Factors affecting online service quality and customer satisfaction in the Passport Department of Afghanistan

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FEB 2020

A thesis submitted in partial fulfillment of the requirement for the degree of BBA at Kardan University, Kabul, Afghanistan

Declaration of Authorship

I hereby certify that the work embodied in this thesis project is the result of original research and has not been submitted for a higher degree to any other university or institution.

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Acknowledgment

I praise and thank Almighty Allah for the ability, patients, confidence, and courage to the fulfillment of this work and I am thankful of all those who provide me for the successful completion of this degree.

I am heartily grateful and sincere from my family and especially from my parents who have supported and encourage role in achieving of this goal, this encourages, guidance and financial support during all this period were very helpful and giving my energy for giving this degree.

I would like to present my appreciation acknowledge to my assigned supervisor Mr. Aimal Mirza who supervised, encouraged, advised, guide, and assisting me during this work, to the management of Kardan university for proving the valuable opportunity of pursuing my master degree and completion of this degree.

I want to offer my special thanks and regards to all those who supported me in any respect during the completion of this study.

Abstract

This thesis is all about the factors of service quality in online service and customer satisfaction. In this collection, the study determines the important factors which affect the online service quality and satisfaction the researcher define each factor separately and want to determine the effectiveness of each factor to online service quality for this purpose researcher develop a questionnaire for 500 responsiveness to analysis the effect of the factor to online service quality and customer satisfaction.

Responsiveness is chosen randomly and all of them are the customers of the passport department in Afghanistan. Factors that are focus on them are the six online service factors like trust, reliability, Security, empathy, community support, and efficiency. The use of correlation and multiple regressions was made thus concluding a significant positive effect of trust, reliability, security, empathy, community support and efficiency of services on customer satisfaction.

Keywords: *trust, reliability, Security, empathy, community support, efficiency, customer satisfaction.*

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CHAPTER ONE

INTRODUCTION

1.1. Background of Study

The use of information technology and the internet is not only in business nowadays, it helps the government to utilize through these distribution channels serve their citizens. Moreover, in Afghanistan the utilization of information technology is increasing and along with this the Afghanistan passport department is making progress on initiating in e-service through e-governance in 2012 and after that this department will put greater progress and start the online application services in 2019 and now this department has already launched the online services for their customers and our people through central office and in provinces of Afghanistan.

Today one of the applications of e-governance in Afghanistan is the online passport service department in which the launch of this service by the passport department, initiated by the ministry of interior affairs of the Afghanistan government. Based on the development and progresses of the e-governance system and its growth in Afghanistan this research aims to investigate the online service quality and the effect of factors on it so this research is done on the passport department of Afghanistan and the responsiveness is the customers of this department.

The Afghanistan government ministry of interior affairs and especially the central passport department of Afghanistan is responsible for developing passport service for our people so practically my research is on this department and on its province branches.

1.2. Problem Statement

Lack of attention to customer services majorly results in customer dissatisfaction in the public sector in Afghanistan. The whole idea of customer satisfaction was none existing due to this being an alien concept and no one was trained in customer services in the public sector.

The current information system and the use of internet, which is adopted to the e-governance services, provides professional service to customers, safe secure, in time, and decreases the extra time. Citizens need the government to provide e-services and online service to fulfill their requirement with the high quality and low cost, moreover, the quality of online service in e-government become an important issue for the customers of passport department and customers have an immense need to this service from their government. However, most online services of e-governance lack awareness among people and people not being able to use it. In addition there may be other similar factors so we want to develop a theoretical framework of online service quality factors to know the effect of these important factors on customer satisfaction in Afghanistan especially in the e-government and central passport department. None existence/ lack of customer services in the Passport Department since 2001.

1.3. Research Questions

1. Do online service quality factors have a positive impact on customer satisfaction in the passport department of Afghanistan?
2. What specific factors impact the customer satisfaction of Passport department e-services?

1.4. Research objective

The objective of this study is to determine the factors which affect the online service quality and how these factors influence the satisfaction of the customers online and e-services through a model. The aim of this study is to develop a model to show how the dimensions of the online service quality influence online customer satisfaction. In this research data is collected from 500 customers, of which these customers already use the online services. In this research, factors should be examined through reliability and validity. Furthermore, SPSS software is used for the collected data to examine the effectiveness of the variables. Overall the objective of this study is to know how afghan passport department will have high-quality passport services for our people and how we improve the quality of Afghanistan passport service to the global standard, in addition, to find out if there is any relationship between the service quality and customer satisfaction and also to evaluate the effect of the service quality factor to the customer satisfaction in passport department of Afghanistan.

1.5. Significance of the study

This research contributes the following main purposes:

- Up to now, no empirical research has been done on online service quality in Afghanistan. Especially in the cause of analysis of the most important factors of the online service quality on customer satisfaction. And in this research study we will identify the influential factor of online service quality on the passport department of Afghanistan.
- On the other hand, this study will serve as an instruction and a milestone for the other studies in this part, especially in the e-governance sector.
- This study will prepare a framework for developing the e-service quality in the public sector to use and implement online services for their public work.

1.6. Organization of study

This research has been divided into five chapters, the first chapter is the introduction and give a brief highlight to the study and gives some information about the online passport department in Afghanistan. The second chapter provides a review of the literature, the research methodology with the definition of variables. Data collection and model specification is in the third chapter. The result and discussion of the data collection are in chapter four and this chapter, empirical data collection is used for the analysis of data and used the correlation analysis, regression analysis, and in the last chapter summary, conclusion, and recommendations are given.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction to the chapter

The thesis is all about exploring the development of Afghanistan passport e-service quality and online service which we will explore in this study. It is obvious that the Afghanistan Passport Department work very well and this department supply services of more 5000 people per day and it is ongoing, but according to ASAN KHEDMAT home page in Sept 2013, Afghan Passport Department started electronic services and has issued e-passport or biometric passport to Afghanistan people and it has up to now. Afghanistan Passport Department launched online Afghan Passport service in 2019 since then, it has been actively processing thousands of application per day, and now people use from this site for filling their applications and people can enter to the passport department website from everywhere.

This study facilitates the work, decrease the extra work procedures and also decrease the corruption. Furthermore, the passport department wants to launch other facilities in e-governance so this center focuses majorly online the bank and the other procedures soon, and the central passport department has already worked on these two parts. In addition, this center wants to connect the provinces of Afghanistan online to the central department. Herat, Balkh, Kandahar, and Nangarhar has already developed online services, and these provinces already launched the online application and online duties to the central department. The other provinces are expected to launch this service in near future. So in this thesis, we are going to explain all variables and causes that effects of the passport online quality services.

The Afghan Ministry of Foreign Affairs began issuing two types of biometric passports (e-passports) for Afghan diplomats and public servants in September 2011. These systems were produced in the United Kingdom. In March 2013, new international standard e-passports were introduced to all citizens of Afghanistan.

