptive quantitative approach to identify users' general perceptions of digital services provided by a government-affiliated sports organization (Rahmadian et al., 2024). The second study, carried out by Nainggolan and Aqil, evaluated the website of the Pagar Alam City Government. The findings revealed several shortcomings that necessitated further evaluation, particularly in terms of the user interface. Identified issues included the improper placement of the search bar, poorly arranged content layout with overlapping elements, and the presence of menu items without content. These findings highlight the importance of improving the visual design and structural organization of government websites (Nainggolan & Aqil, 2023). The third study, conducted by Mardiana, proposed an integrated model combining WebQual 4.0 and SERVQUAL to better address user needs. This study emphasized that integrating website quality dimensions with service quality dimensions can provide a more comprehensive assessment of user satisfaction (Mardiana, 2023). The fourth study by Nurrahman and Bagau evaluated the technical quality of the website [sipenduduk.pekanbarukota.go.id](http://sipenduduk.pekanbarukota.go.id), managed by the Population and Civil Registration Office of Pekanbaru City, with a focus on usability aspects. The results indicated that the website was useful in facilitating online access to population administration services, such as document tracking, online form submission, and digital service applications. However, deficiencies were identified in navigation and access speed, particularly on mobile devices, suggesting that usability improvements remain necessary (Nurrahman & Bagau, 2023).

Then the fifth study, conducted by Rahman and Purwanto, employed a questionnaire distributed using purposive sampling to 100 respondents who had previously used the website of the Population and Civil Registration Office. The study underscored the importance of evaluating website quality based on user perceptions in order to enhance digital public services (Rahman & Purwanto, 2022). The sixth study by Barnes and Vidgen discussed the primary challenges faced by e-commerce organizations in understanding customer needs and developing both web presence and back-office operations. This study contributed to the theoretical foundation of the WebQual framework (Barnes & Vidgen, 2002). The seventh study by Barnes and Vidgen described the application and refinement of WebQual 4.0 for evaluating information-intensive websites. The framework was expanded to incorporate interaction quality as a critical dimension of website evaluation (Barnes & Vidgen, 2001). The eighth study by Ilham and Cholil found that usability quality and information quality had a significant influence on user satisfaction, while interaction quality required continuous improvement to enhance overall website service quality (Ilham & Cholil, 2023).

The ninth study by Purwandani and Syamsiah aimed to analyze user satisfaction with the MyBest e-learning website using the WebQual 4.0 method. The findings demonstrated that WebQual 4.0 was effective in assessing user perceptions of online learning platforms (Purwandani & Syamsiah, 2021). The tenth study by Hertyana et al. provided important contributions by demonstrating the effectiveness of WebQual 4.0 in measuring website quality and offering insights for information technology consulting firms to prioritize improvements in usability, information quality, and service interaction to enhance user satisfaction (Hertyana et al., 2024). The eleventh study by Prastio and Sugiharto analyzed user satisfaction with the SIAP Undip Mobile Application version 2.1.9 using three evaluation models, namely End User Computing Satisfaction (EUCS), the DeLone and McLean model, and WebQual 4.0. The study involved 100 student respondents from Diponegoro University (Prastio & Sugiharto, 2024). The final study, conducted by Nangameka, evaluated the maturity of e-Government implementation in Situbondo Regency using a five-pillar approach. The study emphasized that website usability plays a crucial role in public information dissemination. The findings indicated that ease of navigation, smartphone accessibility, and the availability of service shortcuts supported information service quality, while interactive features such as online booking and automated notifications were not yet available, highlighting the need for further usability enhancements (Nangameka, 2022).

Based on the reviewed studies, it can be concluded that WebQual 4.0 has been widely applied to evaluate website quality across governmental, commercial, educational, and organizational contexts. However, relatively few studies have specifically examined local government websites in remote and underdeveloped regions, such as Teluk Wondama Regency. Therefore, this research seeks to address this gap and contribute to the strengthening of SPBE and e-government implementation by assessing public satisfaction with the local government website.

