



RESEARCH ARTICLE

The Influence of Electronic Public Service Quality on Citizen Satisfaction and Public Trust: Evidence from Electronic ID and Passport Services in Nangarhar Province, Afghanistan.

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ABSTRACT

Digitalization of public services has become an important component of public-sector reform, yet evidence remains limited on how the quality of electronic public services shapes citizen satisfaction and institutional trust in developing and institutionally constrained contexts. This study examines the influence of electronic public service quality on citizen satisfaction and public trust, focusing on electronic ID (e-Tazkira) and passport services in Nangarhar Province, Afghanistan. Data were collected from 1,200 users of both services through a structured questionnaire measuring five dimensions of electronic public service quality: accessibility, ease of use, service efficiency, information quality, and transparency. Pearson correlation and General Linear Model (GLM) multivariate analyses were employed to examine the relationships and effects among the study constructs. The findings revealed significant positive relationships between all five service-quality dimensions and both citizen satisfaction and public trust. Multivariate analysis showed significant joint effects of accessibility, ease of use, information quality, and transparency on the combined outcomes, whereas service efficiency was not statistically significant at the multivariate level. At the outcome-specific level, accessibility, ease of use, information quality, and transparency significantly influenced citizen satisfaction, while all five dimensions significantly influenced public trust. Accessibility demonstrated the largest effect on public trust. Although the explanatory power of the models was modest, the findings underscore the importance of citizen-centered service quality in digital public administration. The study contributes empirical evidence from an underexamined governance context and suggests that digital government reforms should extend beyond technological adoption and administrative efficiency by prioritizing accessible, user-friendly, informative, and transparent service delivery to strengthen citizens' experiences and confidence in public institutions.

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Introduction

Advances in information and communication technologies have transformed public service delivery by enabling citizens to interact with government institutions through electronic platforms. E-government services can make public-service transactions faster, simpler, and more

efficient while reducing the time and costs associated with traditional face-to-face service delivery (Pham et al., 2023). However, the introduction of electronic systems alone does not guarantee high-quality service delivery, particularly in developing countries where governments may struggle to meet citizens' growing needs and expectations (Pham et al., 2023). Electronic public service

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quality is multidimensional. [Papadomichelaki and Mentzas \(2009\)](#) identified reliability, efficiency, citizen support, and trust as principal dimensions of e-government service quality, while also highlighting ease of use, accessibility, service availability, and information quality. [Chan et al. \(2021\)](#) similarly identified accessibility, convenience, accuracy, completeness, and transparency as important characteristics of electronic government services. Accordingly, this study focuses on five dimensions—accessibility, ease of use, service efficiency, information quality, and transparency—as important aspects of citizens' electronic service experiences ([Chan et al., 2021](#); [Papadomichelaki & Mentzas, 2009](#)).

Existing evidence links electronic public service quality with citizen satisfaction. [Chan et al. \(2021\)](#) found that different service characteristics contribute to perceived service quality, which subsequently influences citizen satisfaction. Wami et al. (2026) found that electronic government service quality had a significant positive association with satisfaction, with efficiency and ease of use showing significant positive direct associations. Similarly, [G. C. et al. \(2024\)](#) reported a significant positive effect of service quality on citizen satisfaction ($\beta = .313$, $p < .001$). Accessibility also contributes to perceived service quality and subsequently enhances citizen satisfaction ([Chan et al., 2021](#)), while [Ling et al. \(2026\)](#) found significant positive effects of both subjective and objective government transparency on public service satisfaction. Electronic public service quality is also associated with citizens' trust. [Le et al. \(2026\)](#) found a significant positive relationship between e-government service quality and trust ($\beta = .652$, $t = 18.445$, $p < .001$). [Venkatesh et al. \(2016\)](#) demonstrated that information quality and convenient access contribute to trust in electronic government services, while [Almamy et al. \(2022\)](#) found that perceived ease of use significantly predicted trust in e-government websites ($\beta = .41$, $p < .001$). Transparency is also relevant to trust; [Alessandro et al. \(2021\)](#) found that providing government information increased perceived transparency and that information demonstrating positive government performance was associated with greater trust.

