



**ELECTRONIC - SERVICE QUALITY OF MY.SSS PORTAL FACILITY AND ITS  
IMPACT ON SATISFACTION OF THE SOCIAL SECURITY SYSTEM  
MEMBERS, SAN PEDRO BRANCH**

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**ABSTRACT**

This study was conducted to determine the level of electronic-service quality of My.SSS Portal Facility of the Social Security System (SSS) San Pedro Branch in terms of efficiency, security, reliability, and citizen support. It was also the intention of the study to determine its relationship and impact on the satisfaction of members in terms of perceived usefulness, perceived quality, and confirmation. A descriptive correlational method and the quantitative impact analysis design were utilized as the research design. The researcher used G\*Power 3.1.9.4 power analysis to determine the sample size. Moreover, this study employed purposive and quota sampling as for sampling procedure. The respondents of the study were members of the SSS San Pedro Branch. Also, the researcher used a modified survey questionnaire as a research instrument in this study. The data were statistically treated using G\*Power 3.1.9.4 power analysis software application, frequency distribution, simple mean, Likert-scale, Pearson-r correlation coefficient, multiple linear regression, and SPSS software application.

The overall findings of the study revealed that the level of electronic-service quality of My.SSS Portal Facility of SSS San Pedro branch was good and the level of members'

satisfaction towards the electronic-service quality of My.SSS Portal Facility was assessed to be satisfied. This study also revealed that there was a significant relationship between the level of electronic-service quality of My.SSS Portal Facility and the perceived level of satisfaction of SSS members in San Pedro Branch. Furthermore, the electronic-service quality of My.SSS Portal Facility had significantly impacted the satisfaction of SSS members in San Pedro Branch. Thus, the proponent had developed and submitted a proposed framework for continuous quality improvement and a support program for the SSS San Pedro Branch to inform the management regarding uncovered empirical findings of the study.

*Keywords:* electronic-service, quality, impact, satisfaction, members

## **1.0 INTRODUCTION**

Electronic service quality is becoming an increasingly important concept in the applications of information and communication technology globally, particularly for the administration and management of government, to improve internal efficiency, the delivery of public services and information to citizens, effective interactions with businesses and industries, consistent improvement of internal processes, and citizen empowerment through access to information. An electronic portal is a way for a public administration to become more open and transparent, and to reinforce democratic participation. With these, electronic service quality has become a major topic in many academic conferences, research papers, and discussions concerning government activities around the world (Nguyen, 2015).

In the Philippines, Social Security System (SSS) is a state-run social insurance program for workers in the private, professional, and informal sectors. It is one of the government agencies that implemented information technology programs. SSS has a continuing effort to bring its members fast, efficient, and convenient social security services by enhancing its information technology programs and service delivery facilities. One such facility is the My.SSS Portal. It is an online service portal of the enhanced SSS Website wherein members and regular

employers or household employers' can have exclusive access to their social security records, perform transactions online, and download forms (My.SSS: A Primer and How to Guide, 2018).

In this premise, customer satisfaction is a crucial issue in the success of any business system, may it be traditional or online. In a turbulent e-commerce environment, sustaining growth and market share is essential to understand how to satisfy customers and establish long-term client relationships. It is evidenced by the fact that over the last five years, customer satisfaction surveys have become common in many financial institutions. Thus, a fundamental understanding of factors impacting Web-customer satisfaction is of great importance to e-commerce (Rivera, I.C 2018).

### **Theoretical Framework**

This study was anchored on the framework of e-GovQual, which was developed by Papadomichelaki & Mentzar (2009). The main objective of the framework is to develop and validate an instrument to measure the citizen-perceived service quality of e-Government portals. The four dimensions identified to measure e-service quality are efficiency, security, reliability, and citizen support. Accordingly, the e-GovQual survey measures the gaps between customer perceptions and expectations.

In addition, this study also utilized the Expectation Confirmation Theory (ECT) of Richard L. Oliver (1980). This theory suggests that the consumers form satisfaction judgments by evaluating actual products/services. However, Bhattacharjee (2001) also supported and developed his Expectation Confirmation Theory (ECT) which includes perceived usefulness, perceived quality, and confirmation.

