
EFFECT OF SERVICE ADMINISTRATION SYSTEM ELECTRONIC PASSPORT (E-PASSPORT) TOWARDS COMMUNITY TRUST AND SATISFACTION

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ABSTRACT

Introduction: This study examines the influence of the electronic passport service administration system (e-passport) on public trust and satisfaction. Based on previous studies, the latest of this study is in the addition of trust and public satisfaction variables in the electronic passport (e-passport) service administration system.

Method: This study falls under the category of descriptive quantitative research. This research was conducted on consumers making electronic passports (E-passports) in the West Nusa Tenggara area. The sampling technique in this study was simple random sampling with a research sample of 100 respondents. The data analysis technique in this study was Partial Least Square (PLS). **Result:** It explores how the perception of the ease of e-passport service affects public trust, the ease of service e-passport affects public satisfaction, the practicality of e-passport service affects public trust, the expediency of e-passport services affects public satisfaction, public trust affects public satisfaction, public trust can mediate the perception of ease of e-passport service towards public satisfaction, community trust can mediate the perception of the practicality of e-passport services to public satisfaction. **Conclusion:** the perception of specific and valuable e-passport services can increase public satisfaction and trust.

Keywords: E-Passport, Perceived Usefulness, Perceived Ease of Use.

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INTRODUCTION

Public services in Indonesia have a vital role in economic, social and political life. Services are also essential in improving the quality of social life in society. Our current public services are often of poor quality, which is unfortunate given their significant impact on economic, social, and political life. Poor quality gives rise to a crisis of trust in society toward the public bureaucracy, indicated by the emergence of various forms of protests and demonstrations at the central and regional levels of bureaucracy. People still believe that processes and service mechanisms are complicated, opaque, uninformative, sterile, and inconsistent, making it impossible to ensure legal certainty, cost, or time. This has caused other phenomena, such as the high costs citizens must pay while using government-provided public services. This calls for the government to give bureaucratic reform in the area of public services primary priority.

As one of the service providers, the government must raise the quality of services it offers to meet the citizens' satisfaction. As a result, the service focuses on the interests of the larger community. The quality of the service has the most significant impact on the degree of client satisfaction. The measuring of customer happiness and service quality are strongly related.

Measuring satisfaction is not an easy task because satisfaction is within their attitude. Only an honest self-report from the subject can be a reliable indicator of satisfaction. Measuring through observation only generates the observer's perception through expressing non-verbal feelings. Therefore, satisfaction can be traced based on their expectations and perceptions. The degree of satisfaction can be measured by evaluating the suitability between the expected service quality and the service received (Mugabe & Choga, 2018).

To solve the issue of inadequate public services, the government should adopt bureaucratic adjustments to increase the standard of community services. Ordinary Passports and Travel Letters Like Passports are covered in Article 2 of the Regulation of the Minister of Law and Human Rights of the Republic of Indonesia, Number 8 of 2014. Indonesian citizens may apply for ordinary passports inside and outside of Indonesia. Ordinary passports come in two varieties: ordinary electronic passports and non-electronic ordinary passports. The Immigration Management Information System issues a standard electronic passport while attaching the necessary documentation. Article 3 of the Regulation of the Minister of Law and Human Rights of the Republic of Indonesia Number 8 of 2014 concerning Ordinary Passports and Travel Letters Like Passport, on the other hand, states that applications for ordinary passports may be submitted manually or electronically with the proper complete documentation attached.

Electronic passport services will be available at more immigration offices starting December 28, 2021. Based on the Decree of the Director General of Immigration Number IMI-0278. GR.01.01 In 2021, it was recorded that 52 Immigration Offices had provided electronic passport services. To optimize the implementation process of the online passport queue registration app, the Directorate General of Immigration has established a circular Number, IMI-UM.01.01-4166, concerning the Implementation of the Online Passport Queue Registration App throughout Indonesia. So based on the circular, all immigration offices must implement an online passport queue registration app. This online passport queue registration tool aims to raise the standard of immigration services.

