

TABLE II
DESCRIPTIVE STATISTICS

Variable	Mean	Std. Deviation	Cronbach's Alpha's Coefficient
Disposition to trust	3.75	0.75	0.856
Service quality	4.02	0.65	0.958
Trust in government	4.07	0.72	0.919
Trust in e-government	4.14	0.78	0.957
Citizen satisfaction	4.16	0.69	0.899
Citizen loyalty	4.00	0.76	0.938

TABLE III
CORRELATION COEFFICIENT

Variable	Correlation Coefficient					
	(1)	(2)	(3)	(4)	(5)	(6)
Disposition to Trust (1)	1					
Service Quality (2)	0.227*	1				
Trust in Government (3)	0.525*	0.567*	1			
Trust in E-Government (4)	0.458*	0.529*	0.625*	1		
Citizen Satisfaction (5)	0.395*	0.603*	0.578*	0.592*	1	
Citizen Loyalty (6)	0.375*	0.660*	0.662*	0.648*	0.641*	1

TABLE IV
HYPOTHESIS TESTING

Hypothesis	Relationship between Variables	Estimate Standard Coefficient	t	P value	Description
H1	DOT → TG	0.418	5.605*	0.000	Significant
H2	DOT → TEG	0.206	2.337*	0.022	Significant
H3	TG → TEG	0.359	3.444*	0.001	Significant
H4	SQ → TG	0.473	6.334*	0.000	Significant
H5	SQ → TEG	0.279	3.066*	0.003	Significant
H6	SQ → CS	0.332	3.609*	0.000	Significant
H7	TG → CS	0.214	2.137*	0.035	Significant
H8	TEG → CS	0.283	2.914*	0.004	Significant
H9	SQ → CL	0.282	3.333*	0.001	Significant
H10	TG → CL	0.246	2.784*	0.006	Significant
H11	TEG → CL	0.232	2.646*	0.010	Significant
H12	CS → CL	0.192	2.169*	0.033	Significant

proven significant and can be applied to people of productive age with conditions requiring official information related to COVID-19.

The relationship between trust disposition and trust in government demonstrates that the public regards the government of the DIY as a trustworthy institution in managing the official website for providing information on the COVID-19 pandemic. These findings are supported by research [4], which revealed that confidence in the government, trust in enabling technology, and privacy and security have a major influence.

The relationship between trust disposition and trust in e-government demonstrates that as the tendency of public trust increases, people will more easily trust information from others, feel that others can be relied on, believe in human values, and trust the provincial government of the DIY. Therefore, public trust in the e-government system will increase as well.

People are more confident in the government's ability to provide certainty about online service transactions when they believe the government is developing electronic services to improve the efficacy, transparency, and fairness of government services. People's trust in e-government grows when they believe the *corona.jogjaprov.go.id* website provides valid and reliable information. In addition, the DIY government can manage the official website, serve as information provider on the COVID-19 pandemic, be accountable, have accurate data, and cannot be manipulated.

According to research, service quality has a beneficial impact on trust in government. The higher the level of trust in the government, the better the quality of services given by the government of the DIY; this result supports the H4. Research [4] and [29], which shows that trust in services has a positive effect on trust in e-government, support this findings. This study found that service quality had a beneficial influence on

trust in e-government. The greater the trust in e-government, the higher the quality of services offered.

Service quality has a positive effect on citizen satisfaction; the better the service quality, the more satisfied the public is with e-government services. The concept of quality and customer satisfaction are on one dimension in a linear line, implying that something of high quality will satisfy its users. This study's outcomes are comparable to those of previous studies [4], [30], which discovered a considerable influence on citizen satisfaction.

Trust in government has a positive effect on citizen satisfaction; the more people trust the government, the more satisfied they are with e-government services. It lends support to the H7. Previous research has shown that when the public trusts the government, satisfaction with e-government services increases [14], [31]. Citizen satisfaction is also linked to trust in e-government. The public's trust in the DIY's electronic services to provide consistent information about COVID-19 is critical to the service's success. Previous research [32] has discovered that prior reliance on e-government could lead to increased satisfaction and involvement with newly introduced services. According to another study [20], a lack of trust in e-government services has resulted in fewer interactions with e-government websites and a lower level of satisfaction with e-government services.