### **Conceptual Framework (Research Paradigm)**

The conceptual framework of the study illustrates the interrelationships and interdependencies of the various level of electronic-service quality of My.SSS Portal Facility in

terms of its efficiency, security, reliability, and citizen support and the level of member's satisfaction on My.SSS Portal Facility Services in terms of its perceived usefulness, perceived quality, and confirmation. Independent variables show the cause of e-service quality and the dependent variables show the impact of it on the members' satisfaction on My.SSS Portal facility of SSS, San Pedro branch.

### **Statement of the Problem**

The study aimed to determine the electronic-service quality of My.SSS Portal Facility and its impact on satisfaction of members of the Social Security System San Pedro Branch. The researcher also sought to answer the following questions:

1. What is the level of electronic-service quality of My.SSS Portal facility as perceived by the member-respondents in terms of
  - 1.1 efficiency,
  - 1.2 security,
  - 1.3 reliability, and
  - 1.4 citizen support?
2. What is the member-respondents' level of satisfaction on My.SSS Portal facility in terms of
  - 2.1 perceived usefulness,
  - 2.2 perceived quality, and
  - 2.3 confirmation?
3. Is there a significant relationship between the level of electronic-service quality of My.SSS Portal facility and the perceived level of satisfaction of SSS members in the San Pedro Branch?
4. Does the electronic-service quality of My.SSS Portal facility significantly impact the satisfaction of SSS members in the San Pedro Branch?

5. Based on the result of the study, what framework for continuous quality improvement may be proposed?

### **Hypotheses**

This study tested the following null hypotheses.

1. There is no significant relationship between the level of electronic-service quality of My.SSS Portal Facility and the perceived level of satisfaction of SSS members in the San Pedro Branch.
2. Electronic-Service Quality of My.SSS Portal Facility does not significantly impact the satisfaction of SSS members in the San Pedro Branch.

### **Scope and Delimitation**

The study focused on the electronic-service quality of My.SSS Portal Facility and its impact on the satisfaction of members of the Social Security System San Pedro Branch. The level of electronic-service quality of My.SSS Portal Facility was assessed by the member-respondents in terms of efficiency, security, reliability, and citizen support. The levels of customers' satisfaction on My.SSS Portal Facility Services were also covered in this study in terms of perceived usefulness, perceived quality, and confirmation. The respondents were the members transacting in SSS San Pedro Branch. They were composed of members who already had an account enrolled in My.SSS Portal Facility.

### **Review of Related Literature and Studies**

The repertoire of foreign and local literature included in the study had contributed to the empirical investigation of the topic on which the thesis was anchored. The study dealt with the electronic-service quality of My.SSS Portal Facility in terms of efficiency, security, reliability, and citizen support and its impact on the satisfaction of members of the Social Security System San Pedro Branch in terms of its perceived usefulness, perceived quality, and confirmation.

Moreover, the studies of Al-Nuami et al. (2015), Merwe (2015), and Bartuskova et al. (2015) emphasized that efficiency was a very important factor in electronic-service quality since convenience and saving time were the main reasons for online services. Slow-loading sites were therefore a major frustration and turnoff for web surfers. However, according to authors named Al-Nuami et al. (2015), Dimitris and Tsourela (2015), and Merwe (2015), trust and security were great concerns for some consumers as online fraudulent activities were in abundance. Electronic-service providers need to assure the consumer that the transactions were completely secured.

In addition, Anna (2015), Asadpoor et al. (2017), Al-Nuami et al. (2015), and Gelilio (2015) come up with almost the same point of view concerning customer satisfaction that it was the key component of business methodology which determines the bearing of service performance and a powerful intangible asset for competitive advantage in the global arena. Also, the studies of Medina et al. (2015), Malik et al. (2016), Lee and Tseng (2018), Mohammed et al. (2016), and Al-Kaseasbeh et al. (2019) supported the idea that e-government services were a key driver of a government's effectiveness and as such were a useful tool with which to increase citizens' satisfaction with government performance and it e-Government services was the extent to which an e-Government platform enhances the delivery of efficient e-services to assist citizens, businesses, and the general public to undertake transactions with the government.

Furthermore, in the studies of Rivera (2018), Maquinay (2018), Ghaffari and Ashkiki (2015), Hong et al. (2017), Kumar and Velmurugan (2017), Rasli et al. (2015), and Deyalage et al. (2019), they disclosed that there was a relationship between the electronic service quality and customers' satisfaction and it was proven that electronic service quality had a positive relationship with customer satisfaction and this supports the argument of linking electronic service quality and customer satisfaction.

