

Impact of System Quality, Information Quality, and Service Quality on Net Benefits through User Satisfaction on the PPID Malang Regency E-Government Web

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ABSTRACT: The Malang Regency Information and Documentation Government Officials E-Government Website is one way to provide transparency regarding information and documentation in Malang Regency. The sample for this research was 82 respondents who were also visitors to the E-Government website. The results of this research show that system quality and information quality do not influence user satisfaction, while service quality influences user satisfaction. System quality, information quality, service quality and user satisfaction influence net benefit. For the indirect influence, service quality strengthens the influence on net benefits through user satisfaction on the PPID Malang Regency E-government website, while system quality and information quality weaken the influence on net benefits through user satisfaction

KEYWORDS: System Quality, Information Quality, Service Quality, User Satisfaction, Net Benefit.

I. INTRODUCTION

In the current era of globalization, it cannot be denied that the development of information and communication technology can promise efficiency, speed of information delivery, affordability and transparency, including for government. To be able to realize good governance, one way is to use information and communication technology or what is called e-Government. This is in accordance with the Instruction of the President of the Republic of Indonesia Number 3 of 2003 concerning National

Strategy Policy for e-Government Development which states the formation of a government that is clean, transparent, and able to respond to demands for change effectively. In this case, the government must be able to meet two different but closely related modalities of societal demands, namely the public who demand that public services can fulfill the interests of the wider community, and the public who want their inspiration to be heard

E-Government is the use of information technology, both internet and non-internet. To be able to provide more comfortable and efficient services to citizens and organizations regarding internet-based government information and services such as portals, websites, emails, blogs and so on[1]. The information delivery model can be carried out in two directions, which is increasingly easy, not only between government and society (Government to citizen / G2C), but also between government and the private sector (Government to Business / G2B) and also between government and government (Government to Government / G2G). E-Government is one of the priority sectors for Indonesian Broadband development in accordance with Presidential Regulation Number 96 of 2014 concerning the 2014-2019 Indonesian Broadband Plan, where in article 7 the priorities for Indonesian Broadband development are listed in five sectors, namely: e-Government, e-Health, e-Education, e-Logistics and e-Procurement. Government bureaucracy can develop the use of information and communication technology in carrying out government activities, with the aim of facilitating interaction with the

public and encouraging accountability and transparency in the implementation of public services[2].Based on Law of the Republic of Indonesia Number 14 of 2008 concerning Openness of Public Information, it is explained that everyone has the right to obtain information as stated in the Law on Openness of Public Information. Furthermore, government officials who carry out public services are known as Information and Documentation Management Officials (PPID). The Information and Documentation Management Officer is responsible for storing, documenting, providing and/or serving information in public bodies

Based on initial observations made by the author at the Malang Regency Communication and Information Service, data on visitors to the Malang Regency PPID e-government website (ppid.malangkab.go.id) amounted to 112 visitors as in the following image:

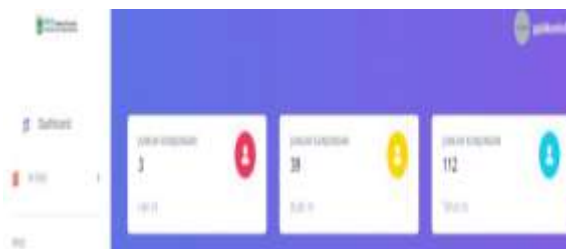


Figure 1. Statistics of e-Government website visitors

Source. Malang Regency Communication and Information Service

If you look at Figure 1, there were 112 visitors to the Malang Regency PPID e-Government website from 2021 to December and 39 visitors in June. If taken on average per month, the number of visitors to the e-Government website is 6.64 or 6-7 visitors. The following is a recapitulation of the data on visitors to the e-Government website:

Table 1 Recapitulation of e-government website visitor data

No.	Month	Number of visitors
1	January	6
2	February	6
3	March	7
4	April	7
5	May	6
6	June	6
7	July	7
8	August	6
9	September	7
10	October	6
11	November	7
12	December	39
Total		112

