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The Impact of System Quality, Information Quality, and Service Quality on User Satisfaction of The Agency-Level Financial Application System (SAKTI) at the Food Security, Food Crops and Horticulture Service Unit of Lampung Province.

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ABSTRACT

The purpose of this study was to analyze the effect of system quality on SAKTI user satisfaction, analyze the effect of information quality on SAKTI user satisfaction, analyze the effect of service quality on SAKTI user satisfaction, and analyze the effect of system quality, information quality, and service quality on SAKTI user satisfaction. The population in this study were SAKTI users within the Lampung Province Food Security, Food Crops and Horticulture Service Unit, in this study the entire population amounted to 30 people. The analysis used is multiple linear regression. The results showed that System Quality (X1) had a positive effect on SAKTI user satisfaction, Information Quality (X2) had a positive effect on SAKTI user satisfaction, and Service Quality (X3) had a positive effect on SAKTI user satisfaction. System Quality, Information Quality, and Service Quality simultaneously have a positive effect on user satisfaction. This means by improving system quality, information quality, and service quality will increase SAKTI user satisfaction so the performance becomes better, more effective, and more efficient.

Keywords: System quality; Information quality; Service quality; User satisfaction

Introduction

SAKTI stands for *Sistem Aplikasi Keuangan Tingkat Instansi* or Agency Level Financial Application System. Through this application, all work units will only access the same database (single database) and interface directly with the State Budget Treasury System (SPAN) at each stage of the budget cycle. This system was built to support the principles of orderly, effective, efficient, economical, transparent, accountable, integrated, and performance-based financial management. The use of the SAKTI application aims to integrate all applications that have been used by work units in managing state finances. The hope is that with the use of the SAKTI application, all work units do not need to use various applications and only use one application with a single database. It is intended that state financial management becomes simpler to use so that there is less duplication of data entry. In addition, the transparency and accountability of the state budget financial management will be better.

The successful implementation of an information system can be seen from the satisfaction of its users when using the system. According to Barusman and Virgawenda (2019), satisfaction is a person's feeling of pleasure or disappointment that arises from comparing the perceived performance of a product or service against their expectations. SAKTI user satisfaction can be seen from the users' satisfaction with the information system used in completing the users' work. Problems arising in the implementation of SAKTI are caused by the system itself, data information obtained, especially financial reports and services in answering problems faced by users, this greatly affects user satisfaction so it is necessary to measure the success of information system implementation through measuring system quality, information quality and service quality which later the measurement results are used for future SAKTI improvements.

The satisfaction of users of this information system needs to be studied because there is a significant conflict in previous studies. One of them, research conducted by Hsu *et al.*, (2012), which explains user satisfaction with information services. In contrast to the results of Suranto (2022), system quality greatly affects user satisfaction while information quality and service quality have no effect on SAKTI user satisfaction. With the differences in research results, we want to re-examine the effect of system quality, information quality, and service quality on SAKTI user satisfaction.

Literature Review

a. User Satisfaction

One of the benchmarks for the successful implementation of an information system is user satisfaction. User satisfaction can be said to be a behavior because a user will use the system repeatedly if he feels the benefits and gets satisfaction from the system (Chen *et al.*, 2020). Information system user satisfaction can be seen from the users' satisfaction with the information system used in completing the users' work Petter *et al.*, (2013), define user satisfaction as an affective attitude towards a computer application by someone who interacts directly with the application.

b. System Quality

Delone and McLean, (1992), state that system quality is a combined measure of the performance of hardware and software in an information system. According to Petter *et al.*, (2008), the expected characteristics of an information system include system flexibility, system reliability, ease of use, ease of learning, and the existence of system features that are intuitive, sophisticated, responsive, and flexible. These indicators include system flexibility, connected to other systems (integration), system reliability, ease of use, access speed (response time), system security (security), and language used.

c. Information Quality

Gorla *et al.*, (2010), service quality is the level of excellence expected and control over that level of excellence to meet customer desires. Service quality also depends on several things, namely systems, technology, and people. The human factor holds the greatest contribution to service quality. Service quality is a measurement of how well the level of service provided is able to match customer expectations (Barusman, 2019). The Servqual method is a questionnaire used to measure service quality. Developed by Tandon *et al.*, (2017), and has been used in measuring various service qualities. The Servqual method is a method used to measure service quality from the attributes of each dimension, so that a gap value will be obtained which is the difference between consumer perceptions of the services that have been received and expectations of what will be received (Gorla *et al.*, 2010). The servqual scale includes five dimensions of service quality, namely tangibles, reliability, responsiveness, assurance, and empathy.

d. Service Quality

Service quality refers to how well an organization or individual provides services to customers or users. It includes all aspects of interaction and communication between the service provider and the customer during the entire service process. Service quality is very important in the business world and other service sectors because it can affect customer satisfaction, loyalty, and brand image (Pakurar *et al.*, 2019).