## **2.0 METHODOLOGY**

### **Research Design**

This research combined a quantitative approach and descriptive method. The quantitative approach was employed since this research will define its questions based on the trends in the field of research. A test of correlation followed by multiple regressions was utilized to establish the impact of the independent variables on dependent variables. From the elaboration above, it was obvious that the quantitative approach was best employed in this study.

### **Types of Research**

This study utilized the descriptive-correlational method and the quantitative impact analysis to assess the relationship and to establish the impact of the independent variables to dependent variables, the electronic-service quality of My.SSS Portal Facility and member's satisfaction in SSS San Pedro Branch.

### **Research Instrument**

The proponent used a modified survey questionnaire as a research instrument in this study. It was modified from the e-GovQual scale by Papadomichelaki and Mentzar (2009). The first part of the survey questionnaire determined the extent of e-service quality dimensions of My.SSS Portal Facility.

In the second part, the survey questionnaire determined customer satisfaction, which was composed of three essential parts namely: perceived usefulness, perceived quality, and confirmation.

### **Respondents of the Study**

Respondents were the members transacting in SSS San Pedro Branch. The respondents were composed of members who already have an account enrolled in My.SSS Portal Facility.

Using the G\*Power software application, a sample size of one hundred forty (140) respondents was arrived at and it represented 93.33% of the total population. This study employed purposive and quota sampling as for sampling procedure. The sampling method used purposive sampling which was a nonprobabilistic sampling. Furthermore, the researcher also used quota sampling.

### **Data Gathering Procedure**

The researcher gave a letter of request to the branch head of the Social Security System San Pedro Branch for permission in conducting the study to the members transacting in SSS San Pedro. Upon approval to conduct the study, the researcher started the data gathering. The questionnaires were personally distributed and retrieved. Then, the data were tabulated and analyzed.

### **Treatment of Quantitative Data**

To make sure that the data gathered were precisely treated; a statistical package for the social sciences (SPSS) software application was used. For the selection of the number of respondents, the G\*Power 3.1.9.4 power analysis software application was used to predetermine the sample size. Meanwhile, frequency distribution was used to determine the number of times the response falls or occurs under a given category. Also, simple mean was utilized to calculate the central tendency response of the member-respondents. Moreover, Pearson r Correlation Coefficient was used to measure the statistical relationship, or association, between two continuous variables. Furthermore, multiple linear regression was employed to analyze the relationship between a single dependent variable and several independent variables.

## **2.0 RESULTS AND DISCUSSION**

Table 1.1 had shown the level of electronic-service quality of My.SSS portal facility as perceived by the member-respondents of SSS San Pedro in terms of efficiency. The computed composite mean assessment obtained a score of **3.18** which was interpreted as **Good**. This means



that My.SSS Portal Facility has good electronic quality services in terms of Efficiency. When further examined, the item that received the highest mean (**3.27**) and interpreted as **Very Good** focused on clear structure and easy to follow My.SSS Portal. Meanwhile, the item that received the least mean (**3.08**) and interpreted as **Good** focused on the customization of My.SSS Portal to individual user's needs. The results were related to the study of Merwe (2015), in which he disclosed that in efficiency, it was important for the customers to get to the website, find their desired product and information associated with it, and check out minimal effort.

**Table 1.1**  
**Quality of Electronic-Services of My.SSS Portal Facility as Perceived by the Members in terms of Efficiency**

Indicators		X	VI
1.	My.SSS Portals's structure is clear and easy to follow.	3.27	VG
2.	My.SSS Portals's search engine is effective.	3.26	VG
3.	My.SSS Portals's site map is well organized.	3.11	G
4.	My.SSS Portal is well customized to individual user's needs.	3.08	G
5.	The information displayed in My.SSS Portals is updated, appropriate and detailed.	3.19	G
<b>Composite Mean</b>		<b>3.18</b>	<b>G</b>

Legend: 3.25 – 4.00 Very Good (VG); 2.50 – 3.24 Good (G); 1.75 – 2.49 Fair (F); 1.00 – 1.74 Poor (P)