Source: Malang Regency Communication and Information Service, 2021

It can be seen from the visitor data of 112 visitors on the Malang Regency PPID e-Government website up to July, this is interesting to research because it is about openness of public information in accordance with Law of the Republic of Indonesia No. 14 of 2008. Based on the data above, what needs to be researched is the influence of system quality, information quality, service quality on user satisfaction and the

net benefits of the PPID e-Government website in Malang Regency. Dari latar belakang diatas maka, dapat dirumuskan research problems namely; (1) What is the description of system quality, information quality, service quality, user satisfaction and net benefit?, (2) Does system quality influence user satisfaction on the PPID Malang Regency e-Government website?, (3) Does information quality influence satisfaction? users on

the Malang Regency PPID e-Government website?, (4) Does service quality affect user satisfaction on the Malang Regency PPID e-Government website?, (5) Does system quality affect the net benefit on the Malang Regency PPID e-Government website? , (6) Does the quality of information affect the net benefit on the Malang Regency PPID e-Government website?, (7) Does the quality of service affect the net benefit on the Malang Regency PPID e-Government website?, (8) Does user satisfaction affect the net benefits on the PPID Malang Regency e-Government website?, (9) Does the quality of the system affect the net benefit through user satisfaction on the PPID Malang Regency e-Government website?, (10) Does the quality of information affect the net benefit through user satisfaction on the e-website -Government PPID Malang Regency?, (11) Does service quality affect net benefits through user satisfaction on the PPID Malang Regency e-Government website?

II. LITERATUR REVIEW

Management information System

Management Information Systems (MIS) are basically concerned with the process of collecting, processing, storing and transmitting relevant information to support management operations in every organization. [3] Another opinion was expressed by [4] that management information systems are a type of organizational computer information system, which takes internal information from the operations processing system and summarizes it into a meaningful and useful form as a management report for use in carrying out management tasks.

System Quality

System quality is a performance of the system that refers to how well the capabilities of both hardware, software, and policies and procedures of the information system can provide the information the user needs [5]. Meanwhile in his research [6] said that the measurements of perceived user satisfaction with system quality are access, data accuracy, customization, data accuracy, data exchange, easy to learn, easy to use, efficiency, flexibility, integration, reliability, sophistication, system accuracy and system features.

Information Quality

Information quality is a desirable characteristic of a system's output [7] for example, information that employees can generate using the Company's information systems, such as the latest sales statistics or current prices for offers. Thus,

information quality summarizes steps that focus on the quality of information produced by the system and its benefits for users. Information quality is often seen as a key antecedent of user satisfaction. Other research conducted by [7] said that the measurement items used were information accuracy, information completeness, precision, reliability and timeliness.

Service Quality

Service quality is the quality of support that system users receive from information systems organizations and personal IT support [8] Service quality is a comparison of customer expectations with perceptions of the actual service received. There are three components that influence service quality, namely assurance is the quality guarantee provided by the system empathy is the system's concern for users, and finally system responsiveness is the quality of the system's response to actions carried out by users. [9] The fundamental difference between service quality and system quality is that service quality is more directed to the quality provided by staff or information system supporters, while system quality is the technical quality of the information system itself. The measurements carried out [10] in his research are flexibility, interpersonal quality, intrinsic quality and training.

User Satisfaction

System user satisfaction is the response and feedback that users receive after using the information system. The user's attitude towards the information system is a subjective criterion regarding how much the user likes the system used [11]. According to [12] in his research using the IS model approach to measure user satisfaction, namely information satisfaction, system satisfaction, comfort using the system and overall satisfaction.