In Afghanistan, [Anwer et al. \(2016\)](#) found that citizen satisfaction with e-government services is influenced by service availability, citizen-centric features, process performance, awareness, and security, highlighting the importance of service quality in citizens' evaluations of e-government services. Similarly, [Mohammadi \(2022\)](#) demonstrated the importance of website quality and trust factors in Afghanistan's e-

government context, identifying information quality, usability, service quality, and accessibility as important dimensions of electronic service quality. Despite these findings, empirical understanding of electronic public service quality remains comparatively limited in developing-country contexts, and existing evidence may not necessarily generalize across different institutional and infrastructural environments ([G. C. et al., 2024](#); Wami et al., 2026). In Afghanistan, particularly Nangarhar Province, empirical evidence has not sufficiently established how the accessibility, ease of use, efficiency, information quality, and transparency of electronic ID (e-Tazkira) and passport services influence citizen satisfaction and public trust. Therefore, this study examines the influence of electronic public service quality on citizen satisfaction and public trust among users of electronic ID and passport services in Nangarhar Province, Afghanistan.

Based on the preceding literature and the identified research gap, this study focuses on the relationships between electronic public service quality dimensions and citizen satisfaction and public trust. Specifically, it examines accessibility, ease of use, service efficiency, information quality, and transparency as key dimensions of electronic public service quality. Accordingly, the following research objectives were formulated:

1. To examine the relationship between electronic public service quality dimensions and citizen satisfaction and public trust.
2. To determine the multivariate influence of accessibility, ease of use, service efficiency, information quality, and transparency on citizen satisfaction and public trust.
3. To determine the influence of accessibility, ease of use, service efficiency, information quality, and transparency on citizen satisfaction.
4. To determine the influence of accessibility, ease of use, service efficiency, information quality, and transparency on public trust.

Research Hypotheses

H1: Electronic public service quality dimensions are significantly related to citizen satisfaction and public trust.

H2: Accessibility, ease of use, service efficiency, information quality, and transparency have a significant multivariate influence on citizen satisfaction and public trust.

H3: Accessibility, ease of use, service efficiency, information quality, and transparency significantly influence citizen satisfaction.

H4: Accessibility, ease of use, service efficiency, information quality, and transparency significantly influence public trust.

Methodology

Research Design

This study employed a quantitative research design to examine the influence of electronic public service quality on citizen satisfaction and public trust in Nangarhar Province, Afghanistan. The empirical investigation focused on electronic ID (e-Tazkira) and electronic passport services. Electronic public service quality was conceptualized as a multidimensional construct comprising accessibility, ease of use, service efficiency, information quality, and transparency, while citizen satisfaction and public trust constituted the outcome variables.

Population and Sampling

The target population comprised residents of Nangarhar Province who had experience using both electronic ID (e-Tazkira) and electronic passport services. To ensure that respondents could meaningfully evaluate the services under investigation, participation was restricted to individuals who had personally used both services. A total of 1,200 eligible respondents participated in the study. Participants were selected based on random sampling technique.

Research Instrument and Pilot Testing

Data were collected using a structured questionnaire adapted from previous studies on electronic government service quality and citizen outcomes ([Ahmad et al., 2025](#); [Papadomichelaki & Mentzas, 2012](#); [Pham et al., 2023](#)). The instrument comprised 28 items representing seven constructs. Electronic public service quality was operationalized through five dimensions—accessibility, ease of use, service efficiency, information quality, and transparency—with four items measuring each dimension. Citizen satisfaction and public trust were also measured using four items each.

All items were assessed on a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). Before the main data collection, the instrument was pilot-tested with 30 respondents from the relevant service-user

population to assess its clarity and internal consistency. Cronbach's alpha coefficients for all constructs exceeded .70, providing preliminary evidence of satisfactory reliability.

Data Collection Procedure

Data were collected using both online and paper-based questionnaires to facilitate participation by eligible service users. Before participation, respondents were informed about the purpose of the study and the voluntary nature of their participation. Only individuals who had used both electronic ID and electronic passport services were eligible to participate. Respondents participated voluntarily and provided informed consent before completing the questionnaire. The same questionnaire and measurement scale were used in both online and paper-based modes to maintain consistency across the data-collection procedures.

Reliability of the Measurement Scales

Following data collection, the internal consistency of each construct was reassessed using Cronbach's alpha. The coefficients were .860 for accessibility, .856 for ease of use, .864 for service efficiency, .871 for information quality, .858 for transparency, .870 for citizen satisfaction, and .866 for public trust. Thus, the coefficients ranged from .856 to .871, with all values exceeding the conventional threshold of .70, demonstrating satisfactory internal consistency of the measurement scales.

Data Analysis

Data were analyzed using IBM SPSS Statistics. Descriptive statistics, including means and standard deviations, were first computed to summarize the study constructs. Pearson product-moment correlation analysis was then employed to examine the relationships between the five dimensions of electronic public service quality, citizen satisfaction, and public trust.

