

Effect of Electronic Services Quality on Satisfaction Based on the Role of Trust (Case Study: Courts of Guilan Province)

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Abstract Given the client's expectations the judiciary, providing inappropriate services leads to customer complaints and thus reduces the credibility of the organization. Clientle Satisfaction is one of the main goals of the organization. In order to achieve this goal, customers' needs must be properly identified and used in the design and delivery of services. This research is based on the descriptive nature of correlation and in terms of its purpose. The data gathering method was fieldwork. A questionnaire was used to collect information. The statistical population of the research is the officials of the jurisprudence of Guilan province, and 415 of them were obtained as a research sample by the Cochran formula for unlimited society. The sampling method has been available in the present study unpredictably. Cronbach's alpha was used for checking the reliability of the questionnaire, which was more than 0.7 for all variables. Structural equations were used to analyze the data using SPSS and LISREL software. All the hypotheses of the research were statistically validated: the impact (the quality of electronic services on customer confidence, trust on customer satisfaction, the quality of electronic services on Clientele satisfaction through trust, the quality of electronic services on Clientele atisfaction) . The results indicate that the highest impact of the quality of electronic services on the customer's trust and the lowest impact of the quality of electronic services on customer satisfaction were the most severe. **Keywords:** Clientele Trust, Clientele Customer , Service Quality Electronic

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