

DIGITAL GOVERNMENT SERVICE QUALITY RESEARCH: A BIBLIOMETRIC ANALYSIS OF SCOPUS-INDEXED PUBLICATIONS

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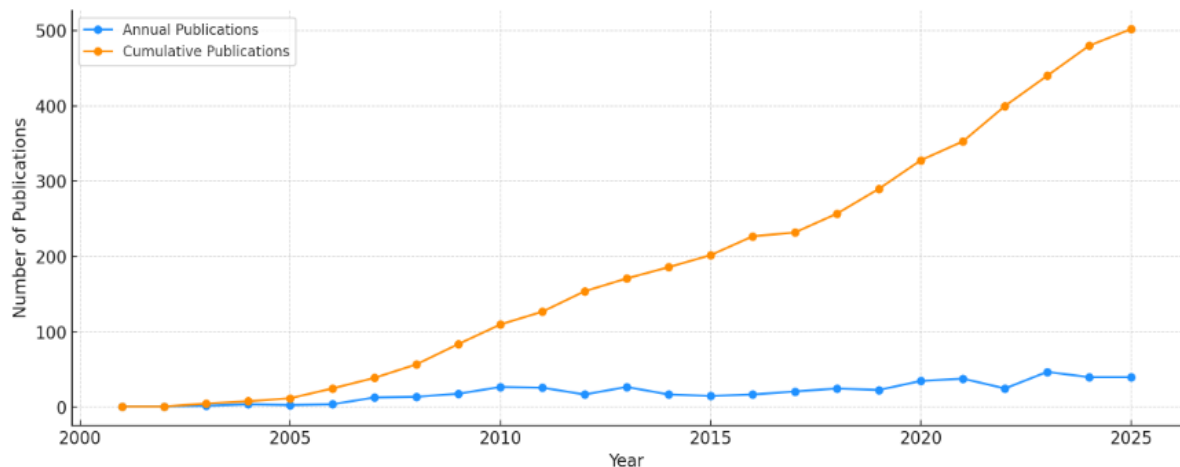
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Appendix 1. Research data retrieval process in Scopus

Retrieval setting subjects	Retrieve settings and results
Database	Scopus (15/8/2025)
Retrieval mode (546)	TITLE-ABS-KEY ("E-government" OR "Digital government") AND TITLE-ABS-KEY ("online service quality" OR "e-service quality"))
Type of literature	Article; Conference Paper; Conference review Review Artical
Excluded	Non-article and review: 41 - Book chaper: 32 - Book: 4 - Erratum: 1 - Retracted: 4
Language type	English
Time span	2001 - 2025
Retrieval results	Total paper: 505 - Article: 263 - Conference Paper: 215 - Conference review: 16 - Review Artical: 11

Appendix 2. The number of annual published papers from 2001 to 2025



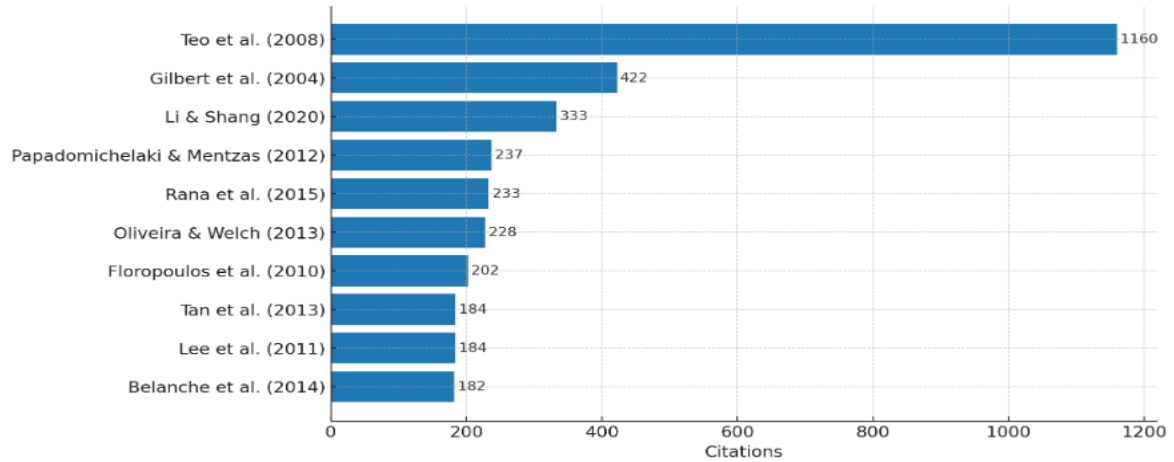
Appendix 3. The top countries and institutions with the highest contributions