Methodology

The type of research used in this study is a causal explanatory method with a quantitative approach because this research explains the relationship between the independent variable and the dependent variable through hypothesis testing and in general the data presented in the form of numbers calculated through statistical tests.

The variables used are exogenous variables consisting of system quality (X1), information quality (X2), and service quality (X3), while the endogenous variable is user satisfaction (Y). The population in this study were SAKTI users at the Lampung Province Food Security, Food Crops and Horticulture Service Unit is 30 responden. The data collection technique used in this research is primary data which is obtained directly from the original source. Researchers gave questionnaires to respondents. Respondents were asked to express their degree of agreement with the questions in the questionnaire using a Likert scale. Starting from score 5 (strongly agree), score 4 (agree), score 3 (Neutral), score 2 (disagree), and score 1 (strongly disagree).

The validity test is intended to measure whether a questionnaire is valid or not. A questionnaire is said to be valid if the statement on the questionnaire is able to reveal something that will be measured by the questionnaire (Osborne, 2011). Reliability test is used to measure a questionnaire which is an indicator of the variable. questionnaire can be said to be reliable or reliable if someone's answer to a question is consistent or stable over time. The analysis model used is multiple linear regression analysis to determine the causal relationship by determining the value of Y (as the dependent variable) and to estimate the values associated with X (as the independent variable). To make it easier to analyze the data, the researcher uses the SPSS (Statistical Package for Social Science) program, using the statistical formula or mathematical model $Y = \alpha + \beta X_1 + \beta X_2 + \beta X_3 + et$. Then proceed with the correlation coefficient test and the coefficient of determination (R2).

Result and Discussion

a. validity test

table 1. System Quality Validity Test Results (X1)

Statement	Calculated r Value	R table value	Result	Conclusion
Statement 1	0.784	0.361	r count > r table	Valid
Statement 2	0.632	0.361	r count > r table	Valid
Statement 3	0.766	0.361	r count > r table	Valid
Statement 4	0.512	0.361	r count > r table	Valid
Statement 5	0.769	0.361	r count > r table	Valid
Statement 6	0.616	0.361	r count > r table	Valid
Statement 7	0.876	0.361	r count > r table	Valid
Statement 8	0.658	0.361	r count > r table	Valid
Statement 9	0.682	0.361	r count > r table	Valid
Statement 10	0.853	0.361	r count > r table	Valid

Source: Data processed, 2022

From the results of the statistical test above, 10 statement items were obtained which had r hitung > r tabel = 0.361 so that all statement items were valid.

Table 2. Information Quality Validity Test Results (X2)

Statements	Calculated r Value	R table value	Result	Conclusion
Statement 1	0.765	0.361	r count > r table	Valid
Statement 2	0.762	0.361	r count > r table	Valid
Statement 3	0.811	0.361	r count > r table	Valid
Statement 4	0.763	0.361	r count > r table	Valid

Statement 5	0.846	0.361	r count > r table	Valid
Statement 6	0.652	0.361	r count > r table	Valid
Statement 7	0.794	0.361	r count > r table	Valid
Statement 8	0.511	0.361	r count > r table	Valid
Statement 9	0.413	0.361	r count > r table	Valid
Statement 10	0.646	0.361	r count > r table	Valid

Source: Data processed, 2022

From the results of the statistical test above, it was found that 10 statement items had $r_{hitung} > r_{tabel} = 0.361$ so that all statement items were valid.