The quality of services provided by the government will affect people's loyalty to use these services. The better the quality of the government's services, the more loyal the people are to use them. The findings of this study support H9. According to research [2], superior service quality builds user loyalty. Community loyalty is also influenced by trust in the government. Therefore, the higher the degree of community loyalty, the higher the amount of trust in the provincial government. In the context of this study, if the public trusts the provincial government to manage the official website, then community loyalty will increase as the service is used. People will easily believe in e-government services if they already believe in the government. Trust in e-government has a positive effect on citizen loyalty, indicating that the more trust people have in e-government services, the more likely the community is to use them. According to previous research [24], the level of public trust in e-government is critical in developing long-term relationships in the electronic service provision. In the context of this study, the public has complete faith in the *corona.jogjaprov.go.id* website as a reliable source of information.

When the community is satisfied with the services provided, the loyalty of the community will easily increase. The results of this study are supported by previous research which states that there is a relationship between satisfaction and a long-term relationship with e-government services [33], [34].

This study proves that the trust model used can be proven and applied to the object of research. People will be loyal when they believe in the government and the services provided by considering the quality of service and perceived satisfaction. Loyalty in this study refers to the government and e-

government services in the form of an official website, the *corona.jogjaprov.go.id*.

V. IMPLICATION OF THE RESULT

The implications of the study's findings are aimed at the provincial government of the DIY in general, as well as policymakers who want to develop loyalty to e-government on the *corona.jogjaprov.go.id* website. The value of community building loyalty must be implemented in the context of e-government services since it inspires citizens to use electronic services rather than traditional methods. As a result, this study focuses on factors that can increase public loyalty to the provincial government's COVID-19 information services. The provincial government must prioritize the quality of electronic services so that all people, particularly in DIY, can access the *corona.jogjaprov.co.id* website as the sole source of information about the development of COVID-19 in DIY and globally. Improving the quality of services is expected to increase public confidence in the government and e-government, which will increase satisfaction and, ultimately, loyalty to this service, causing people to use it repeatedly. The quality of e-government services may be enhanced by keeping information on the service website up-to-date, uploading well structured and easy-to-use information, and having a dependable workforce to address problems efficiently and on time.

Furthermore, developing community satisfaction and loyalty in the DIY province requires building trust in the government. When people believe that the government can manage COVID-19 cases reliably, they create feelings of loyalty and satisfaction. Hence, when there is a large spike in cases, the government can anticipate with its programs so that it can reduce COVID-19 cases in DIY. As a result, policymakers and government officials can aim to boost public confidence in e-government services by putting in place suitable protections to ensure users during the application process that *corona.jogjaprov.co.id* can offer accurate information and that no data is corrupted.

VI. CONCLUSION

The disposition to trust affects trust in government and e-government. As the trust in the government increased, people's satisfaction with the government's performance will also increase. Service quality affects trust in government and trust in e-government. When the community considers the quality of service on the government's website good, the community will be satisfied and willing to be loyal in using the facility. In this case, the public feels that the service quality on the *corona.jogjaprov.go.id* website is good, and the public has more confidence in e-government services.

All hypotheses of the proposed model are accepted, and the antecedents of trust, community satisfaction, and service quality have a positive and significant influence on community loyalty. Of the several influential antecedents, trust in government and e-government has more influence on the relationship between antecedents and citizen loyalty. It explains why the people of DIY trust the government and its e-services. Moreover, they will be loyal to use these services during the COVID-19 pandemic, as well as other facilities in the future.

The limitation of this study was the use of a data sample of 100, which was too small to represent the population. It is because the data collection is still in a pandemic condition so it has limitations in distributing questionnaires. Some regression models still have a low coefficient of determination below 50%, so further studies are needed to add research variables. Researchers can develop this research model by adding sample data, especially for people who still have a low level of education and are elderly, because these two segments of society tend to adopt weak information systems.