2.2 Customer satisfaction:

With public services, whether centrally or locally delivered, many so-called, customer focus initiatives have been introducing. Ministers and public officials have stressed the need to relentlessly customer focus, by applying best practices drawn from public, private, and voluntary sectors. Government is under pressure to design services to meet the needs diverse population and satisfy them, for its need to be "citizen-centric" has become widely accepted in recent years, although some public organization takes refuge in long debates about who their customers are and whether they have the right channels to access them, directly or indirectly through e-services. The reputation of public bodies may be compromised if they offer services that customers do not recognize as being relevant to them or ones they encounter difficulty in accessing. If the manager of public services engages systematically in understanding the need and behavior of customers, at

that time they satisfy their customer and the rewards will be felt by everyone socially, democratically, and economically. (Neil Woodcock, Merlin stone, 2008)

E-service and online system nowadays has a significant role in the betterment of the customer's satisfaction and quality in the Passport Department. Customer satisfaction can be interpreted as a feeling of a person the experience when an offer service meets their expectation. According to (Junid Aftab 2016) customer satisfaction is a vital factor for the company.

(Deng et. Al.2009) the capacity of a service provider to make satisfaction fulfillment of a high degree and it is important for product separation and building up a solid association with the customer.

Literature accepts that customer satisfaction is vital for business success (Junid Aftab 2016). It is entirely a correct thing to convey satisfactory service quality to customers, provide organizations an opportunity to isolate themselves in centered. (Karatepe et al.2005) Studies have shown that service quality has a direct impact on behavioral attitude through satisfaction. Likewise in banks. Banks also need to recognize customers' service demand and it will affect service delivery and customer points of view (Grad and cunninghamd ,2001) for and insignificant addition of customer loyalty that can prompt devotion and retention of customer (Bowen and ,Chen 2001).customer satisfaction and service quality are connected and this creates word for customer .if customers are provided with the services that the assume ,exceed their expectations ,results in customer having a constructive view about the organization furthermore ,if customer feel they received undervalued services their attitude regarding a given firm will be negative and the may mover their loyalty to potential customers (Chau & Kao,2009).

If satisfaction exists, then the customer will become loyal towards the company bat if customers are dissatisfied their loyalty is not guaranteed. Hence the special focus should be given by the management on the satisfaction and this starts with the best delivering quality services (Mohsan et al., 2011). Customer satisfaction is an essential predictor of lasting customer behavior (Vera&Trujillo, 2017).

2.3 Service quality:

 Among the most principle researches subjects for the past few decades' service quality become important (Junid Aftab 2016) (Gallifa and Batalle, 2010). Service quality can modify as well services are launched to the customers' need and want, perceived service quality can be characterized as the customer's view of the overall quality or prevalence of an item or services regarding its expected reason .so it is concluded that customer will be dissatisfied if the perceive services are less than expected. Services providers, regularly evaluate the service quality given to their consumers, with a specific objective to improve their quality, to rapidly recognize drawbacks, and to enhance customer fulfillment in a better way. The idea of service quality was proposed in the 1980s at the point when the organization comprehends that just quality items can keep up the focused edge (Boshoff and Gary 2004). Quality service not only plays an important role in

consumer loyalty but also in the construction of commercial enterprises and additionally in creating benefiting firms of nowadays (Karim &Chowdhury,2014). It is specified by many kinds of research that customer satisfaction plays a very important role in retention and consumer loyalty however this is no surety of repeat purchase (Mohsan et al, 2011)

(Ni Luh Desiyanti, et al, 2018) Service quality has a positive and significant impact on the satisfaction of LPD Desa Adat Sembung and LPD Desa Adult Seseh, this means the better the service quality provided by LPD customer satisfaction is increasing and vise versa.

2.4 An overview of service quality

Service quality remains of focal interest to researchers and practitioners. Many researchers consider service quality a measure of how well the delivered service level meets the customer's expectation. Building on this conceptualization, Parasuraman, Zeithaml, and Berry (1985, 1988)

Develop and refine SERVQUAL, a multi-item scale for measuring the quality of face-to-face services with five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. A review of extant marketing literature suggests that service quality, as measured by SERVQUAL, can influence important service outcomes, such as customer satisfaction, intention, or loyalty (Parasuraman et al., 1988).

2.5 Previous online service quality research

Compared with the abundant research examining the quality of face-to-face services, investigations of online service quality remain in their infancy (Serkan et al., 2010). A common approach adapts or extends SERVQUAL to assess online services (DeLone and McLean, 2003). However, face-to-face services differ from online services in their fundamental quality dimensions. Take e-retailing, for example, Customers often demand more control, expect to incur less effort, and anticipate higher transaction efficiency (Ding et al., 2007). As firms strive for effective online self-services (e.g., shopping, banking), they shift their service delivery from face-to-face contacts to technology-enabled mediation that minimizes the interaction between customers and service personnel. As a result, several dimensions fundamental to face-to-face service quality become substantially less relevant, such as tangibility and reliability. As Parasuraman et al. (2005) comment, attempts to adapt or extend adapt or extend a face-to-face service scale to measure or evaluate online service quality may lead to decreased reliability, questionable convergent validity, constrained validity, or diminished adequacy and efficacy.

Yoo and Donthu, 2001), online service quality (Bauer et al., 2006; Parasuraman et al., 2005; Zeithaml et al., 2000), or e-retailing quality (Wolfinbarger and Gilly, 2003). In general, these scales derive from rigorous development efforts and focus on important characteristics about information or the system; few consider the service dimension of online services comprehensively (Nelson et

al., 2005; Wixom and Todd, 2005). As Table 1 summarizes, SITEQUAL primarily targets system quality, whereas e-TailQ and E-S-Qual emphasize system quality and service quality.

As information technology continues to advance, service providers can easily replicate or even leapfrog their competitors in Web site design, system functionality, and product offerings. Therefore, unique service experiences should become increasingly crucial because they can create sustainable competitive advantages (Scott, 2007; Ding et al., 2010). Therefore, research should scrutinize the service aspect of online self-services in e-retailing and develop appropriate measurement scales that embrace all essential aspects of an e retailer's service performance.

For online services, information quality typically entails accuracy, completeness, timeliness, and/or presentation effectiveness (Nelson et al., 2005). System quality embraces important characteristics of an information system, invariant of system usage or applications, such as accessibility, flexibility, integration, reliability, and timeliness (Wixom and Todd, 2005). Service represents another crucial quality dimension of online services (Pitt et al., 1995; Wolfinbarger and Gilly, 2003). In e-retailing, service quality encompasses an e-retailer's overall support that can affect customers' satisfaction, experience, intentions, or purchase decisions (Cronin and Taylor, 1992).