In addition, table 1.2 had shown the level of electronic-service quality of My.SSS portal facility as perceived by the member-respondents of SSS San Pedro in terms of security. It exemplifies the level of electronic-service quality of My.SSS Portal facility in terms of security has a composite mean of **3.17** interpreted as **Good**. This means that My.SSS Portal Facility has good electronic quality services in terms of Security. Consistent results were observed in the specific components of Security. Among the different components of the dimension security, the highest mean score (**3.19**) was observed which states that data provided by users in My.SSS Portal was archived securely. Its item mean score was interpreted as **Good**. Meanwhile, the item that received the least mean score (**3.14**) and interpreted as **Good** dealt with data provided in My.SSS Portal was used only for the reason submitted. Relative to this, according to the studies of Kwon and Lennon (2009) as cited in Slahuddin and Ali (2020), if perceived risk with transaction security, privacy, or delivery accuracy is low, the low perceived risk will not increase

his or her loyalty intentions for the retail site unless the consumer has favorable offline and online brand images about the retailer.

**Table 1.2**  
**Quality of Electronic-Services of My.SSS Portal Facility as Perceived by the Members in terms of Security**

Indicators		X	VI
1.	Acquisition of username and password in My.SSS Portal is secured.	3.16	G
2.	Only necessary personal data are provided for authentication on this My.SSS Portal.	3.17	G
3.	Data provided by users in My.SSS Portal is archived securely.	3.19	G
4.	Data provided in My.SSS Portal is used only for the reason submitted.	3.14	G
5.	Sensitive information (e.g. bank account number) in My.SSS Portal is secured.	3.18	G
<b>Composite Mean</b>		<b>3.17</b>	<b>G</b>

Legend: 3.25 – 4.00 Very Good (VG); 2.50 - 3.24 Good (G); 1.75 – 2.49 Fair (F); 1.00 - 1.74 Poor (P)

Meanwhile, table 1.3 had shown that the level of electronic-service quality in terms of reliability has a composite mean of **3.13** and was interpreted as **Good**. This means that My.SSS Portal Facility has good electronic quality services in terms of Reliability. Among the different components of reliability, the highest mean score (**3.16**) was observed that My.SSS portal works properly with your default browser. When interpreted, the score translates to **Good**. Likewise, the indicator forms in My.SSS Portal can easily be downloaded in a short time received the lowest mean which is **3.07** and also interpreted as **Good**. As support, Al-Dmour (2008) as cited in Al-Hawaray et al. (2016) stated that reliability was related to information security. It is representative of how much we can count on the level of security. We can define reliability as the ability of service providers to offer the service at a high level of accuracy and validity as is expected. The beneficiaries expect to get the service in the perfect performance and timing.

**Table 1.3**  
**Quality of Electronic-Services of My.SSS Portal Facility as Perceived by the Members in terms of Reliability**

Indicators		X	VI
1.	Forms in My.SSS Portal can easily be downloaded in a short time.	3.07	G
2.	My.SSS Portal is available and accessible whenever you need it.	3.10	G
3.	My.SSS Portal performs the service successfully upon request.	3.14	G
4.	My.SSS Portal provides services in time.	3.15	G
5.	My.SSS Portal's pages are downloaded quickly enough.	3.15	G
6.	My.SSS Portal works properly with your default browser.	3.16	G
<b>Composite Mean</b>		<b>3.13</b>	<b>G</b>

Legend: 3.25 – 4.00 Very Good (VG); 2.50 - 3.24 Good (G); 1.75 – 2.49 Fair (F); 1.00 - 1.74 Poor (P)

However, table 1.4 had shown that the level of electronic-service quality in terms of citizen support has a composite mean of **3.15** and was interpreted as **Good**. This means that My.SSS Portal Facility has good electronic quality services in terms of Citizen Support. Among the different components of Citizen Support indicators, the highest mean score (**3.21**) and interpreted as **Good** was observed on the sincere interest of employees in solving the user's problem. On the other hand, the indicator that received the least mean score (**3.02**) focused on the availability or easy accessibility of customer care hotlines especially when the citizens experience problems. According to the study of Li et al. (2019), the new public management theory suggests that governments should try to exploit advanced technologies to improve their responsiveness to citizens' interests and demands to provide citizen-oriented and result-oriented public service. Citizens always expect quicker and more effective responses from government institutions when they communicate their thoughts and needs through government websites than they do when they use older modes of communication.