#### **1.4 State of the Art**

This study provides a significant scholarly contribution to the evaluation of local government digital service quality, particularly with respect to the official website of Teluk Wondama Regency. Although numerous previous studies have applied the WebQual 4.0 method to assess website quality in educational, commercial, and governmental sectors, research focusing on underdeveloped regions with limited digital infrastructure remains relatively scarce. For instance, Purwandani and Syamsiah evaluated the service quality of a university website using WebQual 4.0 and found that usability and interaction quality had a significant effect on user satisfaction, whereas information quality did not show a significant influence (Purwandani & Syamsiah, 2021). However, their study focused on a higher education institution operating within a relatively advanced digital infrastructure. In a different context, Hertyana et al. examined the website of PT Dikstra Cipta Solusi and identified usability as the dominant factor influencing user satisfaction (Hertyana et al., 2024). Nevertheless, this study was conducted in an urban environment within an information technology consulting firm that benefits from more advanced technological access. In contrast to these previous studies, the present research emphasizes the evaluation of a local government website in a region that is digitally underdeveloped. By employing the WebQual 4.0 method, this study not only measures the dimensions of usability, information quality, and interaction quality, but also takes into account the limitations of human resources and infrastructure that affect the management and development of the website. The scientific novelty of this research lies in its



holistic approach to evaluating local government digital service quality in regions with infrastructural constraints, as well as in providing context-specific recommendations to enhance electronic-based public services in underdeveloped areas. Therefore, this study is expected to serve as a valuable reference for the development of digital government services in similar regional contexts.

### 1.5 Purpose

This study aims to analyze the quality of the Teluk Wondama Regency Government website and the resulting Public Satisfaction Index based on the dimensions of usability quality, information quality, and service interaction quality using the WebQual 4.0 method. In addition, this research seeks to serve as an evaluative reference for the official website of the Teluk Wondama Regency Government, so that it can be further developed to support public service delivery. Furthermore, this study is intended to contribute to the enhancement of the website as a medium for introducing regional potential that may strengthen the external image of Teluk Wondama Regency, while also accelerating the implementation of the Electronic-Based Government System (SPBE) within the region.

## II. METHOD

This study employs a descriptive quantitative approach, which aims to systematically, factually, and accurately describe facts and relationships among the phenomena under investigation. This approach was selected because it provides an objective depiction of public perceptions regarding the quality of the Teluk Wondama Regency Government website. Quantitative research emphasizes the measurement of variables using valid and reliable instruments, as well as statistical data analysis (Kerlinger, 1973). The study adopts the WebQual 4.0 model developed by Barnes and Vidgen (2001), which is widely used to evaluate website quality based on three primary dimensions: usability quality (ease of use and accessibility), information quality (quality and accuracy of information), and service interaction quality (quality of interaction and perceived services). This model is considered relevant as it enables a comprehensive assessment of website quality from the users' perspective. The data for this study were obtained from two main sources: primary data and secondary data. Primary data were collected through the distribution of questionnaires to users of the Teluk Wondama Regency Government website. The questionnaire was designed based on WebQual 4.0 indicators and modified to suit the context of digital public services. Secondary data were obtained through non-participant observation of the website's user interface and documentation from the relevant government institution, namely the Office of Communication and Informatics of Teluk Wondama Regency. The population of this study comprised all visitors to the Teluk Wondama Regency Government website, which, based on statistical records, receives an average of 125,778 visitors per month. Due to the large population size and limitations in time and resources, purposive sampling was employed to select a sample of 88 respondents. The sample size was determined using the Slovin formula with a 10% margin of error. The research instrument was tested using two essential statistical procedures: a validity test using the Pearson Product Moment method to assess the extent to which questionnaire items represent the measured variables, and a reliability test using Cronbach's Alpha to evaluate the internal consistency of the instrument. These tests were conducted to ensure that the collected data were valid, consistent, and reliable. Data collection was carried out through three main methods: (1) questionnaires as the primary instrument for gathering public perception data; (2) observation to directly examine the website's appearance and performance; and (3) documentation to supplement relevant information from official institutional sources. The collected data were analyzed using descriptive statistical techniques by calculating the mean scores for each dimension of the questionnaire. The results were then classified into five quality categories, ranging from "very poor" to "very good," based on score intervals from 1 to 5. In addition, each WebQual 4.0 dimension was analyzed separately to identify which dimension most dominantly influences user satisfaction.