Rank	Country	N (%)	Citation	Total link strength
1	Indonesia	71 (13.5%)	568	9
2	China	59 (11.3%)	912	5
3	Malaysia	38 (7.3%)	574	15
4	India	32 (6.1%)	452	5
5	United Kingdom	29 (5.5%)	1251	11
6	United States	29 (5.5%)	2376	15
7	Jordan	22 (4.2%)	454	10
8	Greece	19 (3.6%)	765	3
9	Saudi Arabia	19 (3.6%)	486	13
10	Thailand	19 (3.6%)	687	8

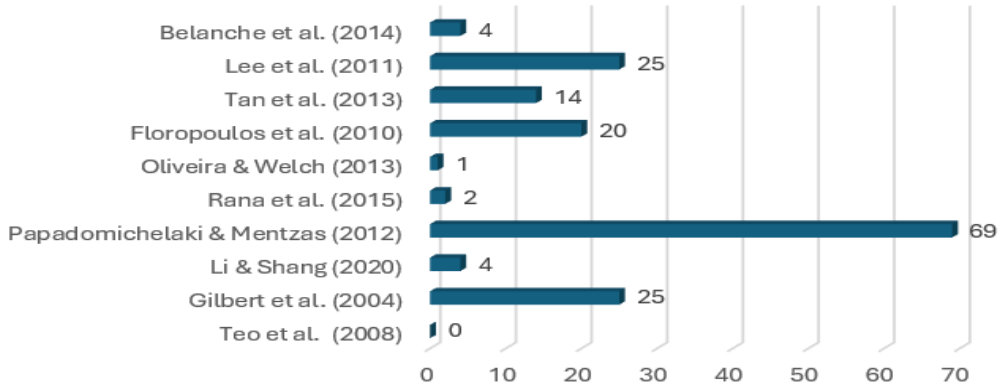
Appendix 4. Top source had a lot of paper about this topic

Rank	Source name	Source type	Publisher	Documents	Citations	Total link strength
1	ACM international conference proceeding series	Conference Proceeding	Association for Computing Machinery	27	182	8
2	Lecture Notes in Computer Science (LNCS)	Book Series	Springer Nature	17	186	4
3	International Journal of Electronic Government Research	Journal	IGI Global Publishing	16	221	16
4	Proceedings of the European Conference on e-Government, ECEG	Book Series	Academic Conferences and Publishing International Limited	16	71	3
5	Transforming Government: People, Process and Policy	Journal	Emerald Publishing	16	823	26
6	Electronic Government	Journal	Inderscience Publishers	12	107	12
7	Government Information Quarterly	Journal	Elsevier	11	1256	36
8	Proceedings of the Annual Hawaii International Conference on System Sciences	Conference Proceeding	IEEE Xplore	7	230	1
9	IFIP Advances in Information and Communication Technology	Book Series	Springer Nature	6	12	0
10	International Journal of Data and Network Science	Journal	Growing Science	5	81	4

Appendix 5. The citation analysis



Appendix 6. The co-citation analysis by links



Appendix 6. Co-citation analysis based on cited references

No.	Author/Year	Title	Source	Cluster
1	Alawneh et al. (2013)	Measuring user satisfaction from e-Government services: Lessons from Jordan	Government Information Quarterly	1
2	Carter and Bélanger (2005)	The utilization of e-government services: citizen trust, innovation and acceptance factors	Information Systems Journal	1
3	Davis (1989)	Perceived usefulness, perceived ease of use, and user acceptance of information technology	Mis Quarterly	1
4	Fornell and Larcker (1981)	Evaluating Structural Equation Models with Unobservable Variables and Measurement Error	Journal Of Marketing Research	1
5	Papadomichelaki and Mentzas (2012)	E-govqual: A multiple-item scale for assessing e-government service quality	Government Information Quarterly	1
6	Venkatesh et al. (2003)	User Acceptance of Information Technology: Toward a Unified View	MIS Quarterly	1

No.	Author/Year	Title	Source	Cluster
7	Verdegem and Verleye (2009)	User-centered E-Government in practice: A comprehensive model for measuring user satisfaction	Government Information Quarterly	1
8	Petter et al. (2013)	Information Systems Success: The Quest for the Independent Variables	Journal Of Management Information Systems	2
9	Delone & McLean (2003)	The Delone and Mclean model of information systems success: a ten-year update	Journal Of Management Information Systems	2
10	Layne and Lee (2001)	Developing fully functional E-government: A four stage model	Government Information Quarterly	2
11	Seddon (1997)	A respecification and extension of the Delone and Mclean model of is success	Information systems research	2