**Table 1.4**  
**Quality of Electronic-Services of My.SSS Portal Facility as Perceived by the Members in terms of Citizen Support**

Indicators		X	VI
1.	Employees showed a sincere interest in solving users' problems.	3.21	G
2.	Employees give prompt replies to users' inquiries.	3.18	G
3.	Employees have the knowledge to answer users' questions.	3.19	G
4.	Employees have the ability to convey trust and confidence.	3.16	G
5.	Customer care hotlines are easy to access especially for the case that citizens experience problems.	3.02	G
<b>Composite</b>		<b>3.15</b>	<b>G</b>

Legend: 3.25 – 4.00 Very Good (VG); 2.50 - 3.24 Good (G); 1.75 – 2.49 Fair (F); 1.00 - 1.74 Poor (P)

In terms of the level of satisfaction, table 2.1 had shown that the level of satisfaction in terms of perceived usefulness has a composite mean of **3.25** and interpreted as **Fully Satisfied**. This means that members were fully satisfied with My.SSS Portal Facility Services in terms of its usefulness. When further examined, results showed the highest item mean score (**3.52**) or interpreted as **Fully Satisfied**, emphasized that using My.SSS Portal Facility services enhanced

member-respondent's effectiveness on verification and filing of benefits in SSS. On the contrary, the item that received the least mean score (**3.11**), emphasized that overall member-respondents perceived My.SSS Portal was useful in accessing SSS services. As reflected by Susanto et al. (2015), they expressed that as citizens, perception about government and traditional public services as well as recommendations from other people in social networks could be important to the adoption of e-government services.

**Table 2.1**  
**Member's Level of Satisfaction on My.SSS Portal Facility Services in terms of Perceived Usefulness**

Indicators		X	VI
1.	Using My.SSS Portal Facility services enable me to verify records more efficiently.	3.19	S
2.	Using My.SSS Portal Facility services increases my productivity on verification and filing of benefits.	3.52	FS
3.	Using My.SSS Portal Facility services enhance my effectiveness on verification and filing of benefits.	3.26	FS
4.	Using My.SSS Portal Facility services make it easier for the verification and filing of benefits.	3.16	S
5.	Overall, I find My.SSS Portal Facility useful for me to access SSS services.	3.11	S
<b>Composite</b>		<b>3.25</b>	<b>FS</b>
Legend: 3.25 – 4.00 Fully Satisfied (FS); 2.50 - 3.24 Satisfied (S); 1.75 – 2.49 Partially Satisfied (PS); 1.00 - 1.74 Not Satisfied (NS)			

Moreover, table 2.2 had shown that the level of satisfaction in terms of perceived quality has a general composite mean of **3.15** and was interpreted as **Satisfied**. This means that members were satisfied with My.SSS Portal Facility Services in terms of its quality, Among the different facets of Perceived Quality, the highest mean score (**3.21**) and interpreted as **Satisfied** was observed in perception of respondents that information on My.SSS Portal Facility is up-to-date. On the contrary, the item that received the least mean score (**3.06**) and interpreted as **Satisfied** assessed the overall experienced expected quality on services offered by My.SSS Portal Facility. In support of this, Okunola (2015) found out that user satisfaction is related to the notion of service quality, which relates to the outcome of the services provided.

**Table 2.2**  
**Member's Level of Satisfaction on My.SSS Portal Facility Services in terms of Perceived Quality**

Indicators		$\bar{X}$	CI
1.	Information on My.SSS Portal Facility is accurate.	3.19	S
2.	Information on My.SSS Portal Facility is up-to-date.	3.21	S
3.	My.SSS Portal Facility always works properly without service disruption or downtime.	3.13	S
4.	My.SSS Portal Facility provides all required services for SSS members.	3.19	S
5.	Overall, I have experienced the expected quality of services offered by My.SSS Portal Facility.	3.06	S
<b>Composite</b>		<b>3.15</b>	<b>S</b>
Legend: 3.25 – 4.00 Fully Satisfied (FS); 2.50 - 3.24 Satisfied (S); 1.75 – 2.49 Partially Satisfied (PS); 1.00 - 1.74 Not Satisfied (NS)			

Furthermore, table 2.3 had shown that the level of satisfaction in terms of confirmation has a composite mean of **3.21** interpreted as **Satisfied**. This means that members were satisfied with My.SSS Portal Facility Services in terms of its confirmation. When further examined, the item that received the highest mean score (**3.31**), which was interpreted as **Fully Satisfied**, focused on the expectation with how My.SSS Portal Facility service providers adjust to the needs of member-respondents. Meanwhile, the item that received the least mean score (**3.09**) focused on the continuation of using My.SSS Portal Facility services as expected by member-respondents. The results were related to the study conducted by Ali Warsame et al. (2018), in which they disclosed that the feeling of satisfaction is a result of the comparison between perceptions of a product's performance and expectations.

