

## ABSTRACT

*Karawang Immigration Office is one of public service institutions that implement e-Government in providing services to customer. By the implementation of e-Government will facilitate customer to do the process of registration, payment, the determination of the schedule of service in accordance with the specified time and customer can submit questions and criticisms or suggestions anytime, anywhere (computer mediated communication). It can facilitate the ease of customer in the process of document processing and ease of communication with the agencies will certainly enhance a customer satisfaction minds. Better quality in service of e-Government make the customer get larger satisfaction. Measurements were performed by measuring variables e-Government Service Quality as the variables X and Customer Satisfaction as a variable Y. The independent variable is the e-Government Service Quality with variable sub Ease of Access, Confidence, Interaction Functionality, Reliability, Display and Content Information, and Support for Users. Dimensions variable Y measured Procedure, Terms, Responsibility Officer, Services Speed, Capability Officer, Courtesy Officer, Cost Assurance, and Assurance Services Schedule. The samples used were 100 respondents who use e-government service on 25<sup>th</sup> to 27<sup>th</sup> april, 2016. Research methods used in this research is quantitative descriptive, using data analysis of Pearson product moment, normality test, regression analysis and determination test. The results of the research carried out showed that the respondent's assessment e-Government Service Quality was very good. While the influence of e-Government Service Quality against Customer Satisfaction gained r of 0.842 stating e-Government Service Quality and Customer Satisfaction showed a very strong relationship. Meanwhile, the results also showed the influence of e-Government Service Quality for Customer Satisfaction is 70,89%.*

**Keywords: e-Government Service Quality, Service User Satisfaction, e-Govsqual.**