E-government is an important change in the structure of the entire public sector, values, culture, and way of doing business. According to (M. J. Moon and D. F. N, orris)(2014)gives a simple definition, e-government is considered as " a means of delivering information and services ". Meanwhile, according to (F. Bélanger and L. Carter, "Digitizing Government) (2012)

The quality of e-government is the extent to which a website can facilitate e-government in providing competent services on the efficiency of services to help people, businesses, and organizations in achieving their public administration and launching their services through these websites. Meanwhile, according to (M. Alshehri, S. Drew, T. Al-Hussain, and R. Alghamdi the Effects of Website Quality on Adoption of E-Government Service: An Empirical 2012) of e-government service refers to the Government to Citizen (G2C) in which communication via the internet and web-based applications to facilitate, provide and improve the quality of government services. Based on (X. Papadomichelaki and G. Mentzas, "e-GovQual: e-government service quality," Government Information Quarterly, no. 0, 2011.

In this research, the researcher has focused on the six-factor of quality service in e-government and these six dependent variables are efficiency, trust, reliability, community support security/ privacy, and empathy. So in this literature, we want to know the effect of these six dependent variables on the online passport services especially in the Afghanistan context of the passport department center.

2.3.1 Efficiency
The first factor in which the study wants to determine is the efficiency in online service quality so efficiency means easy to use, we should make the service processes easy to everyone knows it and

easily can achieve that (Sevenpri Candra, 2015), efficiency means that information should be achieved easily from the online sites and servers that can be followed easily, efficiency means how the sites provide services and how service is done and how services can fulfill the customers need and preference(Sevenpri Candra, 2015). For organization to be efficient, they should arrange, organize, and map their services to the need and wants of the customers. The application and services in online service are efficient when their applicant document and services are well organized and don't have any doubt. (Xpandomichelaki and G. Mentzas, 2011).

Efficiency means that the information which is given from the organizations should clear, in detail that solves the customer's problem, and this information should be new and update and it should not be the old one which decreases the efficiency for the customers. The customer wants the new information, update information, real and in time. (Rebeiston 2002). Efficiency is also the use of the computer and internet on access easily and easily can achieve these tools and it is an essential element for the consumers (Devid 2000). Efficiency is comprehended as login faster usage of e-services, e bank, (Armend Salihu, 2017). Efficiency is an important and essential factor for quality, the service is qualified when it is efficient and this factor can fulfill customer satisfaction and increase the efficiency of the services. (Xue and Harker 2002).

According to (Rebeiston 2002) efficiency should have the accessibility and functionality elements it means that the services in online should be easy to access to it and it has its functionality for the users according to this research accessibility can in increase the efficiency and increasing the efficiency can effect on quality and customers satisfaction positively.
(Wolfingbarger and Gilly 2003) has focused on online service site design according to this research website should be designed to pleasing to the eye of the customer and also this research has found that the website design also affects efficiency. So these all affect efficiency and if these matters should be increase researches shows that this increase has a positive and direct effect on efficiency as a factor of service quality on customer satisfaction.

These all supports or study to efficiency affect the online service quality and customer satisfaction and according to this researches, we can say efficiency is an important factor in online service quality and customer satisfaction.

2.3.2   E Trust
Trust is the other factor that affects customer satisfaction. Trust believes of the people to the serves that launch and believe to the sites from personality and safety that information should be saved and personal and this information should secure from tampering. And protect information that should be private and personal.
E Trust has defined the degree of confidence that customers have in online services ((Sevenpri Candra, 2015), at first, trust is to believe that the username and password which is used in the site or system are saved and it should be far from the tampering. In the second we trust the archiving of the information in the system should be saved and personal and it should be protected from other usages the belief in which a person should be sure that their information is saved and protect in personal place and others cannot reach to that information. Or the data which is provided from

the site is safe and in protect and it is in personal case. On the other hand, the data which is provided from the society should use our need the customer trust in searching for information or in using services that are provided online.

Up to now, the interpersonal relationship doesn't determine the interaction between e-tailer and customers so preferred the e-tailer trust we describe the trust of customers online.

According to some evidence that supports our understandings, there is a positive relationship between e-tailor trust and empathy, in the increasing spending terms. (Gefen 2000). On the other hand, other similar studies suggest that there is a positive relationship between e-trust, empathy to intention to purchase. (Pavlou 2003) It was suggested that there is a positive relationship between e trust and repurchase. (Pan et al 2003).

Based on previous studies, findings support that increase trust has a positive effect on purchase and repurchase. And on the other hand lack of e trust in sites and online services decrease the purchase and use of these services. So trust can have a positive effect on service quality. Trust also referred to the confidence and belief of the customers to the company to give the best services to them, customer should believe that the services are in need and in time. (Arsanam and Yousapronpaiboon, 2014).

Factors like courtesy and employee knowledge also affect trust. (Parasuraman and zenithal 1988) Courtesy and knowledge of employee these two factors that indirectly affect trust. When employees extend courtesy while providing the services they indirectly giving believe, assurance, and trust to the customers. (Khan and Fasih 2014). Based on this study, these two factors courtesy and knowledge of employee help in extending the trust, and clearly, we can say these two factors increase the trust. On the other hand, prior studies suggest the trust has a positive effect on customer satisfaction. Customer trusts on employees lead to a higher customer satisfaction level. (Khan and Fasih 2014)

Many researches has shown that E-service quality factors have a positive effect e- trust as research of (Gro narcos et 2000) this reaches has found that the elements of E-service quality have a direct and positive effect e- trust. because e- trust is this trustworthy of the customers the sites and systems (Corriere et al 2003) cording to (kara utter kalasha 2003) have a review on online e trust they found that e-service quality determinant of e trust and beliefs trust intention as repurchase. (Corrietore et al 2003) called web sites object of the trust and said navigation architecture and design element has a positive effect on trust.

(David et al2000) a qualitative study found that the e-tailer brand demonstrates the import ants of e-tailor trust although these studies are in the trust not in e- trust. E-quality also expected to have a positive effect on e-trust, therefore in analogy with the argument used to underpin the relationship between satisfaction and e trust we expect that the confidence customers have in online exchanges will be positively affected by the quality of their online experience.

Much research has shown that trust has a positive and direct impact on customer satisfaction.

Previous studies have found e trust to be a strong predictor of e satisfaction (Al- Nasser, Yusoff, Islam and Al Nasser2013, Kim et al 2009). Furthermore, this study has argued that online retailers should realize that to build e-satisfaction and e-loyalty there has been a prior development of the e trust.

2.3.3   Reliability

Reliability is another factor that affects the online service quality so what is the reliability itself and how it affects the service quality in online services?

Reliability refers to the acceleration and the speed of the access to the services that each user or customer use these services and they achieved this services that in which level is these services speed, or it is the feasibility of the access, receive that users services from the department or the site. (Khan and Fasih 2014).