**Table 2.3**  
**Member's Level of Satisfaction on My.SSS Portal Facility Services in terms of Confirmation**

Indicators		$\bar{X}$	VI
1.	My experience in using My.SSS Portal Facility services is better than what I expected.	3.21	S
2.	My expectation with the way in which My.SSS Portal Facility service providers adjust to my needs.	3.31	FS
3.	The service level provided by My.SSS Portal Facility services were better than what I expected.	3.22	S
4.	I would like to continue using My.SSS Portal Facility service as I expected.	3.09	S
5.	Overall, I have experienced My.SSS Portal Facility services and meet my expectations.	3.21	S
<b>Composite</b>		<b>3.21</b>	<b>S</b>
Legend: 3.25 – 4.00 Fully Satisfied (FS); 2.50 - 3.24 Satisfied (S); 1.75 – 2.49 Partially Satisfied (PS); 1.00 - 1.74 Not Satisfied (NS)			

Meanwhile, table 3 had revealed that as the member-respondents' rating on the electronic-service quality dimension increases, the ratings on satisfaction also increases.

Likewise, when the member-respondents' rating on satisfaction increases, the ratings on the electronic-service quality dimension also increases. In addition, the computed Pearson Correlation Coefficient generated a p-value of 0.000, less than the level of significance of 0.05. It can be concluded that there was a significant relationship between the level of electronic-service quality of My.SSS Portal Facility and the perceived level of satisfaction of SSS members in the San Pedro Branch. According to the previous literature's evidence, it can be said that website service quality can have a positive effect on customer satisfaction (Deyalage & Kulathunga, 2019).

**Table 3**  
**Test of Significant Relationship between the Level of Electronic-Service Quality of My.SSS Portal Facility and the Perceived Level of Satisfaction of SSS Members in San Pedro Branch**

Service Quality	Satisfaction	r value	p value	Decision	Remarks
Efficiency	Usefulness	.505**	.000	Reject ho	Significant
	Quality	.857**	.000	Reject ho	Significant
	Confirmation	.660**	.000	Reject ho	Significant
Security	Usefulness	.528**	.000	Reject ho	Significant
	Quality	.801**	.000	Reject ho	Significant
	Confirmation	.576**	.000	Reject ho	Significant
Reliability	Usefulness	.437**	.000	Reject ho	Significant
	Quality	.748**	.000	Reject ho	Significant
	Confirmation	.635**	.000	Reject ho	Significant
Support	Usefulness	.517**	.000	Reject ho	Significant
	Quality	.781**	.000	Reject ho	Significant
	Confirmation	.577**	.000	Reject ho	Significant

Table 4.1 had shown that citizen support significantly impacted the level of satisfaction of SSS members in the San Pedro Branch in terms of perceived usefulness by 32%. This was because the probability value of 0.029 was less than the level of significance at 0.05, thus the null hypothesis was rejected. The results were related to Thominathan and Ramayah (2015) they investigated the relationship between perceived usefulness that influences citizens' satisfaction in determining the citizens' interaction of e-filing systems by taxpayers in Malaysia. The findings showed that citizen's interaction depends on the perceived usefulness and citizens' satisfaction.