Net benefit

Net benefit is the extent to which an information system contributes (or does not contribute) to the success of individuals, groups, organizations, industries and countries. For example: improved decision making, increased productivity, increased sales, reduced costs, increased profits, market efficiency, consumer welfare, job creation, and economic development [13]. Net benefit is the most important calculation measure in the IS success model because it shows the positive impact received by individuals or organizations. Net benefit measurements are categorized at the individual, organizational,

industry and social levels. The measurements are work effectiveness, work performance, work simplification, productivity and usability [14]

Hypothesis

1. It is suspected that system quality influences user satisfaction
2. It is suspected that the quality of information influences user satisfaction
3. It is suspected that service quality influences user satisfaction
4. It is suspected that system quality has an influence on net benefit
5. It is suspected that the quality of information affects the net benefit

6. It is suspected that service quality has an influence on net benefit
7. It is suspected that user satisfaction has an influence on net benefit
8. It is suspected that system quality influences net benefit through user satisfaction
9. It is suspected that the quality of information influences net benefit through user satisfaction
10. It is suspected that service quality influences net benefit through user satisfaction

Based on the description above, the concept of the conceptual framework in this research can be explained in Figure 2 below:

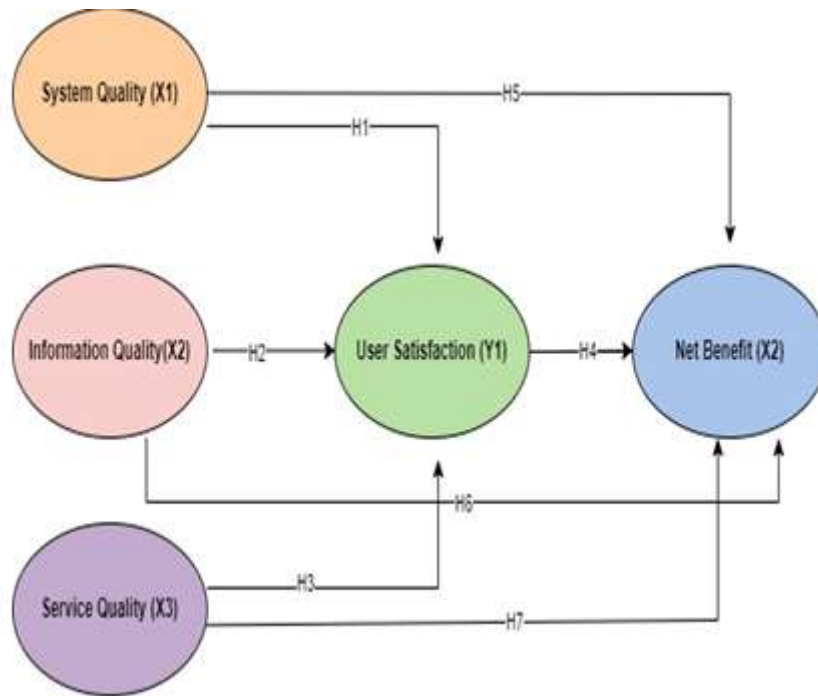


Figure 1: Research Conceptual Framework

Source: Various articles, processed (2024)

III. EXPERIMENTATION

This research is causality research which generally causes and effect relationships that can be predicted by the author, so that the author can classify which are the causal variables, intermediate variables, and dependent variables. [15]. This research focuses on the net benefit variable which concerns the influence of the four independent variables, namely system quality, information quality, service quality through user satisfaction on the e-Government website, Information and Documentation Management Officer, Malang Regency Communication and Informatics Service (ppd.malangkab.go.id). The population in this study

is the Information and Documentation Management Officer (ppid.malangkab.go.id) of the Malang Regency Communication and Informatics Service, totaling 82 people, while the sample in this study is due to the population of visitors to the Information and Documentation Management Officer website of the Communication and Informatics Service Malang Regency is relatively small, so the research used the census method. According to [16] The census method is a research method that takes one population group as a sample as a whole and uses a structured questionnaire as a data collection tool, so that all members of the population are used as research objects. The data analysis techniques used

in this research are descriptive analysis, path analysis, hypothesis testing and equation models

