

Abstract

In today's paced era of information technology the digital lifestyle is heavily influenced by the progress of technology. A prime example of this progress can be seen in the use of websites, in the realm. Similarly in governance Presidential Instruction No. 3 of 2003 emphasizes the importance of e government development particularly spearheaded by the Ministry of Communication and Informatics. One government institution that has successfully implemented e government practices is the Civil Registration and Vital Statistics Office (Dukcapil) in Makassar City. Their primary goal is to provide high quality services to the public.

To evaluate and enhance the quality of services offered on their website Dukcapil Makassar City employed the Webqual 4.0 method for this study. The research involved surveying a sample group comprising 385 respondents who're users of their website. The anticipated outcome is to derive recommendations aimed at improving user satisfaction with Dukcapil Makassar City's website services. Descriptive analysis, gap analysis and importance performance analysis (IPA) were utilized as data analysis techniques.

The research findings indicate that user satisfaction, with Dukcapil Makassar City's website aligns with their expectations as perceived value exceeds what users initially anticipated.

Keyword: Service Quality, Webqual 4.0, Makassar, Dukcapil