**Table 4.1**  
**Regression Analysis on the Level of Electronic-Service Quality of My.SSS Portal Facility to the Level of Satisfaction of SSS Members in San Pedro Branch in terms of Perceived Usefulness**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Decision	Remarks
	B	Std. Error	Beta				
(Constant)	.373	.392		.953	.342		
Efficiency	.222	.203	.143	1.094	.276	Accept ho	Not Significant
Security	.346	.212	.251	1.632	.105	Accept ho	Not Significant
Reliability	-.041	.177	-.029	-.233	.816	Accept ho	Not Significant
Citizen Support	.380	.172	.246	2.212	.029	Reject ho	<b>Significant</b>
R – Square		= .320		F-value		= 15.848	
Adjusted R Square		= .299		Significance		=.000	

Moreover, table 4.2 revealed that the dimensions of electronic-service quality such as efficiency, security, and citizen support significantly impacted the level of satisfaction of SSS members in San Pedro Branch in terms of perceived quality of My.SSS Portal Facility by 89.9%. This was because the probability values of 0.000, 0.010, and 0.000 respectively were less than the level of significance at 0.05, thus the null hypothesis was rejected. This relates to the study of Fan and Yan (2015), which confirmed that the service quality perception was found to have a significant effect on public satisfaction that impacts the intention of citizens' interaction to use e-government services.

**Table 4.2**  
**Regression Analysis on the Level of Electronic-Service Quality of My.SSS Portal Facility to the Level of Satisfaction of SSS Members in San Pedro Branch in terms of Perceived Quality**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Decision	Remarks
	B	Std. Error	Beta				
(Constant)	.055	.135		.411	.682		
Efficiency	.491	.070	.486	7.018	.000	Reject ho	<b>Significant</b>
Security	.058	.073	.064	.787	.433	Accept ho	Not Significant
Reliability	.160	.061	.170	2.619	.010	Reject ho	<b>Significant</b>
Citizen Support	.271	.059	.271	4.577	.000	Reject ho	<b>Significant</b>
R – Square		= .899		F-value		= 141.540	
Adjusted R Square		= .807		Significance		=.000	

Furthermore, table 4.3 shown that efficiency and reliability significantly impacted the level of SSS members' satisfaction in the San Pedro Branch in terms of confirmation of My.SSS Portal Facility by 50.8%. This was because the probability value of 0.000 was less than the level

of significance at 0.05, thus the null hypothesis was rejected. In support to this, according to Altarawneh et al. (2018), when consumer expectation is lower than the actual performance of the product or service cognition, the result is a positive confirmation; when the expectation is higher than the actual performance of the product or service, the result is a negative confirmation.

**Table 4.3**  
**Regression Analysis on the Level of Electronic-Service Quality of My.SSS Portal Facility to the Level of Satisfaction of SSS Members in San Pedro Branch in terms of Confirmation**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Decision	Remarks
	B	Std. Error	Beta				
(Constant)	.649	.224		2.894	.004		
Efficiency	.465	.116	.444	4.002	.000	Reject $H_0$	<b>Significant</b>
Security	-.210	.121	-.227	-1.732	.086	Accept $H_0$	Not Significant
Reliability	.376	.101	.386	3.713	.000	Reject $H_0$	<b>Significant</b>
Citizen Support	.181	.098	.174	1.839	.068	Accept $H_0$	Not Significant

R – Square = .508

Adjusted R Square = .493

F-value = 34.812

Significance = .000

Based on the result of the study, a continuous quality improvement framework and proposed program matrix to support the framework were developed.

#### 4.0 CONCLUSIONS AND DIRECTIONS FOR FUTURE USE

Based on the aforementioned findings of the study, the following conclusions have been derived:

1. That My.SSS Portal's structure was clear and easy to follow. There was intangible proof of the efficiency of electronic-service quality of My.SSS Portal Facility. Also, the data provided by the users in My.SSS Portal Facility was archived securely. It means that it was a great factor in terms of meeting the quality of service of My.SSS Portal Facility. Meanwhile, the reliability of



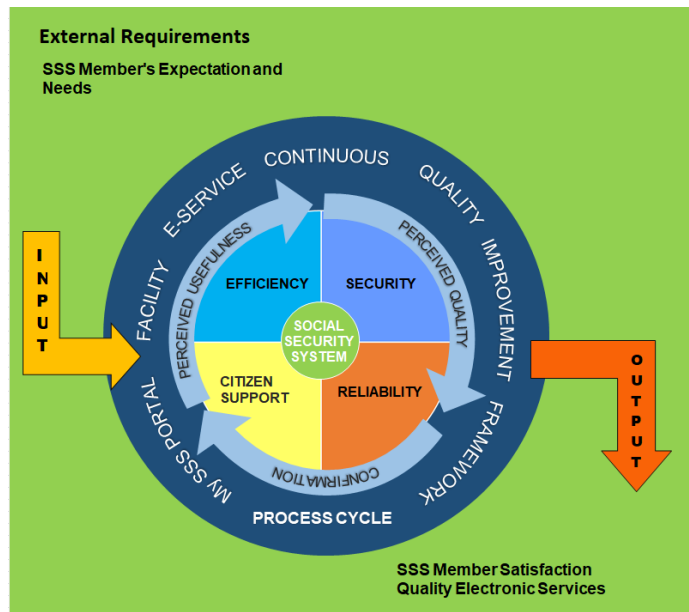
My.SSS Portal was an indication that it can be used in any default browser. Furthermore, in terms of citizen support to SSS members, the sincere interest of the SSS employees in solving users' problems were an indication of their contribution.