Previous research conducted by Wibowo et al. (2014) The results of this study obtained that the effectiveness of passport-making services using the SIMKIM at the Tangerang Class I Immigration Office was 71.14% of what was expected or could be said to be good because it reached a figure above 70%. The research conducted by Bintari et al. (2017) on the Quality of Passports-Making Services at the Immigration office class I Bogor shows a gap between perceptions and respondents' expectations of passport-making services organized by the Immigration Office Officer class I Bogor.

Based on the background and previous research, the latest research is the addition of trust and Public Satisfaction variables in the Passport Electronic Service Administration System (E-Passport). This study also uses the SEM-PLS test, expected to produce different outputs from previous studies. This study aims to examine the Effect of the Passport Electronic Service Administration System (E-Passport) on Public Trust and Satisfaction.

METHOD

This research uses descriptive research with a quantitative approach. Sugiyono (2017) states that research procedures are scientific features used to gather data for specific aims and applications. This study adopted a quantitative methodology. According to Sarstedt et al. (2020),

make use of observations, interviews, or questionnaires to gather information on how our research topic is currently being handled. Through this descriptive investigation, the researcher will explain what is happening in the current circumstance under study. The researcher gathers information to test for hypotension or respond to questions via questionnaires and other means.

This research was conducted on consumers making electronic passports (E-passports) in the West Southeast Nusa area. The sampling technique in this study was simple random sampling so that in this study, so a research sample of 100 respondents was obtained.

This study employed partial least squares (PLS) as a data analysis method (PLS). PLS is a structural equation modelling (SEM) model that uses a variance- or component-based method. Sarstedt et al. (2020) claim that the goal of PLS-SEM is to create or develop a hypothesis (prediction orientation). PLS explains whether there are any correlations between latent variables or not (prediction). PLS is an effective analytical technique since it does not presuppose current data with a particular scale measurement or the number of small samples (Hair et al., 2019).

Validity and Reliability Test

Testing for validity and reliability is done to ensure the measurement used is appropriate for evaluation (valid dan reliable). Validity and reliability testing can be seen from:

As can be seen from the standardized loading factor, which describes the strength of the correlation between each measurement item (indicator) and its contract, convergent validity is the first indicator that is evaluated based on the correlation between the item score/component score and the construct score. A reflexive measure is high when the correlation is more significant than 0.7.

The second measurement model, called discriminant validity, has a reflexive indicator evaluated by cross-loading measurements with constructs. The average variance extracted (AVE) values' square roots are also compared for discriminant validity. The instruments are legitimate if they have an AVE score of >0.5 .

Third, Composite dependability is a construct that may be measured using latent variable coefficients as an indicator. If the result of this measurement is more than 0.70, the construct is considered to have good dependability.

Fourth, Cronbach's Alpha is a reliability test used to bolster composite reliability results. If a variable's Cronbach's alpha value is more than 0.7, it can be deemed dependable.

Instrument Testing

Tabel 1. Instrument Testing Models

Uji Instrumen	Test Use
Uji Validity	Convergent Validity
	AVE
Uji Reliability	Cronbach Alpha
	Composite Reliability

R Square Test

To determine the degree to which a specific independent variable influences a latent dependent variable, the R-square of the dependent construct is utilized.

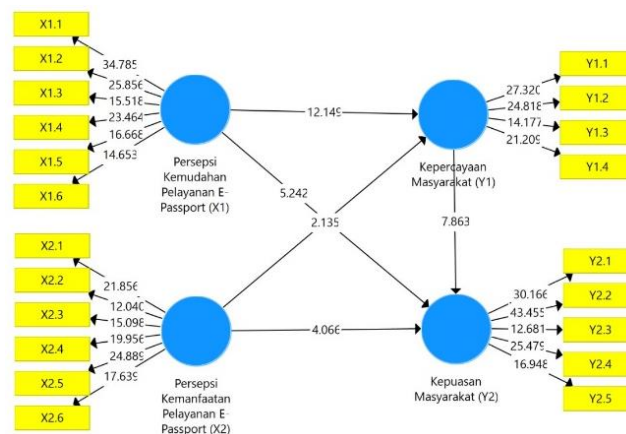
Inner Model Analysis

Causation between variables examined in the model is predicted using internal model analysis, also known as a structural model. Testing hypotheses is used to analyze the inner model using Smart PLS, as may be observed from the probability value and t-statistical value in hypothesis testing. The t-statistics value used for alpha 5% in hypothesis testing, specifically by statistical values, is 1.96. The beta score is used to determine the direction of the effect of the link between variables. The following are the standards for accepting or rejecting hypotheses:

H_a = t-statistics > 1.96 with a p-values score of < 0.05.