#### IV. RESULTS AND DISCUSSION

This study analyzes the Public Satisfaction Index toward the website of the Teluk Wondama Regency Government using the theoretical model developed by Stuart Barnes and Richard Vidgen (2001), based on three dimensions: usability quality, information quality, and service interaction quality.

##### 3.1 WebQual 4.0 Questionnaire

The questionnaire in this study was evaluated using the WebQual 4.0 method based on the theory developed by Stuart Barnes and Richard Vidgen (2001). WebQual 4.0, developed by Barnes and Vidgen, is a method designed to measure website quality based on user perceptions. By focusing on three main dimensions, WebQual 4.0 provides a comprehensive framework for understanding how users perceive website quality and for improving user experience in the digital environment. This approach was applied to determine the level of website usability quality of the Teluk Wondama Regency Government website. In this study, data were collected from 88 respondents who completed the questionnaire consisting of various questions related to the Teluk Wondama Regency Government website, as presented below.

**Figure 2.**  
WebQual 4.0 Questionnaire Result

Research Indicator	Total Score	Mean Score
Usability Quality (Q1–Q4)	$330 + 330 + 330 + 324 = 1,314$	$3.75 + 3.75 + 3.75 + 3.72 \div 4 = 3.74$
Information Quality (Q5–Q8)	$324 + 323 + 327 + 327 = 1,301$	$3.72 + 3.71 + 3.72 + 3.72 \div 4 = 3.72$
Service Interaction Quality (Q9–Q11)	$328 + 328 + 330 = 986$	$3.73 + 3.73 + 3.75 \div 3 = 3.73$

Source: Researcher's Data (2025)

##### 3.2 Usability Quality

The Usability Quality dimension in the WebQual 4.0 method refers to the extent to which a website provides an efficient, effective, and satisfying user experience. This dimension emphasizes ease of use, clarity of navigation, and speed of access to information, enabling users to achieve their goals with minimal difficulty. According to Barnes and Vidgen (2002), usability includes users' ability to learn how to use a website quickly, intuitive navigation, and an attractive and consistent interface design. This view is supported by Rerung and Ramadhan (2024), who highlight that ease of learning is a key indicator in improving website usability quality. Users typically have specific expectations when visiting a website, such as the ability to easily locate information or complete tasks within a short period of time. Usability Quality seeks to ensure that these expectations are met through responsive design and supportive features. For instance, in e-commerce websites, users should be able to find products efficiently through a fast and well-structured search function, while the purchasing and payment processes should be simplified to avoid user confusion.

Visual aspects also play a crucial role in usability. Websites with consistent design and well-organized layouts provide a more pleasant user experience. The use of colors, fonts, and graphical elements should support informational and interactive purposes rather than distract users. For example, educational websites should offer clear navigation menus for different content categories, while maintaining a simple visual design that keeps users focused on educational materials. Furthermore, usability quality extends beyond general users to include individuals with special needs, such as persons with disabilities. Websites that comply with accessibility standards—such as providing alternative text for images—enhance inclusivity and broaden user access. In web-based applications, such as project management platforms, high usability allows teams to quickly understand and utilize features related to task management, progress tracking, and communication. This seamless experience enables users to focus on achieving their objectives without spending excessive time learning how the system works.

Thus, the usability dimension represents the core of user-centered web design. Its primary objective is to create an experience that is not only efficient but also satisfying, encouraging users to revisit and repeatedly use the website. Neglecting usability elements significantly increases the risk of user dissatisfaction and abandonment. In practical terms, usability refers to how easily a website can be used, understood, and perceived positively by users. Research by Mardiana (2023) indicates that integrating WebQual 4.0 with SERVQUAL produces a more comprehensive website quality evaluation model, with usability as a key variable. Additionally, Prastio et al. (2024) found that service interaction quality significantly influences user satisfaction, while information quality and usability require improvement to achieve optimal satisfaction levels. The evaluation of the website <https://www.wondamakab.go.id/> involved 88 respondents who completed task-based scenarios. The questionnaire results indicate that the **Usability Quality** of the website falls into the “easy to use” category, with an average score of **3.74 out of 5**. This finding suggests that the website has met user expectations in terms of understandable navigation and interface consistency that supports ease of learning. Enhancing this aspect further can improve efficiency and effectiveness while fostering greater user satisfaction and loyalty toward the website.