2. That using My.SSS Portal Facility, SSS members' productivity level was increasing when verifying and filing of benefits. In addition, the perceived quality of My.SSS Portal Facility in terms of providing updated information can lead to the satisfaction of SSS members who are using the portal. Furthermore, the expected service levels provided by My.SSS Portal Facility services were confirmed that it can meet and adjust the services needed by the members.

3. That there was a significant relationship between the level of electronic-service quality of My.SSS Portal Facility and the perceived level of satisfaction of SSS members in the San Pedro Branch. This indicated a positive or direct association between and among the areas of electronic-service quality dimension and members' satisfaction.

4. That the impact of the electronic-service quality on the satisfaction of the members in terms of perceived usefulness of the My.SSS Portal Facility was an indication that every member needs support or assistance in accessing or utilizing the My.SSS Portal Facility. Also, the security of SSS members has no significant influence on satisfaction level when it comes to perceived quality. Likewise, citizen support and security as an electronic-service quality dimension did not affect the users' perception of the congruence between the expectation from My.SSS Portal Facility and its actual performance.

5. That the proposed framework for continuous quality improvement and the support program were necessary and were helpful tools to the management to improve the electronic-service quality of My.SSS Portal Facility.



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**The Proposed Program Matrix to Support the Framework for Continuous Quality Improvement  
of My.SSS Portal facility Electronic-Service**

AREAS OF CONCERN	OBJECTIVES	STRATEGIES/ACTIVITIES	TIME FRAME	PERSONS INVOLVED	SOURCE OF FUND	SUCCESS INDICATORS
Reliability	To be able to showcase the consistency and speed in accessing, using, and receiving services of My.SSS Portal Facility	Conduct an overall survey for members who are using My.SSS Portal Facility.	whole year round	Corporate Communications Department	Budget Department	90% reliability of the My.SSS Portal Facility.
		Make use of an electronic survey. For example, a link to be selected and fill out before signing in to members' online account.				
		Enhance the icon/template of forms in My.SSS Portal so that it can be easily found and downloaded in a short period of time	whole year round	Information Technology Group	Budget Department	90% of the design of icon of forms have been improved
		Improve and update the listing of downloadable forms in My.SSS Portal Facility such as adding descriptions of each form	whole year round	Information Technology Group	Budget Department	90% of the listing of downloadable forms have been improved and updated
Citizen Support	To address the members' difficulties in transacting at My.SSS Portal Facility	Enhance the service of customer care hotlines by adding communication personnel or call center agent	whole year round	Member Communications Department	Budget Department	90% of members' concerns are addressed
Security	To establish trust of citizens/members of SSS in accessing or utilizing My.SSS Portal Facility	Send quality personnel for training regarding the Data Privacy Act of 2012	whole year round	Assigned Data Privacy Officer	Budget Department	90% attainment of trust and confidence of users on My.SSS Portal Facility
Efficiency	To serve SSS members by providing a seamless My.SSS Portal Facility by regularly enhancing and updating its features and functionality	Continuous checking of My.SSS Portal Facility functions and features.	whole year round	Member Communications Department and IT Department	Budget Department	90% of the functionality of My.SSS Portal Facility has been enhanced and updated.
Members' Satisfaction in My.SSS Portal Facility	To increase the satisfaction rating of members' in using My.SSS Portal Facility by frequently gathering feedback from them.	Regularly conduct a regular survey for members who are using My.SSS Portal Facility and providing customer care help desk.	whole year round	Corporate Communications Department	Budget Department	90% of the needs and expectations of the members has been met.

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