H_0 = t-statistics < 1.96 with a score of p-values > 0.05.

RESULTS AND DISCUSSION



Outer Model Analysis

Validity Test

The Validity Test is utilized to evaluate the reliability of a questionnaire. In this study, convergent validity and AVE are used for validity testing. Validity uses convergent validity, where given the measurement model, the reflection of the correlation is used to evaluate indicators of item score or component score calculated with PLS. Individual reflection size is deemed significant if it correlates with the measured construction by more than 0.7. Based on (Ghozali & Latan, 2015), developing a 0.5 to 0.6 loading score for the initial research stage is quite adequate.

Tabel 1. Validity Test Results

Variable	Outer Loading	Ave	Information
Perception of Ease of Service E-Passport (X1)	X1.1	0.867	Valid
	X1.2	0.812	Valid
	X1.3	0.796	Valid
	X1.4	0.841	Valid
	X1.5	0.798	Valid
	X1.6	0.756	Valid
Perception of the Expediency of E-Passport Services (X2)	X2.1	0.848	Valid
	X2.2	0.753	Valid
	X2.3	0.795	Valid
	X2.4	0.788	Valid
	X2.5	0.817	Valid

	X2.6	0.773		Valid
Community Trust (Y1)	Y1.1	0.858	0.676	Valid
	Y1.2	0.850		Valid
	Y1.3	0.771		Valid
	Y1.4	0.808		Valid
	Y2.1	0.848		Valid
Community Satisfaction (Y2)	Y2.2	0.886	0.685	Valid
	Y2.3	0.748		Valid
	Y2.4	0.840		Valid
	Y2.5	0.807		Valid

The study's indicators are valid and usable based on the instrument's validity testing findings.

Reliability Test

The Cronbach Alpha test and the Composite Reliability Test were employed in this investigation. Cronbach Alpha assesses the lowest value (reasonably low) dependability. It is considered credible if the data has a Cronbach alpha value greater than 0.7. Composite reliability quantifies a variable's actual dependability value. If the data does have a composite reliability score of greater than 0.7, it is said to be reliable.

Tabel 2. Reliability Test Results

	Cronbach's Alpha	Composite Reliability
Community Trust (Y1)	0.840	0.893
Community Satisfaction (Y2)	0.884	0.915
Perception of the Expediency of E-Passport Services (X2)	0.884	0.912
Perception of Ease of Service E-Passport (X1)	0.897	0.921

The test results showed that all instruments were declared reliable with a Cronbach Alpha and Composite reliability score of > 0.7.

R-Square Test

The R-Square Coefficient assessment (R-Square) test is employed to determine that other factors impact however many endogenous variables. The R-Square value was calculated based on data analysis using the smartPLS application, as shown in the table below.

Table 3. R-Square Test Results

	R Square	R Square Adjusted
Community Trust (Y1)	0.898	0.896
Community Satisfaction (Y2)	0.967	0.966

Based on the test outcomes, a score of the r square for public trust of 0.770 was obtained, that public trust is affected by the perception of the ease of E-passport services and the perception of the benefit of E-passport services by 77% and the rest is influenced by variables that have not been explained in this study. Then the r score for public satisfaction is 0.967, which means that public satisfaction is influenced by the perception of the ease of E-passport services, the perception of the practicality of E-passport services, and public trust of 96.7%.