Table 3. Service Quality Validity Test (X3)

Statement	Calculated r Value	R table value	Result	Conclusion
Statement 1	0.591	0.361	r count > r table	Valid
Statement 2	0.469	0.361	r count > r table	Valid
Statement 3	0.700	0.361	r count > r table	Valid
Statement 4	0.739	0.361	r count > r table	Valid
Statement 5	0.760	0.361	r count > r table	Valid
Statement 6	0.748	0.361	r count > r table	Valid
Statement 7	0.443	0.361	r count > r table	Valid
Statement 8	0.716	0.361	r count > r table	Valid
Statement 9	0.567	0.361	r count > r table	Valid
Statement 10	0.499	0.361	r count > r table	Valid

Source: Data processed, 2022

From the results of the statistical test above, it was found that 10 statement items had $r_{hitung} > r_{tabel} = 0.361$ so that all statement items were valid.

Table 4. User Satisfaction Validity Test (Y)

Statement	Calculated r Value	R table value	Result	Conclusion
Statement 1	0.591	0.361	r count > r table	Valid
Statement 2	0.469	0.361	r count > r table	Valid
Statement 3	0.700	0.361	r count > r table	Valid
Statement 4	0.739	0.361	r count > r table	Valid
Statement 5	0.760	0.361	r count > r table	Valid
Statement 6	0.748	0.361	r count > r table	Valid
Statement 7	0.443	0.361	r count > r table	Valid
Statement 8	0.716	0.361	r count > r table	Valid
Statement 9	0.567	0.361	r count > r table	Valid
Statement 10	0.499	0.361	r count > r table	Valid

Source: Data processed, 2022

From the results of the statistical test above, it was found that 10 statement items had $r_{hitung} > r_{tabel} = 0.361$ so that all statement items were valid.

b. *reliability test*

table 5. Reliability Test (X1, X2, X3, and Y)

Variable	Cronbach's Alpha	Reliability
X ₁	0.894	Reliable

X ₂	0.880	Reliable
X ₃	0.838	Reliable
Y	0.821	Reliable

Source: Data processed, 2022

From the reliability test results above, the alpha value is > 0.60 , so the research questionnaire is declared reliable. This means that the measuring instrument used in this study already has the ability to provide consistent measurement results in measuring the same symptoms.

c. Multiple Linear Regression test

Table 6. Multiple Linear Regression

Model	Understandardized Coefficient		Standardized Coefficients		Sig.
	B	Std. Error	Beta	T	
1. (Constant)	4.979	5.330		.934	.359
System Quality	.423	.089	.043	4.753	.000
Informatin quality	.497	.155	.524	3.212	.004
Service quality	.333	.159	.361	2.093	.046

Source: Data processed, 2022

Based on the multiple linear regression equation as above, the following interpretation can be given:

- The above results can be expressed in the form of the equation $Y = 4.876 + 0.423X_1 + 0.497X_2 + 0.333X_3$ indicating that the greater the coefficient value of variables X1, X2, X3, the higher the value of variable Y. The coefficient of the information quality variable (X2) has a higher value of satisfaction (0.497) than the value of system quality (0.423) and service quality (0.333).
- The constant value of intercept (α) is 4.979, indicating a positive constant value, meaning that if there is no change in system quality, information quality, and service quality, SAKTI user satisfaction is 4.979.
- The βX_1 coefficient value of 0.423 can be interpreted that if the system quality increases, it will increase SAKTI user satisfaction, assuming that the quality of information and service quality remain.
- The βX_2 coefficient value of 0.497 can be interpreted that if the quality of information increases, it will increase SAKTI user satisfaction, assuming system quality and service quality remain.
- The βX_3 coefficient value of 0.333 can be interpreted that if the quality of service increases, it will increase SAKTI user satisfaction, assuming system quality and information quality remain.

From the above results, it is obtained that the most dominant regression coefficient value is the regression coefficient value of information quality, meaning that the largest coefficient in influencing SAKTI user satisfaction is seen from the quality of information generated from SAKTI.

d. Determination test

Table 7. Results of the Coefficient of Determination (R²)

Model	Model Summary			
	R	R Square	Adjusted R Square	Std Error of the Estimate
1	.842	.709	.675	1,963

Source: Data processing results, 2022

The value of the effect of system quality, information quality, and service quality together can be seen in the table above, namely the R square or R² which is worth (0.709), then the value of the determining coefficient (KP) can be found, namely The value of the determining The value of the effect of system quality, information quality, and service quality together can be seen in the table above, namely the R square or R² which is worth (0.709), then the value of the determining coefficient (KP) can be found, namely The value of the determining coefficient