### 3.3 Information Quality

The Information Quality dimension is a critical concept in various contexts, ranging from business organizations to the provision of public services. Information quality refers to the extent to which the information provided meets users’ needs and satisfies specific criteria that determine its effectiveness. Several key aspects define this dimension.

First, accuracy is the core of information quality. Information must be free from errors and accurately reflect reality, as decisions based on inaccurate information may lead to adverse consequences. For instance, in the medical field, incorrect diagnoses resulting from inaccurate information can endanger patients’ lives. Therefore, careful data collection, analysis, and dissemination are essential. Second, completeness ensures that information covers all relevant and essential elements related to users’ needs. Incomplete information may lead to misinterpretation and increased risk, particularly in contexts such as financial decision-making. Third, timeliness refers to the provision of information at the appropriate time. Outdated information often fails to support effective decision-making, making real-time or near real-time information delivery increasingly important in the digital era. Another important aspect is reliability, which reflects users’ confidence in the credibility of the information source. Trust is typically built upon the reputation and track record of the information provider. Relevance also plays a significant role, as even accurate and complete information has limited value if it does not align with users’ specific goals or contexts. In addition, readability and ease of understanding are essential components of information quality. Information that is accurate and relevant may lose its value if it is not presented in a clear and accessible manner. This includes the appropriate use of language, presentation format, and visual aids to ensure that information can be understood by diverse user groups, including those with special needs. Consistency is equally important, as inconsistent information may cause confusion and reduce user trust.

Furthermore, accessibility and sustainability have become increasingly relevant in digital environments. Information should be easily accessible without unnecessary barriers and should be stored in formats that ensure long-term availability and technological compatibility. Lastly, the economic value of information reflects the balance between the costs incurred to produce high-quality information and the benefits derived from its use. Although high-quality information often requires substantial investment, the benefits—such as improved decision-making generally outweigh the associated costs. In the context of website evaluation, particularly for digital public services, the Information Quality dimension is a crucial component. According to Barnes and Vidgen (2002), this dimension encompasses accuracy, completeness, timeliness, relevance, readability, consistency, accessibility, and economic value. High information quality ensures that users can access reliable, up-to-date, and relevant data. In government websites, information quality significantly influences user satisfaction and trust. Yudistira et al. (2020) found that Information Quality has a significant effect on user satisfaction in academic websites, a finding that is also applicable to government websites.

The results of this study, involving 88 respondents, indicate that the average score for the Information Quality dimension of the website <https://www.wondamakab.go.id/> is 3.72 out of 5, suggesting that users



perceive the quality of information provided as good. Nevertheless, to achieve a higher level of quality, improvements are required, particularly in terms of content freshness and data completeness. Supporting this finding, Ilham and Cholil (2021) emphasize the importance of continuous evaluation of information quality on government websites. Their study reveals that while usability aspects are often satisfactory, Information Quality still requires enhancement, especially in regular content updates and more comprehensive information presentation. Overall, the Information Quality dimension plays a vital role in ensuring that government websites meet public information needs and user expectations. Continuous improvement in this dimension will contribute to higher user satisfaction and greater effectiveness of digital public service delivery.

### **3.4 Service Interaction Quality**

The Service Interaction Quality dimension in the WebQual 4.0 framework represents a crucial aspect that emphasizes users' interaction experiences with services provided through a website. This dimension encompasses elements that determine the extent to which a website can meet users' needs, expectations, and satisfaction levels. Service interaction includes not only direct communication with service providers but also indirect interactions that occur when users access information, utilize website features, and complete transactions. As such, service interaction quality reflects the provider's professionalism, system reliability, and the effectiveness of processes designed to facilitate user convenience.