Hypothesis test**Table 4. Hypothesis Test Result**

	Original Sample (O)	T Statistics ($ O/STDEV $)	P Values
Direct Influence			
Community Trust (Y1) -> Community Satisfaction (Y2)	0.510	7.863	0.000
Perception of the Expediency of E-Passport (X2) Services -> Public Trust (Y1)	0.152	2.135	0.033
Perception of the Expediency of E-Passport (X2) Services -> Community Satisfaction (Y2)	0.172	4.066	0.000
Perception of Ease of Service E-Passport (X1) -> Public Trust (Y1)	0.814	12.149	0.000
Perception of Ease of Service E-Passport (X1) -> Public Satisfaction (Y2)	0.333	5.242	0.000
Indirect Influence			
Perception of the Expediency of E-Passport (X2) Services -> Community Trust (Y1) -> Community Satisfaction (Y2)	0.078	2.059	0.040
Perception of Ease of Service E-Passport (X1) -> Public Trust (Y1) -> Community Satisfaction (Y2)	0.415	6.603	0.000

Perception of Ease of Service E-Pasport affects Public Trust

The results of the hypothesis testing the perception of the ease of service of E-passport to public trust received a score ($p=.814$) with p values of .000 ($p<0.05$) and t statistics of 12,149 ($p>1.96$), showing that assuming there is a significant positive association between the variable perception of the ease of service of E-passport and public trust. The better the perception of the ease of service of the E-passport, the better the public's trust will be. Trust in service affects buyers' behaviour and increases the intention to buy. Interaction between users increases trust and influences consumers' intention to buy. The higher the confidence of consumers, the higher their intention to buy. Therefore, trust dramatically influences consumers' desire to transact (Halizah et al., 2022).

Perception of Ease of E-Passport Service affects Public Satisfaction

The outcomes of the hypothesis testing of the perception of the convenience of service of E-passport to public satisfaction obtained a score ($p=.333$) with p values of .000 ($p<0.05$) and the t statistics of 5,242 ($p>1.96$), showing assuming there is a significant positive association between the variable perception of the ease of service of E-passport and public satisfaction. The better the perception of the ease of service of the E-passport, the better the community's satisfaction. It reinforces the rules of value and usefulness of technology in gaining customer satisfaction and loyalty (Wilson et al., 2021). Tananjaya (2012) stated that in the process of implementing accounting software at travel agencies in Surabaya, the performance expectancy of use role is inextricably linked to the success of a financial software deployment process in terms of user satisfaction.

Perception of the Expediency of E-Passport Services affects Public Trust

The outcomes of testing the hypothesis of the perception of the practicality of E-passport services to public trust obtained a score ($p=.152$) with p values of .033 ($p<0.05$) and the t statistics of 2,135 ($p>1.96$), showing that assuming there is a significant positive association between the

variable perception of the practicality of E-passport services and public trust. The better the perception of the practicality of E-passport services, the better the public's trust will be. In this case, it means that the convenience provided by a company (easy to learn and understand, efficient in transactions, as well as ease in making payments or convenience in the delivery process) to customers will allow customers to repurchase the same company. It also applies to the e-commerce industry, where if there is ease of use of e-commerce, customers will likely repurchase the e-commerce industry. E-commerce companies to run a business in the future, it is necessary to offer ease of product livelihood, ease of communicating with sellers, ease of making payments, and ease in the delivery process to increase the perceived ease of use of customers so that the level of repurchase intention of e-commerce companies can increase. The perception of benefits will be created to the extent to which the company provides more objective services and product quality to consumers (Marakanon & Panjakajornsak, 2017). The perception of benefits can have an effect if consumers' assessment of herbal medicines is of positive value from the transactions to be carried out by consumers

Perception of the Expediency of E-Passport Services affects Community Satisfaction

The outcomes of testing the hypothesis of the perception of the practicality of E-passport services on community satisfaction obtained a score ($p=.172$) with p values of $.000$ ($p<0.05$) and also t statistics of $4,066$ ($p>1.96$), showing that assuming there is a significant positive association between the variable perception of the practicality of E-passport services and community satisfaction. The better the perception of the practicality of E-passport services, the better the community's satisfaction. Amin et al. (2014) stated that perceived usefulness significantly affects website (mobile) users in Malaysia. Customer confidence in the efficacy and reliability of the brand (Clow & Baack, 2016). According to Keni (2020), buyers' confidence in sellers is due to behaving benevolently, capably and ethically. Concerning these findings, people or consumers usually tend to use or adopt the newest technologies only if they think that those technologies will benefit their lives or that those newest technologies will bring a positive impact on their work, which, people tend to adopt or use newest technologies only if they think that technologies will improve the quality of their work efficiency.