A General Linear Model (GLM) multivariate procedure was subsequently employed to evaluate the simultaneous effects of accessibility, ease of use, service efficiency, information quality, and transparency on citizen satisfaction and public trust. Pillai's Trace was used as the primary multivariate test statistic. Tests of between-subjects effects were subsequently examined to determine the effects of individual service-quality dimensions on citizen satisfaction and public trust separately. Partial eta squared (partial η^2) was reported as an indicator of effect size, and statistical significance was evaluated at $p < .05$.

Results

Table 1

Descriptive Statistics of the Study Variables

	N	M	SD
Accessibility	1200	15.95	1.99
Ease of Use	1200	15.97	1.92
Service Efficiency	1200	15.98	2.01
Information Quality	1200	15.90	2.01
Transparency	1200	15.93	1.89
Citizen Satisfaction	1200	15.99	1.98
Public Trust	1200	15.94	1.98

The descriptive results indicated generally favorable perceptions of electronic public services across all study constructs. Mean scores ranged from 15.90 to 15.99, with citizen satisfaction recording the highest mean ($M = 15.99$, $SD = 1.98$) and information quality the lowest ($M = 15.90$, $SD = 2.01$). The relatively similar mean scores across the constructs suggest consistently positive evaluations of electronic ID and passport services among respondents.

Table 2

Correlations Among the Study Variables

		Accessibilit y	Ease of Use	Service Efficienc y	Informatio n Quality	Transparenc y	Citizen Satisfactio n	Publi c Trust
Accessibility	Pearson Correlatio n	1	.154*	.145**	.165**	.149**	.142**	.209**
Ease of Use	Pearson Correlatio n	.154**	1	.139**	.154**	.177**	.157**	.122**
Service Efficiency	Pearson Correlatio n	.145**	.139*	1	.171**	.131**	.094**	.118**
Information Quality	Pearson Correlatio n	.165**	.154*	.171**	1	.192**	.131**	.186**
Transparenc y	Pearson Correlatio n	.149**	.177*	.131**	.192**	1	.146**	.129**
Citizen Satisfaction	Pearson Correlatio n	.142**	.157*	.094**	.131**	.146**	1	.145**
Public Trust	Pearson Correlatio n	.209**	.122*	.118**	.186**	.129**	.145**	1

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

Pearson correlation analysis revealed significant positive relationships between all dimensions of electronic public service quality and both citizen satisfaction and public trust. Citizen satisfaction was positively associated with accessibility ($r = .142$, $p < .001$), ease of use ($r = .157$, $p < .001$), service efficiency ($r = .094$, $p < .001$), information quality ($r = .131$, $p < .001$), and transparency ($r = .146$, $p < .001$). Similarly, public trust was positively correlated with accessibility ($r = .209$, $p < .001$), ease of use ($r = .122$, $p < .001$), service efficiency ($r = .118$, $p < .001$), information quality ($r = .186$, $p < .001$), and

transparency ($r = .129$, $p < .001$). Although the associations were weak in magnitude, all were positive and statistically significant. **Therefore, H1 was supported.**

Table 3

Multivariate Effects of Electronic Public Service Quality Dimensions on Citizen Satisfaction and Public Trust

Effect		Value	F	Hypothesis df	Error df	Sig.	Partial Eta Squared
Accessibility	Pillai's Trace	.032	19.448	2.000	1193	.000	.032
Ease of Use	Pillai's Trace	.014	8.452	2.000	1193	.000	.014
Service Efficiency	Pillai's Trace	.005	2.735	2.000	1193	.065	.005
Information Quality	Pillai's Trace	.020	12.119	2.000	1193	.000	.020
Transparency	Pillai's Trace	.011	6.869	2.000	1193	.001	.011
Note. Values represent Pillai's Trace. The dependent variables were citizen satisfaction and public trust. Partial η^2 represents effect size.							

The multivariate analysis indicated significant effects of accessibility, Pillai's Trace = .032, $F(2, 1193) = 19.45$, $p < .001$, partial $\eta^2 = .032$; ease of use, Pillai's Trace = .014, $F(2, 1193) = 8.45$, $p < .001$, partial $\eta^2 = .014$; information quality, Pillai's Trace = .020, $F(2, 1193) = 12.12$, $p < .001$, partial $\eta^2 = .020$; and transparency, Pillai's Trace = .011, $F(2, 1193) = 6.87$, $p = .001$, partial $\eta^2 = .011$, on the combined outcomes of citizen satisfaction and public trust. Service efficiency did not demonstrate a statistically significant multivariate effect, Pillai's Trace = .005, $F(2, 1193) = 2.74$, $p = .065$, partial $\eta^2 = .005$. Overall, the findings provide partial support for H2.