(KP) shows $r^2 = 0.709 \times 100\% = 70.90\%$. This means that user satisfaction is jointly influenced by system quality, information quality, and service quality by 70.90%. While the remaining 29.1% is influenced by variables not discussed in this study. coefficient (KP) shows $r^2 = 0.709 \times 100\% = 70.90\%$. This means that user satisfaction is jointly influenced by system quality, information quality, and service quality by 70.90%. While the remaining 29.1% is influenced by variables not discussed in this study.

e. T-statistic test

Table 8. Partial Correlation
Correlations

			System Quality	Information Quality	Service Quality	Customer Satisfaction
System Quality	Pearson	Correlation	1	.146	.355	.248
	Sig. (2-tailed)			.141	.054	.186
	N		30	30	30	30
Information Quality	Pearson	Correlation	.146	1	.750**	.801**
	Sig. (2-tailed)		.441		.000	0.000
	N		30	30	30	30
Service Quality	Pearson	Correlation	.355	.750**	1	.770**
	Sig. (2-tailed)		.054	.000		.000
	N		30	30	30	30
Customer Satisfaction	Pearson	Correlation	.248	.801**	.770**	1
	Sig. (2-tailed)		.186	.000	.000	
	N		30	30	30	30

Source: Data processing results, 2022

Based on the results of the above calculations, it can be explained as follows:

- This shows that the correlation between system quality and SAKTI user satisfaction is 0.248, the relationship between the two variables is included in the low criteria because it is in the correlation interval 0.200 - 0.399 and the correlation is positive. This means that the lower the quality of the system, the lower the SAKTI user satisfaction.
- The correlation between information quality and SAKTI user satisfaction is 0.801, the relationship between the two variables includes very strong criteria and the correlation is positive. This means that the better quality of information produced by SAKTI will increase SAKTI user satisfaction.
- The correlation between service quality and SAKTI user satisfaction is 0.770, the relationship between the two variables includes strong criteria and the correlation is positive. This means that the better quality of service provided by the user service channel will increase SAKTI user satisfaction.

f. F-statistic test

Table 9. Simultaneous correlation

Model Summar				
Model	R	R Square	Adjusted R Square	Std Error of the Estimate
1	.842	.709	.675	1,963

Source: Data processing results, 2022

The magnitude of the relationship value shown in system quality, information quality and service quality together on SAKTI user satisfaction is indicated by the R (correlation) value of 0.842. This value is included in the criteria for a very strong relationship because it is in the correlation value of 0.800 - 1.00. This means that the

variables X1, X2, and X3 together relate to SAKTI user satisfaction (Y) including positive and very strong criteria. This means that if system quality (X1) increases, information quality (X2) increases, and service quality (X3) increases, SAKTI user satisfaction will also increase.

Conclusion

a. Conclusion

2. System quality has a positive influence on SAKTI user satisfaction.
3. Information quality has a positive influence on SAKTI user satisfaction;
4. Service quality has a positive influence on SAKTI user satisfaction;
5. System quality, information quality, and service quality together have a positive influence on SAKTI user Satisfaction

b. Implacation

The implications that can be concluded from this research are

1. In the analysis of the distribution of system quality variables, there is the lowest index, namely, SAKTI is easy to learn, it is not in line with its application, because there are still many obstacles faced by users related to the commands displayed by the SAKTI system, it is hoped that in the future the implementation procedures can be clarified.
2. Analysis of the distribution of information quality variables, the lowest index, namely the form (format) of information in the form of reports or documents is still not in accordance with what is needed, so it is hoped that the improvement of the report format will greatly affect the satisfaction of SAKTI users through the information generated.
3. Analysis of the distribution of the lowest index service quality variable, namely that the application manager has not been able to provide steps to continue work if SAKTI cannot be accessed and it is hoped that more frequent socialization related to SAKTI will increase SAKTI user satisfaction.
4. The lowest index user satisfaction distribution analysis is that SAKTI, which is expected to be easy to use, easy to learn, and easy to understand, is not in line with users in the Provincial Food Security, Food Crops, and Horticulture Service Unit. This is due to the lack of technical guidance related to SAKTI, so there are still many obstacles faced in its application.

c. Suggestion

For the further improvement of SAKTI, it is hoped that research will be carried out again by adding net benefit variables so that we can find out how much the net benefits of the SAKTI application system are for SAKTI users in the work unit.

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