Community Trust affects Community Satisfaction

The hypothesis of public support in user satisfaction was tested and yielded a score ($p=.510$) with the p values of $.000$ ($p<0.05$) and the t statistics of $7,863$ ($p>1.96$), indicating that assuming there is a significant positive association between community trust characteristics and community satisfaction. The better the community's trust, the better the community's satisfaction. Hajli's research (2013) found that trust has a vast and good impact on consumers' purchasing intentions. Similarly, they found by Nusarika & Purnami (2015), found that higher consumer confidence will result in a higher purchase intention to shop. In contrary to the research conducted by Smart (2016), which found that the variable of trust or confidence negatively affects the interest in buying fashion products online, which indicates that consumers are not sure about making purchases directly online by not seeing the product to be purchased at a price that the seller has determined. This result follows the *theory of the Technology Acceptance Model* (TAM) compiled by Davis & Newstrom (1989), which states that the attitude of the user of the information system is determined

by perceived usefulness and perceived ease of use). Users will feel more significant benefits if they feel the ease of using the information system.

Public Trust can mediate the Perception of Ease of E-Passport Service to Community Satisfaction

The results of testing the hypothesis of public trust variables mediate the relationship between the perception of the ease of service of E-passport to the satisfaction of the community getting a value ($p = .078$) with the p values of $.040$ ($p < 0.05$) with the t Statistic $3,310$ ($p > 1.96$) show that public trust can mediate the influence of the perception of ease of service E-passport on community satisfaction. One of the factors influencing repurchase intention is perceived ease of use. According to Keni (2020), The *perceived ease of usage* is favourable and substantial in predicting another purchase intention. The findings of this study are contrary to Mohamed et al. (2014), who showed that perceived ease of use is not significant in influencing repurchase intention. Furthermore, according to Trivedi & Yadav (2018), trusts can predict repurchase intention positively and significantly. Some previous studies' results stated that trust is not significant in predicting repurchase intention (Kassim & Abdullah, 2010; Wen et al., 2011). Furthermore, Chiu & Cho (2019) has been established that consumer satisfaction is both positive and substantial in predicting repurchase intent.

Community Trust can mediate the Perception of the Expediency of E-Passport Services to Community Satisfaction

The results of testing the hypothesis of community trust variables mediate the relationship between the perception of the practicality of E-passport services to community satisfaction with a value ($p = .078$) with the p values of $.040$ ($p < 0.05$) with the statistic t $3,310$ ($p > 1.96$) show that public trust can mediate the influence of perceptions of the practicality of E-passport services on community satisfaction. Customers feel satisfied or disappointed based on the comparisons between perceptions and expectations of service results (Kotler & Keller, 2012). According to research, Homburg & Giering (2001) claims that customer satisfaction is an essential issue in the field of marketing because satisfied customers turn into loyal customers and ensure profitability, which is very important for most businesses. Satisfaction is considered to be closely related to the quality of service (Lovelock & Wright, 2010). Satisfied consumers are more likely to engage and participate in other services offered by service providers (David et al., 2018; Reichheld & Kenny, 1990). Trust plays an important role, including providing a sense of trust to consumers regarding privacy and the quality of the products offered (Rajalie & Briliana, 2014).

CONCLUSION

From the results of the research, it was found that the perception of the ease of e-passport service affects public trust, the perception of ease of service e-passport affects public satisfaction, the perception of the practicality of e-passport service affects public trust, the perception of the practicality of e-passport service affects public satisfaction, public trust affects public satisfaction, public trust can mediate the perception of ease of e-passport service to satisfaction community, community trust can mediate the perception of the practicality of e-passport services to community satisfaction. So, it can be concluded that the perception of accessible and valuable e-passport services can increase public satisfaction and trust. The perception of ease, practicality, trust, and

pleasure positively and significantly influenced the re-enactment intention. It shows that there is satisfaction from consumers for the services and results provided in making the E-passport.

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