One of the core components of Service Interaction Quality is service reliability, which refers to a website's ability to deliver fast, accurate, and consistent responses under various conditions. When users submit inquiries, requests, or encounter technical issues, timely and relevant responses are essential. This responsiveness is closely related to system stability, as reliable and error-free systems enhance users' trust in the platform. In addition, personalization plays a significant role in service interaction quality. Users tend to value services tailored to their individual needs, such as customized recommendations or preference-based solutions, which foster a sense of personal attention and increase user trust and loyalty. Technological support is another critical factor in enhancing service interaction quality. Technologies such as artificial intelligence-based chatbots, automated ticketing systems, and live chat features have become integral in improving user experience by enabling real-time communication, reducing waiting times, and providing efficient solutions. However, the effectiveness of these technologies depends largely on the quality of their implementation and alignment with users' needs. Security and privacy are also integral components of Service Interaction Quality. In the digital era, users are increasingly concerned about the protection of their personal data. Websites that ensure data encryption, transparent privacy policies, and user control over personal information tend to gain higher levels of trust. Alongside technical aspects, the professional attitude of customer service representatives—characterized by friendliness, empathy, and problem-solving capability—plays a vital role in shaping positive user experiences. This highlights the importance of adequate training and comprehensive service knowledge among service personnel.

Moreover, service-related information provided on the website should be clear, unambiguous, and easy to understand. The availability of accessible knowledge bases, comprehensive FAQs, and step-by-step guides can significantly enhance service interaction quality by enabling users to resolve issues independently without direct contact with support staff. Collectively, these factors contribute to a holistic service experience that strengthens user loyalty and enhances the website's reputation. Within the WebQual 4.0 framework, Service Interaction Quality encompasses responsiveness, personalization, system reliability, communication quality, and security during user interaction (Barnes & Vidgen, 2002). In the context of government websites, such as <https://www.wondamakab.go.id/>, this dimension is particularly important, as these platforms function not only as information portals but also as digital public service channels.

Based on survey results from 88 respondents, the average score for the Service Interaction Quality dimension of the Teluk Wondama Regency Government website was 3.73 out of 5, indicating a good level of perceived service interaction quality. Although users generally view the website positively, there remains room for improvement, particularly in response speed, clarity of interactive features, and assurance of personal data protection. Supporting this finding, Suhendra et al. (2023) emphasize that response speed and system reliability are key determinants of user satisfaction in digital service websites, while Septian and Rifai (2022) confirm that Service Interaction Quality has a significant effect on user satisfaction in academic service websites. In

the context of digital governance, these findings are highly relevant, as public service delivery increasingly relies on digital platforms that demand efficiency and user-centered service standards comparable to those in the private sector. Strengthening service interaction quality—especially through professional customer support, real-time interactive features, and robust privacy protection—can significantly enhance public satisfaction with the Teluk Wondama Regency Government website, which constitutes the primary focus of this study.

## V. CONCLUSION

This study aims to analyze the quality of the Teluk Wondama Regency Government website using a descriptive quantitative approach based on the WebQual 4.0 method, which encompasses three main dimensions: usability quality, information quality, and service interaction quality. Based on data collected from 88 respondents, the website obtained an average score of 3.7 out of 5, which falls into the “good” category on the Likert scale. However, when compared with the SPBE Index of Teluk Wondama Regency, which scored 1.94 and is classified as “adequate” in terms of SPBE development, a discrepancy between these two indicators is evident. In practice, the website still experiences technical issues, particularly server instability, which frequently results in errors or maintenance disruptions during access. These conditions indicate the need for continuous and systematic improvements.

Several recommendations can be proposed based on the findings of this study. First, website performance optimization is required to ensure easier and more stable access for users. Second, improvements in website design and user experience (UX) should be implemented to ensure optimal display and functionality across various devices. Finally, regular content updates are necessary so that users can consistently access accurate and up-to-date information.

This study has several limitations, primarily related to time and financial constraints. In addition, the research was conducted in only one regency, serving as a single case study model, as suggested by Creswell’s approach to case-based research. The authors acknowledge that the findings of this study are preliminary in nature. Therefore, future research is recommended to be conducted in similar locations or expanded contexts, particularly focusing on the analysis of public satisfaction indices toward local government websites. Such studies are expected to generate more comprehensive insights and comparative findings that can further strengthen the evaluation of e-government website quality.

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