REFERENCES

- [1] S. Al Farizi and B.N. Harmawan, "Data Transparency and Information Sharing: Coronavirus Prevention Problems in Indonesia," *Indonesian Journal of Health Administration*, Vol. 8, No. 1 Special Issue, pp. 35–50, Jun. 2020.
- [2] Y. Li and H. Shang, "Service Quality, Perceived Value, and Citizens' Continuous-Use Intention Regarding E-Government: Empirical Evidence from China," *Information and Management*, Vol. 57, No. 3, pp. 369–374, Apr. 2020.
- [3] S.-J. Eom and J.H. Kim, "The Adoption of Public Smartphone Applications in Korea: Empirical Analysis on Maturity Level and Influential Factors," *Government Information Quarterly*, Vol. 31, Suppl. 1, pp. 1–11, Jun. 2014.
- [4] A. Alkrajji and N. Ameen, "The Impact of Service Quality, Trust and Satisfaction on Young Citizen Loyalty towards Government E-Services," *Information Technology & People*, to be published.
- [5] A. Parasuraman, V.A. Zeithaml, and L.L. Berry, "A Conceptual Model of Service Quality and Its Implications for Future Research," *The Journal of Marketing*, Vol. 49, No. 4, pp. 41–50, 1985.
- [6] A. Parasuraman, V.A. Zeithaml, and L.L. Berry, "Reassessment of Expectations as A Comparison Standard in Measuring Service Quality: Implications for Further Research," *Journal of Marketing*, Vol. 58, No. 1, pp. 111–124, Jan. 1994.
- [7] B. Blöbaum, "Key Factors in the Process of Trust. On the Analysis of Trust under Digital Conditions," in *Trust and Communication in a Digitized World: Models and Concepts of Trust Research*, B. Blöbaum, Ed., Cham, Switzerland: Springer International Publishing, 2016, pp. 3–25.
- [8] Z. Jia, M. Liu, and G. Shao, "Linking Government Social Media Usage to Public Perceptions of Government Performance: An Empirical Study from China," *Chinese Journal of Communication*, Vol. 12, No. 1, pp. 84–101, Dec. 2018.
- [9] R. Kumar, R. Kumar, A. Sachan, and P. Gupta, "An Examination of the E-Government Service Value Chain," *Information Technology & People*, Vol. 34, No. 3, pp. 1–23, May. 2020.
- [10] E.W. Welch, C.C. Hinnant, and M.J. Moon, "Linking Citizen Satisfaction with E-Government and Trust in Government," *Journal of Public Administration Research and Theory*, Vol. 15, No. 3, pp. 371–391, Jul. 2005.
- [11] H.-H. Lin and Y.-S. Wang, "An Examination of the Determinants of Customer Loyalty in Mobile Commerce Contexts," *Information and Management*, Vol. 43, No. 3, pp. 271–282, Apr. 2006.
- [12] H.-S. Doong, H.-C. Wang, and G.R. Foxall, "Psychological Traits and Loyalty Intentions towards E-Government Services," *International Journal of Information Management: The Journal for Information Professionals*, Vol. 30, No. 5, pp. 457–464, Oct. 2010.
- [13] N. Choi, "Information Systems Satisfaction, Loyalty and Attachment: Conceptual And Empirical Differentiation," *Behaviour & Information Technology*, Vol. 34, No. 3, pp. 261–272, 2015.
- [14] M. Janssen, N.P. Rana, E.L. Slade, and Y.K. Dwivedi, "Trustworthiness of Digital Government Services: Deriving a Comprehensive Theory through Interpretive Structural Modelling," *Public Management Review*, Vol. 20, No. 5, pp. 647–671, 2018.
- [15] L. Alzahrani, W. Al-Karaghoul, and V. Weerakkody, "Investigating the Impact of Citizens' Trust Toward the Successful Adoption of E-Government: A Multigroup Analysis of Gender, Age, and Internet Experience," *Information Systems Management*, Vol. 35, No. 2, pp. 124–146, 2018.
- [16] R. Pérez-Morote, C. Pontones-Rosa, and M. Núñez-Chicharro, "The Effects of E-Government Evaluation, Trust and the Digital Divide in the Levels of E-Government Use in European Countries," *Technological Forecasting & Social Change*, Vol. 154, pp. 1–14, May 2020.