Reliability is the speed of the downloading from the department sites that how fast this information for document can download. Or how fast the site's response to the customer questions, needs, and preferences so according to this the websites should be always available and accessible. At any time when the community needs to approach sites, this sites should be available and accessible and the first thing which important in reliability is which this sites should be successfully on being accessible to customers demand and customers can successfully achieve their needs. On the other hand, these online services should be on time that can solve the need and demand for the customers. In the online services, reliability is that how quickly the data is downloading from the site and how it cost them time (time-consuming) because time is very important for everyone today and they satisfied with the services that those services should be time-consuming. (L. Carter and F. Bélanger 2005)

Reliability in the E-Government is defined as the citizens' confidence toward the E-Governance sites concerning correct and in time of service delivery and these terms include two functional aspects which are the accessibility and availability and accuracy of service promises. (Xue and Harker 2002).

Accessibility is a general aspect it describes the degree to which a system is available to many and many people as possible without modification. It is not to be confused with usability, and this is used to describe that how things can be used by any users the capability of the system to be displayed and used independently of the web browser used to enhance its accessibility. So according to this reliability is the acceleration of services at any time and any user without the interruption which everyone can easily access at any time by any user. Reliable services can help to improve the relationship between each department and it is very useful for the business and business can improve through reliable services. And reliability in services can satisfied customers and this factor affect the online service quality directly and positively. (Khan and Fasih 2014).

In online services, Availability is the degree to which the system suffers the interruption or degradation in their services to its user or people as a failure or sequence in one section or more

than of its parts or sections. Reliable services suffer more interruptions in their services and seek much more to decrease the failure in the system and try much more to do the best activity in their services. If a company or a department provide good services, this company and its staff can be ready for the response to customers demand about the services which offer (Ojo, 2010).

Timely response to a customer request is on the important customer expectations (Toosi and Kohonali, 2011). According to up reliable services are those services, reliability is the accessibility and the availability of the services, so availability is a factor that affects the online service quality directly and positively.

2.3.4 Community support (Responsiveness)
The other factor of the service quality impacting satisfaction is community support. Community support means giving responses to the customer, giving feedback, get help to people. So for the community support, first of all what is community support? and who are the community?

Community support is the ability to help people when need. Responsiveness is referred to as interaction with the community or people at the time that employees or admin face problems and difficulties in their interaction white the E-Governance, e online department services. This aspect is referred at first to how much the interest of employees can help resolve the problem of people, how much interest shows by the employee to solve the problem. On the other hand how the employee replied prompt answers to the customer or users questions how much is their effort and ability to help people in their problems, and how much is the skill and knowledge of the employee? An able employee should have the skill and knowledge to convey a message to the community and should have the talent to apply suitable prompt answers to their questions and problems.

Responsiveness is the willingness and readiness of workers to give benefits or immediate response to the customers need, quickly offering the services and have the interest to assist the customers (Armastrong, 2012). Customer appreciate highly when services provide on time this aspect should be understood by the good service providers (Ahmad et al, 2010)

Community support or responsiveness defines how efficiently a company or a department customer is replied to and provided with a solution for the problems, so in this context, it is important and essential for the companies and department to know and understand their customers' needs and preference in term of their daily operations and make these operations safe and sufficient (Parasuraman and Zeithman 1988)

Studies have found that community support is not only a factor to affects customer satisfaction but it also has a positive effect on service quality. (Al- Azam 2015)

The community support or responsiveness level has a strong effect on the behavior attitude of the employee, if the behavior attitude of the employee is high then the community support or the responsiveness level is also high and the opposite of that, thus it is important for the firms to give required orientation to their employee or customer dealing on their daily basis. Consequently, this

will lead to higher service quality and higher customer satisfaction and better relationship with firms (loke et al.2011)

To have higher service quality firms should focus on higher community support and higher responsiveness level, this will lead to higher service quality and this shows as an efficient factor of service quality in online service quality that has an impact on customer satisfaction.

2.3.5 Security and privacy

The other factor of the online service quality is security and privacy. Security and privacy is felling secure or perceiving security and privacy when using online services. Security is a serious interest to the customers (Rust and Kannan2002). According to this study, privacy is a very important factor for e-customer when they use the e-services they need to feel secure and safe. (Sevenpri Candra, 2015). Privacy exists when the personal information restricted by the customer, however many customers don't know the e-tailor collect the information or they are not aware of what information collected by the e-tailors, or where to look for opt-in or opt-out options (Miln and Rohn 2000).

(Eid, 2011) confirm that for e-satisfaction to be achieved in the context of e-commerce e-services, e-banking, the customer must feel secure. According to (Kim and Lee 2002) these two researchers examine the responsiveness or the security of web-based services and delighted the importance of perceived service quality and customer satisfaction. They found that security and privacy is a very important factor for online services and based on this research security has a positive and direct effect on the service quality in online services. On the other hand as research by two other researchers which they found that the factor of security and privacy mildly affects the overall service quality and customer satisfaction for online stores (Gwo-Guang Lee and Hsiu-Fen Lin 2010).

Another similar study has also developed and tested the integrative model of e-satisfaction it has found that security and serviceability influence e-satisfaction of customer (Saeed Fathi, 2012). Many studies established a positive relationship between perceived security and customer satisfaction (Eid, 2011, Chan and Chen, 2009, Maruf Gbadebo Salimon, 2018). So these researches have supported our finding that the factor of security has directly and positively affected the service quality and customer satisfaction.

2.3.6 Empathy

Empathy can expressed as the individual focus of the company towards each customer, customerscare. Customer and employee nitration happens through the factor of empathy (Armstrong, 2012). Gbaeyan and Gboda (2011) proposed that in order to attract customers, caring is a key determinant and by providing variety in the features of service products, will fulfill their needs and wants in the market.

Since empathy concerns customers, therefore in today's service settings empathy has gained the attention of both service and marketing researchers (Agnihotri & Krush, 2015). There are limited studies that have been conducted to show the direct or indirect impact of empathy on customer satisfaction, loyalty, and outcomes (Wieseke et al., 2012).

Particularly in the literature concerning service, empathy is regarded as an especial element for fruitful employees and customer communications that commonly lead to altruistic motivation and pro-social and altruistic behavior (Aksoy, 2013 Daniels et al, 2014; Itani & Inyang, 2015). Empathy is denoted as the ability to sense another's feelings, thoughts, and experiences, to share other's emotional experiences, and to react to the observed experiences of another person (Wieseke et al, 2012, p.317).

According to researches which confirms that empathy consists of cognitive as well as emotional factors (Jones and Shandiz, 2015, Wieseke et al, 2012). According to the cognitive perspective, empathy is the service employee's potential to take the customers to view through understanding their mind, thoughts, and intentions (Daniels et al, 2014).