Table 4

Tests of Between-Subjects Effects for Citizen Satisfaction and Public Trust

Tests of Between-Subjects Effects							
Source	Dependent Variable	Type III Sum of Squares	df	Mean Square	F	Sig.	Partial Eta Squared
Accessibility	Citizen Satisfaction	38.028	1	38.028	10.269	.001	.009
	Public Trust	114.544	1	114.544	31.518	.000	.026
Ease of Use	Citizen Satisfaction	51.791	1	51.791	13.986	.000	.012
	Public Trust	15.039	1	15.039	4.138	.042	.003
Service Efficiency	Citizen Satisfaction	7.318	1	7.318	1.976	.160	.002
	Public Trust	14.340	1	14.340	3.946	.047	.003
Information Quality	Citizen Satisfaction	23.648	1	23.648	6.386	.012	.005
	Public Trust	71.423	1	71.423	19.653	.000	.016
Transparency	Citizen Satisfaction	37.841	1	37.841	10.219	.001	.008
	Public Trust	16.839	1	16.839	4.633	.032	.004
a. R Squared = .057 (Adjusted R Squared = .053)							
b. R Squared = .079 (Adjusted R Squared = .075)							

Above table shows that overall model was statistically significant for citizen satisfaction, $F(5, 1194) = 14.55$, $p < .001$, $R^2 = .057$, and public trust, $F(5, 1194) = 20.57$, $p < .001$, $R^2 = .079$. For citizen satisfaction, significant effects were observed for accessibility ($F = 10.27$, $p = .001$, partial $\eta^2 = .009$), ease of use ($F = 13.99$, $p < .001$, partial $\eta^2 = .012$), information quality ($F = 6.39$, $p = .012$, partial $\eta^2 = .005$), and transparency ($F = 10.22$, $p = .001$, partial $\eta^2 = .008$), whereas service efficiency was not significant ($F = 1.98$, $p = .160$). For public trust, all five dimensions showed statistically significant effects, with

accessibility demonstrating the largest effect ($F = 31.52$, $p < .001$, partial $\eta^2 = .026$). Overall, the findings provide partial support for H3 and full support for H4.

Discussion

This study examined how five dimensions of electronic public service quality—accessibility, ease of use, service efficiency, information quality, and transparency—relate to citizen satisfaction and public trust in electronic ID and passport services in Nangarhar Province. The findings show that all five dimensions were positively and significantly correlated with both outcomes, although the relationships were weak in magnitude. The multivariate results further showed that accessibility, ease of use, information quality, and transparency significantly influenced the combined outcomes of satisfaction and trust, whereas service efficiency did not. At the outcome-specific level, four dimensions significantly influenced citizen satisfaction, while all five significantly influenced public trust.

For citizen satisfaction, accessibility, ease of use, information quality, and transparency showed significant effects. These findings are consistent with [Chan et al. \(2021\)](#), who found that accessibility and other service characteristics contribute to perceived service quality and subsequently to citizen satisfaction. The significant effect of ease of use is also consistent with Wami et al. (2026), who reported a positive direct association between ease of use and satisfaction. Similarly, the significant effect of transparency supports [Ling et al. \(2026\)](#), who found that both subjective and objective government transparency positively influenced public service satisfaction. These results suggest that citizens' satisfaction with electronic ID and passport services is influenced by whether the services are accessible, easy to use, informative, and transparent.

Service efficiency produced a different result. Although it was positively correlated with citizen satisfaction ($r = .094$, $p = .001$), its individual effect on satisfaction was not statistically significant ($F = 1.98$, $p = .160$), and its multivariate effect was also nonsignificant. This differs from [Wami et al. \(2026\)](#), who found a significant positive direct association between efficiency and satisfaction. The difference indicates that efficiency alone may not be sufficient to explain satisfaction with electronic ID and passport services in the present context when accessibility, ease of use, information quality, and transparency are considered simultaneously. Thus, citizens may evaluate these services on broader aspects of the service experience rather than primarily on time and administrative efficiency.