- [17] F. Bélanger and L. Carter, "Trust and Risk in E-Government Adoption," *The Journal of Strategic Information Systems*, Vol. 17, No. 2, pp. 165–176, Jun. 2008.
- [18] A. Pearson, S. Tadisina, and C. Griffin, "The Role of E-Service Quality and Information Quality in Creating Perceived Value: Antecedents to Web Site Loyalty," *Information Systems Management*, Vol. 29, No. 3, pp. 201–215, 2012.
- [19] D. Cyr, "Modeling Web Site Design across Cultures: Relationships to Trust, Satisfaction, and E-Loyalty," *Journal of Management Information Systems*, Vol. 24, No. 4, pp. 47–72, 2008.
- [20] E. Abu-Shanab, "Antecedents of Trust in E-Government Services: An Empirical Test in Jordan," *Transforming Government: People, Process and Policy*, Vol. 8, No. 4, Oct. 2014.
- [21] T.S. Teo, S.C. Srivastava, and L.I. Jiang, "Trust and Electronic Government Success: An Empirical Study," *Journal of Management Information Systems*, Vol. 25, No. 3, pp. 99–132, 2008.
- [22] D. Gefen, "Customer Loyalty in E-Commerce," *Journal of the Association for Information Systems*, Vol. 3, No. 1, pp. 27–51, 2002.
- [23] R. Connolly, F. Bannister, and A. Kearney, "Government Website Service Quality: A Study of the Irish Revenue Online Service," *European Journal of Information Systems*, Vol. 19, No. 6, pp. 649–667, 2010.
- [24] T.M. Tegethoff, R. Santa, D.F.M. Granobles, and J.C.V. Hoyos, "Does Trust Have an Impact on System and Operational Effectiveness? The Implementation of E-Government in Colombia," *Electronic Government an International Journal*, Vol. 15, No. 3, pp. 241–260, 2019.
- [25] R. Liang, W. Guo, and L. Zhang, "Exploring Oppositional Loyalty and Satisfaction in Firm-Hosted Communities in China: Effects of Social Capital and E-Quality," *Internet Research*, Vol. 30, No. 2, pp. 487–510, Jan. 2019.
- [26] S. Lemeshow, D.W. Hosmer, J. Klar, and S.K. Lwanga, *Besar Sampel Dalam Penelitian Kesehatan*. Sleman, Indonesia: Gadjah Mada University Press, 1997.
- [27] L.F. Pitt, R.T. Watson, and C.B. Kavan, "Service Quality: A Measure of Information Systems Effectiveness," *MIS Quarterly*, Vol. 19, No. 2, pp. 173–187, Jun. 1995.
- [28] F.K. Chan, J.Y. Thong, V. Venkatesh, S.A. Brown, P.J. Hu, and K.Y. Tam, "Modeling Citizen Satisfaction with Mandatory Adoption of an E-Government Technology," *Journal of the Association for Information Systems*, Vol. 11, No. 10, pp. 519–549, Jan. 2010.
- [29] M. Warkentin, D. Gefen, P.A. Pavlou, and G.M. Rose, "Encouraging Citizen Adoption of E-Government by Building Trust," *Electronic Markets*, Vol. 12, No. 3, pp. 157–162, 2002.
- [30] H. Yulianto and S.D. Yahya, "Pengaruh Servqual terhadap Citizen Satisfaction (Studi pada Pengguna Trans Mamminasata)," *AkMen Jurnal Ilmiah*, Vol. 15, No. 3, 2018.
- [31] L. Carter and F. Bélanger, "The Utilization of E-Government Services: Citizen Trust, Innovation and Acceptance Factors," *Information Systems Journal*, Vol. 15, No. 1, pp. 5–25, 2005.
- [32] H. Lee and C. Kim, "Benchmarking of Service Quality with Data Envelopment Analysis," *Expert Systems with Applications*, Vol. 41, No. 8, pp. 3761–3768, Jun. 2014.
- [33] V. Weerakkody, Z. Irani, H. Lee, N. Hindi, and I. Osman, "Are UK Citizens Satisfied with E-Government Services? Identifying and Testing Antecedents of Satisfaction," *Information Systems Management*, Vol. 33, No. 4, pp. 331–343, 2016.
- [34] W.H. DeLone and E. R. McLean, "The DeLone and McLean Model of Information Systems Success: A Ten-Year Update," *Journal of Management Information Systems*, Vol. 19, No. 4, pp. 9–30, 2003.