As an emotional viewpoint, empathy is connected to employee's capability to involve in helpful actions through customercare, likewise interpersonal concern and emotional contagion (Mayshak, Sharman, Zinkiewicz, and Hayley, 2017).   From the social or mutual perspective, empathy is the gaining of particular insight into the experience of others, while distinguishing it as another person's experience instead of one's own (Itani and Inyang, 2015, Meneses and Larkin, 2012, Ratclifee, 2012). For better service quality employees need to recognize and deal with customer needs (Puccinelli, Andrzejewski, Markos, Noga, and Motyka, 2013). Hence this study focuses on empathy as an independent variable and studies its indirect impact on customer satisfaction and service quality.

2.6 Conclusion:

Based on the above review of literature, the study concludes the review that are specific determinants of service quality of passport online services that these determinants broadly categorized as online service and e-services best factors. The online service factors which directly impact customer satisfaction in online passport services are trust, reliability, efficiency community support, security/privacy, and empathy, from the literature review it is obvious that no such study has been conducted in the context of Afghanistan public sector (passport department online services and e-services) this literature use six factors to analyze this relationship and this study develops the following framework.

2.7 COCEPTUAL FRAMEWORK

Service quality

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┌─────────────────────┐
│   H1: Efficiency    │──────────┐
└─────────────────────┘          │
┌─────────────────────┐          └──→  ┌──────────────────────────┐
│    H2: E trust      │──────────────→ │                          │
└─────────────────────┘                │                          │
┌─────────────────────┐                │                          │
│   H3: Reliability   │──────────────→ │   Customer satisfaction  │
└─────────────────────┘                │                          │
┌─────────────────────┐                │                          │
│   H4: Community     │──────────────→ │                          │
│      support        │                └──────────────────────────┘
└─────────────────────┘
┌─────────────────────┐
│    H5: Security     │──────────────→
└─────────────────────┘
┌─────────────────────┐
│    H6E empathy      │──────────────→
└─────────────────────┘
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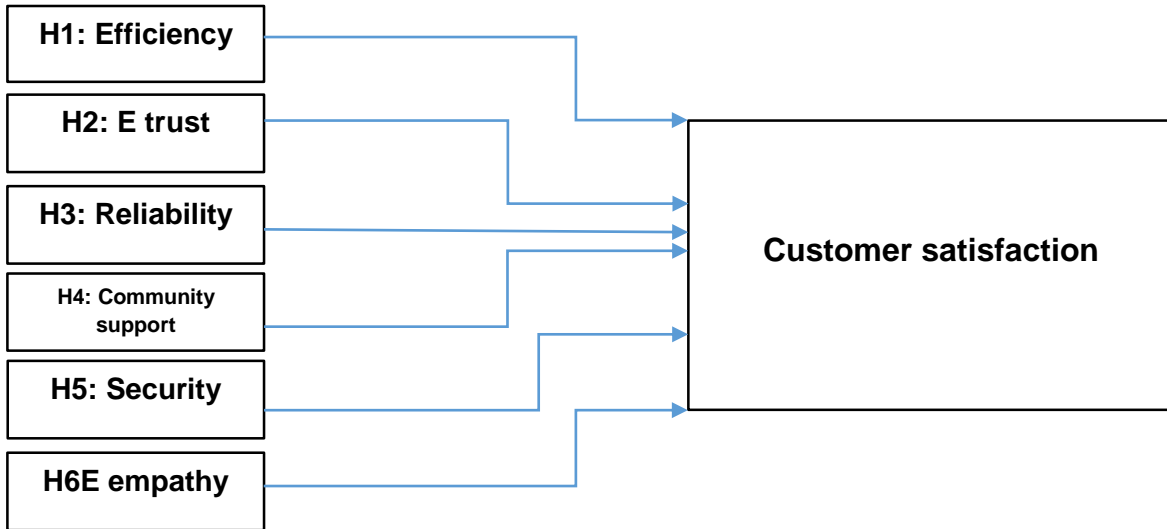
2.8 Hypothesis

Based on the above mentioned conceptual framework, the study develops the following hypothesis.

Ho1: (efficiency) has negative impact on customer satisfaction

Ha1: (efficiency) has positive impact on customer satisfaction.

Ho2: (E trust) has negative impact on customer satisfaction.

Ha2: (E trust) has positive impact on customer satisfaction.

Ho3: (reliability) has negative impact on customer satisfaction.

Ha3: (reliability) has positive impact on customer satisfaction.

Ho4: (community support) has negative impact on customer satisfaction.

Ha4: (personalization) has positive impact on customer satisfaction.

H05: (security/ privacy) has negative impact on customer satisfaction.

Ha5: (security/ privacy) has positive impact on customer satisfaction.

H06: (Empathy) has negative impact on customer satisfaction.

Ha6: (Empathy) has positive impact on customer satisfaction.

CHAPTER THREE

RESEARCH METHODOLOGY

Introduction

This chapter will describe the methodology of the study, which will contain the research methods used, such as population, sampling, data collection procedure, and limitation of the study and what the problem statement is.

3.1. Preliminary Data Gathering Procedure

After creating a conceptual model of the study, it is necessary to prepare the sample of the practical study which has shown there, captured the E-government service quality factors. For this purpose based on criteria researchers designed a questionnaire to elicit and assess information on the preference of the citizens when evaluating E-governance online service quality and governmental website.

Data gathering procedure the process of collecting data undertaken and considers what topic we have. Data gathered by observing problems and about the e-governance and online services in Afghanistan for the year 2017.

Data collection consists of the factor described in the problem statement like information technology, e-services, online services, web design, and e-government.

3.2. Research Approach

This study follows the deductive approach because it goes more from general to specific, it talks about the online service quality and customer satisfaction in e-governance in Afghanistan. Consider the topic that needs to go from theory to conformation to find the factors to have more effect in online service quality to enhance the quality of online services in e-government in Afghanistan. I used the convenient method there are 24 questions in the questionnaire and the question in the questionnaire is in Lekert scale 4 closed-ended questions with a final thematic question to analyze the effect based on people's view.

3.3 Research Design

Qualitative methodology is used in this research, a questionnaire is employed in this study to collect empirical data. The questionnaire instrument is one of the most common tools of technology adoption us it uses a set of specific questions to cover the study topic and to target a large number of participants practically and efficiently. The sample of this research is consists of Afghan citizens and passport department customers and the questionnaire papers distributed to 500 participants and all of them are the Afghanistan people and the customers of the central passport department which they are benefited from the online services of this center and this participant has chosen randomly. The Operationalization method was used to convert qualitative data in to quantitative figures and then analyzed.

3.4 The population of the study

The target population for this study is referring to the public sector central passport department (Kabul) of Afghanistan and researcher has asked the question from the passport department customers who benefited from the passport service and gathered the information for the primary information from this population and the target population size is all customers of the passport department in Afghanistan which was only from Kabul Afghanistan people.