The findings regarding public trust were particularly notable because all five service-quality dimensions had significant effects. Accessibility demonstrated the largest effect ($F = 31.52$, $p < .001$, partial $\eta^2 = .026$), followed by information quality ($F = 19.65$, $p < .001$, partial $\eta^2 = .016$). This is consistent with [Venkatesh et al. \(2016\)](#), who demonstrated that convenient access and information quality contribute to trust in electronic government services. The significant effect of ease of use also supports [Almamy et al. \(2022\)](#), who found that perceived ease of use significantly predicted trust in e-government websites ($\beta = .41$, $p < .001$). More broadly, these findings correspond with [Le et al. \(2026\)](#), who reported a significant positive relationship between electronic government service quality and trust.

Transparency also significantly influenced public trust, consistent with [Alessandro et al. \(2021\)](#), who found that government information increased perceived transparency and that information demonstrating positive government performance was associated with greater trust. In the present study, transparency significantly influenced both satisfaction and trust, indicating that clear service procedures and information about requirements and fees are relevant not only to citizens' service experiences but also to their confidence in the institutions responsible for service delivery.

Despite the statistical significance of most relationships, the magnitude of the effects should be interpreted cautiously. The five dimensions explained 5.7% of the variance in citizen satisfaction and 7.9% of the variance in public trust, and the individual partial η^2 values were generally small. Thus, electronic public service quality is relevant to both outcomes but represents only part of the factors shaping citizens' satisfaction and trust. This finding supports the need to consider additional factors in future research while avoiding an overstatement of the explanatory power of service quality.

Conclusion

This study examined the influence of electronic public service quality on citizen satisfaction and public trust in the context of electronic ID and passport services in Nangarhar Province, Afghanistan. The findings demonstrate that the quality of electronic public services is significantly associated with citizens' evaluations of government service delivery. Accessibility, ease of use, information quality, and transparency showed significant

effects on citizen satisfaction, while service efficiency did not demonstrate a significant individual effect. In contrast, all five service-quality dimensions significantly influenced public trust, with accessibility showing the strongest effect among the examined dimensions.

The multivariate findings further indicate that accessibility, ease of use, information quality, and transparency significantly influence citizen satisfaction and public trust when the two outcomes are considered jointly, whereas the multivariate effect of service efficiency was not statistically significant. Accordingly, the findings provide support for the importance of electronic public service quality in shaping citizens' experiences and perceptions of public institutions, although the relatively modest explanatory power of the models indicates that citizen satisfaction and public trust are also influenced by factors beyond the service-quality dimensions examined in this study.

The study concludes that improving electronic government services should extend beyond the mere digitalization of administrative procedures. Public institutions should particularly ensure that electronic services are accessible, easy to use, supported by clear and accurate information, and delivered through transparent procedures. Strengthening these aspects of electronic ID and passport services may contribute to greater citizen satisfaction and stronger public trust in responsible government institutions. These findings provide useful evidence for policymakers and public administrators seeking to improve citizen-centered digital public service delivery in Afghanistan.

Practical and Policy Implications

The findings provide several implications for public institutions responsible for electronic service delivery in Afghanistan. First, accessibility emerged as an important determinant of both citizen satisfaction and public trust, suggesting that policymakers should prioritize convenient and reliable access to electronic ID and passport services. Expanding access points, improving digital accessibility, and reducing procedural barriers may strengthen citizens' experiences with electronic government services.

Second, the significant effects of ease of use, information quality, and transparency highlight the importance of citizen-centered service design. Government agencies should simplify electronic procedures, provide clear and up-to-date instructions, communicate service requirements and fees consistently, and enable citizens to understand the stages of the service-

delivery process. Greater procedural transparency may be particularly valuable for strengthening confidence in public institutions.

Service efficiency requires more nuanced policy attention. Although it showed a significant effect on public trust, its effect on citizen satisfaction was not statistically significant. This suggests that improving speed and administrative efficiency alone may not be sufficient to enhance satisfaction. Digital-service reforms should therefore combine efficiency improvements with accessibility, usability, high-quality information, and transparent procedures.

More broadly, the findings indicate that digital transformation in public administration should extend beyond converting conventional procedures into electronic formats. Public institutions should approach electronic service delivery as a citizen-centered governance mechanism in which service quality contributes not only to service experiences but also to institutional trust. These findings can inform ongoing efforts to improve electronic ID, passport, and other citizen-facing digital public services in Afghanistan.

Limitations and Future Research

This study is limited to users of electronic ID and passport services in Nangarhar Province, which may restrict the generalizability of the findings. In addition, the study relied on self-reported perceptions, and the models showed modest explanatory power. Future research should examine other provinces and digital public services, incorporate additional data sources, and consider factors such as security, privacy, institutional responsiveness, digital literacy, and perceived value. Comparative and longitudinal studies may further clarify how electronic service quality shapes citizen satisfaction and public trust over time.

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