Operational Definition of Variables

Table 1: Operational Definition of Variables

No	Research Variable	Operational Definition	Indicator
1	System Quality	System quality is the quality of the system in terms of usability and performance characteristics of the entire system as measured by individual perceptions by users.	1. Reliability 2. System Features 3. Access Speed 4. Efficiency
2	Information Quality	Information Quality is the information produced that is reliable and up to date by the Company or organization and the completeness of the information so that the benefits can be felt by users	1. Timeliness 2. Completeness 3. Reliability
3	Service Quality	Service quality is a comparison of services on the system that are expected by users and those that are actually experienced by users	1. Responsive 2. Flexibility 3. Interpersonal Quality
4	User Satisfaction	User satisfaction is the response and feedback from users after using the system.	1. Information Satisfaction 2. System Satisfaction 3. Enjoyment
5	Net Benefit	Net benefit is the net result of the benefits felt by users and the organization after implementing the system	1. Work Effectiveness 2. Simplification 3. Work 4. Productivity

Source: Various articles, processed (2024)

IV. RESEARCH RESULTS AND DISCUSSION

From the SPSS results carried out, the following results were obtained:

Table 2: Model 1 Regression Results

Variable	Information	Regression Coefficients	T Count	Sig
X1	Sistem Quality	0,134	1,301	0,197
X2	Information Quality	0,060	0,601	0,550
X3	Service Quality	0,187	2,932	0,004
Dependent Variabel			User Satisfaction	
R			0,338	
R ₂			0,114	
Adjusted R Square			0,080	
F hitung			3,351	
Sig F			0,023	
Line Equation I		$Y_1 = P_{Y1}X_1 + P_{Y1}X_2 + P_{Y1}X_3 + e$		
Result		$Y_1 = 0,139X_1 + 0,064 X_2 + 0,313X_3 + e$		

Source: Primary Data, processed (2024)

The test results of model 1 path coefficient and significance show the significance value of system quality (X1)= 0.197, information quality

(X2)= 0.550, service quality (X3)= 0.004. It can be concluded that system quality and information quality cannot have a significant effect on user

satisfaction. The value of R2 or Rsquare is 0.114, which means that the contribution made by each variable analyzed to user satisfaction is 11.4% and the remaining 88.6% is the contribution from other variables not analyzed in this research. The results

of the regression output from model 1 obtained a calculated F value of 3.351 and a significant value of 0.023, which means that system quality, information quality and service quality together influence user satisfaction.

Model 2 Regression Results

Table 3: Model 2 Regression Results

Variable	Information	Regression Coefficients	T Count	Sig
X1	Sistem Quality	0,424	4,559	0,000
X2	Information Quality	0,302	3,409	0,001
X3	Service Quality	0,125	2,075	0,041
Y1	User Satisfaction	1,095	10,829	0,000
Dependent Variabel			Net Benefit	
R			0,848	
R ₂			0,719	
Adjusted R Square			0,704	
F hitung			49,273	
Sig F			0,000	
Line Equation I		$Y_1 = P_{Y2}X_1 + P_{Y2}X_2 + P_{Y2}X_3 + P_{Y2}Y_1 + e$		
Result		$Y_1 = 0,280X_1 + 0,207X_2 + 0,132X_3 + 0,695Y_1 + e$		

Source: Primary Data, processed (2024)

The test results of model 2 path coefficients and significance show the significance value of system quality (X1) = 0.000, information quality (X2) = 0.001, service quality (X3) = 0.041, and user satisfaction (Y1) 0.000. It can be concluded that system quality, information quality, service quality and net benefit. The amount of R2 or Rsquare is 0.719, which means that the contribution made by each variable analyzed to

user satisfaction is 71.9% and the remaining 28.1% is the contribution from other variables not analyzed in this research. The results of the model 2 regression output obtained a calculated F value of 49.273 and a significance value of 0.000, which means that system quality, information quality, service quality and user satisfaction together influence the net benefit

Hasil Analisis Jalur

Variabel	Direct Influence	Sig.	Indirect Influence	Information
X1 → Y1	0,139	0,197		No Significant
X2 → Y1	0,064	0,550		No Significant
X3 → Y1	0,313	0,004		Significant
X1 → Y2	0,28	0,000		Significant
X2 → Y2	0,207	0,001		Significant
X3 → Y2	0,132	0,041		Significant
Y1 → Y2	0,695	0,000		Significant
X1 → Y1 → Y2			0,139 x 0,695 = 0,096	Memperlemah
X2 → Y1 → Y2			0,064 x 0,695 = 0,044	Memperlemah
X3 → Y1 → Y2			0,313 x 0,695 = 0,217	Memperkuat