3.5 Sampling Procedure

The study uses the probability sampling method to determine the number of respondents. For the completion of this thesis, the study collected the information from the 500 people randomly from people that are the regular customer of the Afghanistan passport.

3.6 Operationalization of Variables

To analyze the determinant of online service quality in the literature review the study introduces factors like trust, reliability, support, efficiency, empathy, and security which I want to analyze the effect of these quality service variables on customer satisfaction using operationalization technique.

3.7 Data Collection Procedure

For the data collection procedure researcher develop the questionnaire with 24 questions on the Likert scale of 4 and the question, the choice was with the strongly agree, agree, disagree, strongly disagree.

Secondary data is collected from reliable source passport home page, previous researches, books, and internet. After collecting the questionnaire from the respondent the researcher used SPSS software for the analysis of the data and finally include the findings in the research.

3.8. Data Analysis Procedure

For this study, the researcher has prepared the questionnaire for the respondent and collecting the data the researcher done the descriptive statistic of data method correlations analysis and regression analysis.

CHAPTER FOUR

DATA ANALYSIS AND FINDINGS

4.1. Introductions of chapter

This chapter is all about the analysis and finding of the research. The study has developed in three types of data analysis method which is referred to as descriptive statistic, correlation analysis, and regression analysis. In a descriptive statistic, the study used to mean, maximum, minimum, and standard deviation. For correlation analysis, the study use (Spearman's rho) correlation is used for hypo testing used multiple regression. And each of them is discussed below.

4.2. Data Reliability Test

The collected data was run through SPSS software for statistic tests. Cronbach's alpha was utilized to evaluate the consistency of scales. Cronbach's alpha of the current study is shown in the below table.

Table:4.1 Cronbach alpha

Variance	Item	Cronbach alpha
Customer satisfaction	9	0.898
Efficiency	4	0.906
E trust	4	0.854
Reliability	4	0.854
Community support	4	0.874
Security/ privacy	4	0.855
Empathy	4	0.878

The above table findings show the Cronbach's alpha, a reliability coefficient of 6 independent variables and a criterion variable of this study. It shows that all variables had an acceptable level of reliability variable "efficiency" (0.906) had the highest value of a reliability coefficient whereas variables "e trust and reliability" (0.85) had the lowest value of a reliability coefficient.

4.2 Demographic result:

This table is the respondent's profile which includes include the gender, company name, customer belonging. Table shows (325) were males (175) were females.

Table:4.2 respondent profile (n=500)

Demographic variable	category	sample	percentage
Gender	Male	325	65%
	Female	175	35%
Age (year)	Below/20	93	18.6
	20/29	378	75.6%
	30/39	29	5.8%
Education level	High school	295	59%
	Diploma	110	22%
	Bachelor	70	14%
	Master	25	5%

4.3. Descriptive Statistics Analysis & Findings

In this section the study discusses the descriptive statics, the descriptive is used to show the effect of the independent variable which is the factor of effecting service quality on the service quality in the Afghanistan passport department public sector. And this used as a base for recommendation after analysis of correlation and regression.

Table 4.3 descriptive statistic of the data

	mean	Median	Variance	Std. Deviation	minimum	maximum
I am willing to do my public duties online	1.88	2.00	.277	.526	1	4
I am comfort to do online services	1.73	2.00	.438	.662	1	4

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Passport online service is professional in e governance	1.56	2.00	.315	.561	1	4
Online service in passport deportment would fulfill my promises	1.70	2.00	.388	.623	1	4
It is easy to access to online services to public gove. Especially passport deportment	1.46	1.00	.489	.699	1	4
Navigation in online service especially in passport deportment is easy	1.89	1.00	1.168	1.081	1	4
It is easy to find your way on this site online for passport services	1.78	1.00	1.251	1.119	1	4
The website of e governance(passport deportment)enjoyable for me	2.83	3.00	.765	.875	1	4
The online passport forms can downloaded in a short time.	1.46	1.00	.501	.708	1	4
Online service in e government especially passport deportment site is available and accessible whenever you need it.	1.30	1.00	.376	.613	1	3
The e government site and e passport service works properly with my default browser.	1.64	2.00	.255	.505	1	3
Afghan passport online services site provides services in time.	2.91	3.00	.699	.836	2	4
The passport department quickly resolves problems you encounter.	1.89	2.00	.598	.773	1	4
Passport department provides me real time information.	1.66	2.00	.414	.643	1	4

Table 4.1 is the descriptive statics of the data which is collected through questionnaires for the online quality services by effecting independent variables like e trust, reliability, efficiency, community support, security/privacy, and empathy.

Employees showed a sincere interest in solving users problem	1.43	1.00	.446	.668	1	4
Employees give prompt replies to users inquiries.	1.43	1.00	.554	.744	1	4
I feel safe with online passport deportment services.	3,05	3.00	.270	.520	1	4
I feel secure in providing sensitive information for online services in passport department	2.09	2.00	.296	.544	1	4
I feel the risk associated with online services is low.	2.44	3.00	.768	.876	1	4
Acquisition of username and password in this e passport site is secure.	2.89	3.00	.928	.963	1	4
It easy to get contact with the online department services.	1.68	2.00	.459	.677	1	4
The online services and departments are enjoyable with feedback.	1.56	2.00	.311	.557	1	4
The online services of Afghanistan passport deportment quickly replied to request.	1.62	2.00		.577	1	4
The online services of passport department are always in serve.	2.20	2.00	.922	.960	1	4

Six independent variables are the factor influencing the dependent variable which is customer satisfaction. From table 4.1 the minimum value for the first influential factor (e trust) of e-service quality is 1% and the maximum value is 4% by the standard deviation of 0.856% it indicates large deference in customer satisfaction to the influence of e trust.

Test of Normality

Table:4.4	Kolomogorov-Smirnov[2]	Shapiro-Wilk

	Statistic	df	Sig,	statistic	df	**Sig,**
I am willing to do my public duties online	.395	500	.000	.669	500	.000
I am comfort to do online services	.288	500	.000	.755	500	.000
Passport online service is professional in e-governance	.313	500	.000	.710	500	.000
Online service in Passport Department would fulfill my promises	.305	500	.000	.751	500	.000
It is easy to access to online services to public gove. Specially Passport Department	.397	500	.0000	.668	500	.000
Navigation in online service specially in Passport Department is easy	.307	500	.000	.763	500	.000
It easy to find your way on this site (online for Passport service)	.371	500	.000	.687	500	.000
The website of e-governance (Passport Department) enjoyable for me	.355	500	.000	.782	500	.000
The Online Passport forms can downloaded in a short time	.390	500	.000	.663	500	.000

Online service in e- governance especially passport deportment site is available and accessible whenever you need it.	.468	500	.000	.537	500	.000
E government site and e- passport service works properly with my default browser.	.389	500	.000	.660	500	.000
Afghan Passport online services site provides services in time.	.261	500	.000	.779	500	.000
The Passport department quickly resolves problems you encounter.	.230	500	.000	.815	500	.000
Passport Department provides me real time information.	.277	500	.000	.756	500	.000
Employees showed a sincere interest in solving users problems.	.390	500	.000	.650	500	.000
Employees give prompt replies to users inquiries.	.405	500	.000	.613	500	.000
In feel safe with online Passport Department services.	.399	500	.000	.606	500	.000
I feel secure in providing sensitive information for online service services in Passport Department.	.381	500	.000	.717	500	.000

I feel the risk associated with online services is low.	.305	500	.000	.828	500	.000
Acquisition of user name and password in this e passport site is secure.	.313	500	.000	.805	500	.000
It is easy to get contact with the online Department services.	.262	500	.000	.755	500	.000
The online services and Department are enjoyable with feedback.	.318	500	.000	.700	500	.0000
The online services of Afghanistan Passport Department quickly replied to request.	.325	500	.000	.699	500	.000
The online services of Passport Department is always in serve.	.283	500	.000	.844	500	.00

According to table 4-2 the data is normal because the sig statistic for the Normality test is .000 and it is lower than 0.05 for all the variables.

4.5 Correlation analysis

Correlation and regression both are related to deal with the relationship of the variables. The correlation coefficient measures the linear association between two variables. The correlation value is always between (1, -1). +1 shows a positive leaner association and -1 shows a negative leaner association relationship of variables. And a correlation of (0) means no leaner association relationship.

Table 4.5 shows the correlation matrix that determines the relationship of customer satisfaction with trust, reliability, security, empathy, efficiency, and community support.

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		Customer satisfaction	E trust	Efficiency	Reliability
Customer satisfaction	Pearson correlation	1	.905**	.909**	.930**
	Sig.(2-tailed)		.000	.000	.000
	N	500	500	500	500
E trust		.905**	1	.720**	.796**
		.000		.000	.000
		500	500	500	500
Efficiency		.909**	.720**	1	.939**
		.000	.000		.000
		500	500	500	500
Reliability		.930**	.796**	.939**	1
		.000	.000	.000	
		500	500	500	500
Citizen Support		.937**	.830**	.916**	.967**
		.000	.000	.000	.000
		500	500	500	500
Security privacy		.907**	.818**	.870**	.808**
		.000	.000	.000	.000
		500	500	500	500
Empathy		.941**	.880**	.843**	.892
		.000	.000	.000	.000

| | | | 500 | | 500 | 500 | | 500 |

Correlations table 4.3

	Citizen support	Security privacy	Empathy
Service quality	.937**	.907**	.941**
	.000	.000	.000
	500	500	500
E trust	.830**	.818**	.880**
	.000	.000	.000
	500	500	500
Efficiency	.916**	.870**	.843**
	.000	.000	.000
	500	500	500
Reliability	.967**	.808**	.892**
	.000	.000	.000
	500	500	500
Community Support	1	.822**	.902**
		.000	.000
	500	500	500
Security privacy	.822**	1	.856**
	.000		.000
	500	500	500

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Empathy	.902*	.856**	1
	.000	.000	
	500	500	500

**. Correlation is significant at the 0.01 level (2-tailed).

Table 4.5 provides information on the degree of correlation between the explanatory variables used in the regression analysis.

Table 4.5 produces a strong positive correlation of customer satisfaction with e trust and the coefficient correlation of e trust with the customer satisfaction is 9.0% also if we look at the table this table produces a strong positive correlation of on customer satisfaction with the security and privacy at 0.8% and shows a positive and strong relationship and overall if we look at the table all the six variables have a strong and positive correlation coefficient relationship with the customer satisfaction. And the result of this correlation shows that the relationship with the variables is at a significant level.

4.6 Regression analysis

This part of the study is the discussion result of regression analysis. To investigate the influence of the online service quality factor to customer satisfaction in the passport department so the researcher should run the regression, coefficient analysis, and ANOVA test.

Table 4.6 shows the R- square which is 96.8 which means that 96.8 changes independent variables is because of the dependent variable empled in this research. The other is because of those factors which are not relevant to this study model.bF statistic shows the significance of the model employed in the study. For panel data analysis.

Table 4.6 reports that F-value which is (2490.536) confirming that the proposed model has a high predictive ability and it is statistically significant as evident from sig. value .000 although the mean square is (23.346) and the sum of the mean square is (144.698).

Variable entered/

Model	Variable entered	Variables removed	Method
1	Empathy, Efficiency E trust Security privacy, Community support, Reliability		Enter

a. Dependent variable: customer satisfaction

b. All requested variables entered.

table 4.6

Model	R	R square	Adjusted R square	Std. Error of the Estimate
1	.984[a]	.968	.968	.09682

a. Predictors: (constant), Empathy, efficiency, E trust, security/privacy, citizen support
Reliability table.

The ANOVA results depict that overall result is statistically significant because the p-value is less than 0.05 and f value is equal to the 23.346/0.009=2.595 as shown in table4.6

ANOVA Table 4.7

Model	Sum of squares	df	Mean	F	Sig.

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1	Regression	140.077	6	23.346	2.595	.000ᵇ
	Residual	4.621	493	.009		
	Total	144.698	499			

Service quality dimensions empathy (b=0.173, p<0.05), has the positive and noteworthy influence on customer satisfaction. Furthermore, security privacy has (b=0.153) p<0.05), community support has (b=0.070 p<0.05), reliability (b=0.145 p<0.05), efficiency has (b=0.213 p<0.05) and e trust has (b=0.300 p<0.5) all the independent variables have positive influence on customer satisfaction,

Coefficients table 4.8

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	.127	.031		4.075	.000
	E trust	.325	.022	.300	14.574	.000
	Efficiency	.136	.022	.213	6.258	.000
	Reliability	.138	.039	.145	3.548	.000
	Community Support	.062	.031	.070	2.000	.046
	Security Privacy	.131	.020	.153	6.582	.000

Empathy	.153	.021	.173	7.197	.000

A .depended variable : customer satisfaction

According to e- trust factor, as measured by SPSS software affects the customer satisfaction in the passport department of Afghanistan positively and high significantly at 1% and it means 1% changes in e trust entail about 0.3% in customer satisfaction. It shows a positive significant coefficient of the variable to give support to economics. By increasing, e- trust in the passport department customer satisfaction will be increased. As the p-value is 0.00 less than 0.05 so the null hypotheses rejected and Ha1 hypotheses will be accepted.

As for reliability factor, as measured by SPSS software affects customer satisfaction in the passport department of Afghanistan positively and high significantly at 1% and it means 1% changes in reliability entail about 0.145% in customer satisfaction. It shows a positive significant coefficient of the variable to give support to economics. By increasing the reliability in the passport department the service quality will be increase. As the p-value is 0.00 and less than 0.05 so the null so the H2 hypotheses will be accepted and the null hypotheses will be rejected.

As measured by SPSS software for the efficiency factor, this factor will affect the customer satisfaction in the passport department of Afghanistan positively and high significantly at 1% and it means 1% changes in efficiency entail about 0.213% in customer satisfaction. It shows a positive significant coefficient of the variable to give support to economics. By increasing the efficiency in the passport department the service quality will be increase. H3 hypotheses will accept because the p-value is 0.00 and the p-value is less than 0.05 so the null hypothesis will be rejected.

As the researcher has found from SPSS software about the community support factor it found that this factor has affected the customer satisfaction in the passport department of Afghanistan positively and significantly at 1% and it means 1% changes in community support entail about 0.07% in customer satisfaction. It shows a positive significant coefficient of the variable to give support to economics. By increasing the citizen support in the passport department the service quality will be increase. On the other hand, as the p-value is less than 0.05 and it is 0.00 so the null hypotheses will reject and the H4 hypotheses will accept.

The security/privacy factor, as measured by SPSS software it affects customer satisfaction in the passport department of Afghanistan positively and high significantly at 1% and it means 1% changes in security/privacy entail about 0.153% in customer satisfaction. It shows a positive significant coefficient of the variable to give support to economics. By increasing the security/privacy in the passport department the service quality will be increase. Therefore the p-value is 0.00 and less than 0.05 the null hypothesis will reject and the H5 hypotheses will accept.

And finally as in Empathy factor, as measured by SPSS software affects customer satisfaction in the passport department of Afghanistan positively and high significantly at 1% and it means 1%

changes in empathy entail about 0.173% in customer satisfaction. It shows a positive significant coefficient of the variable to give support to economics. By increasing empathy in the passport department, the service quality will be increase. The p-value is 0.00 and less than 0.05 therefore null hypotheses rejected and H6 hypotheses will be accepted. The results of the analysis of the six variables simultaneously found that the most influential e-trust and community support the smallest impact on the satisfaction of customers in the passport department.

CHAPTER FIVE

CONCLUSION AND RECOMMENDATION

5.1 Introduction

In this chapter of the research study, the overall findings of the study are concluded, and based on the analysis research study made some recommendations.

5.2 Conclusion

The objective of this research is to investigate and find out the effect of the factors which impact customer satisfaction in the passport department and use of the E-governance in Afghanistan. And especially to explore customer satisfaction on service quality as an important factor in the adoption of E-government service. The finding of this research has explored some interesting findings.

Research studies on the customer satisfaction in the public sector especially in passport department of Afghanistan was still a mutter, so this study examines the six variables affect the customer satisfaction, this study determines the effect of these variables on customer satisfaction and these variables are trust, reliability, efficiency, privacy/ security, empathy, and community support. In this study, the researcher uses the correlation and regression analysis for the relation of independent and dependent variables. Multiple regression analysis confirmed that a regression analysis show that these factors significantly and positively impact customer satisfaction this result is consists of most previous studies. The implication is the more E-trust, efficiency, reliability, community support, and empathy the more customer satisfaction and vice versa.

The result of this study will help the passport department to improve its service quality will enhance the customer's satisfaction and loyalty. Hence, it will increase the stake and credibility of the department.

Overall, the results suggest online service providers should ensure service fulfillment, enable customers to control the service process, offer considerable time and effort savings, and provide timely customer service and assistance.

5.3 Recommendation

The following recommendations are suggested based on the finding of the study.

- The Afghanistan passport department should target the increasing trust for enhancing the quality service of online service.
- Afghanistan's passport department should focus more on simplifying the process to everyone can use the online system (online integrated system to fulfill all the requirements with just a click).
- The Afghanistan passport department should work hard on the passport e-service system to prevent from the cutch down and the downing of the system and make every time and everywhere service.
- The ministry of interior affairs should work on the other department's service of this ministry to launch the online system to connect the passport department with them like e tazkira, e traffic, and other departments.
- The government of Afghanistan should support the E-governance through internal capacity building, professionalism and standardization of online procedures through development
- Awareness about the application of digital/ computerized systems (i.e. fundamental changes) that currently resulted in the online Passport application system.

5.4 Study Limitation
- Lack of internet accessible to many villages and rural areas.
- Lack of knowledge and comprehension of the e-service system by the public.
- Lack of Awareness about e-service system in many areas and provinces.
- Lack of security in provinces to connect with the e-service system of Passport department..
- Lack of basic assess to passport departments.

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Appendix: Questionnaire

As a part of the MBA research thesis at Kardan University, I am conducting a survey that investigates the service quality of online service in the Afghanistan context of the passport department. I will appreciate if you could complete the following table, any information obtained in connection with this study that can be identified with you will remain confidential.

Respondent details.

Name --------------------- age------------- gender male/female --------------

Mobile No------------------- education----------------

Strongly agree(1)	Agree(2)	Natural(3)	Disagree(4)	Strongly disagree(5)

S.R. NO	Factors	(1)	(2)	(3)	(4)	(5)
▪	**E-trust**					
	I am willing to do my public duties online					
	I am comforted to do online services					
	Passport online service is professional in e-governance.					
	Online service in the passport department would fulfill my promises.					
▪	**Efficiency (Ease of use)**					
	It is easy to access to online services to public gove. Especially the passport department.					
	Navigation in online service especially in the passport department is easy.					
	It is easy to find your way on this site online for passport services.					
	The website of e-governance (passport department) enjoyable for me.					
▪	**Reliability**					

The online passport forms can be downloaded in a short time.					
Online service in e-government especially the passport department site is available and accessible whenever you need it.					
The e-government site and e-passport service work properly with my default browser.					
Afghan passport online services site provides services in time.					
▪ **Citizen Support (employee responsiveness)**					
The passport department quickly resolves the problems you encounter.					
The passport department provides me real-time information.					
Employees showed a sincere interest in solving the users' problems.					
Employees give prompt replies to users' inquiries.					
Security and privacy					
I feel safe with online passport department services.					
I feel secure in providing sensitive information for Online services in the passport department.					
I feel the risk associated with online services is low.					
The acquisition of a username and password in this e-passport site is secure.					
Responsiveness					
It easy to get in contact with the online department services.					
The online services and departments are enjoyable with feedback.					
The online services of the Afghanistan passport department quickly replied to request.					

	The online services of the passport department are always in serve.					
	Service quality					
	Passport online service is professional in e-governance.					
	Online service in the passport department would fulfill my promises.					
	The e-government site and e-passport service work properly with my default browser.					
	The passport department quickly resolves the problems you encounter.					
	Employees showed a sincere interest in solving the users' problems.					
	I feel safe with online passport department services.					
	The online services of the passport department is always in serve.					