Source: Primary Data, processed (2024)

Description of System Quality, Information Quality, Service Quality, User Satisfaction, and Net Benefit

The quality of the system is formed by its relevance and accuracy, which can be trusted. This is the main thing to encourage system quality, namely that it can be trusted. The information

presented on the PPID Malang Regency website can be trusted. Information quality is shaped by accuracy, the main thing that can encourage reliable information quality is the format reflected in the information submitted on the PPID Malang Regency website. Apart from these two, there is also quality service that is easy to use, namely the

ease of information conveyed on the Malang Regency PPID service website. User satisfaction is formed by content, format and accuracy. Things that support user satisfaction are that the format is reflected in the information presented on the website, which is easy to read. Net benefit is the net result or profit obtained by an organization or individual after applying an information system

The Influence of System Quality on User Satisfaction

From the results of SPSS model 1 calculations, it can be seen that the influence of system quality (X1) on user satisfaction (Y1) has a sig value of 0.197, so this can indicate that it has an insignificant or weak influence. Based on previous research conducted by [17] that the system quality, information quality and service quality implemented by the Merdeka University of Malang academic information system (SIKAD) have an influence on user satisfaction. Another research was conducted by [18] where the system quality and security of the system used by the paylater can increase application user satisfaction. This shows that in several systems, whether in the form of websites or applications, system quality is important to increase user satisfaction.

The Influence of Information Quality on User Satisfaction

From the results of SPSS model 1 calculations, it can be seen that the influence of information quality (X2) on user satisfaction (Y1) has a sig value of 0.550, so this can indicate that information quality has an insignificant or weak influence on user satisfaction. Based on previous research conducted by [19] that system quality and information quality influence user satisfaction both partially and simultaneously, but information quality has a dominant influence on user satisfaction in the lecturer information system at IKIP Malang. other research was conducted by [20] who said that system quality and information quality influence user satisfaction in PT PLN Persero's centralized customer service application (AP2T) in the Malang area.

The Effect of Service Quality on User Satisfaction

From the SPSS model 1 calculation results, it can be seen that the influence of service quality (X3) on user satisfaction (Y1) has a sig value of 0.004, so this can indicate that service quality has a significant or strong influence on user satisfaction. Based on previous research conducted by [21] that system quality, service quality, information quality,

user convenience and perceived benefits influence user satisfaction with e-filing facilities, another opinion was expressed by [22] The results of this research indicate that the quality of service from the academic information system (SIKAD) influences student satisfaction as users of the information system at STMIK Bani Saleh.

The Influence of System Quality on Net Benefit

From the SPSS model 2 calculation results, it can be seen that the influence of system quality (X1) on net benefit (Y2) has a sig value of 0.000, so this can indicate that system quality has a significant or strong influence on net benefit. Based on previous research conducted by [12] that system quality and information quality simultaneously influence the net benefit of users of the Instagram social media account @bbtbnromotenggersemeru, other research was presented by [23] that the quality of the system influences the net benefit to see the relationship and interaction related to taxes.

The Influence of Information Quality on Net Benefit

From the SPSS model 2 calculation results, it can be seen that the influence of information quality (X2) on net benefit (Y2) has a sig value of 0.001, so this can indicate that information quality has a significant or strong influence on net benefit. Based on previous research conducted by [24] said that the quality of information also has an impact on environmental sustainability, this supports the movement related to green marketing, another opinion was expressed by [25] that the quality of information has no effect on the net benefit either directly or indirectly on the Lazizmu website system, where in this research the quality of the system has an effect on the net benefit.

The Influence of Service Quality on Net Benefit

From the SPSS model 2 calculation results, it can be seen that the influence of service quality (X3) on net benefit (Y2) has a sig value of 0.001, so this can indicate that service quality has a significant or strong influence on net benefit. Based on previous research conducted by [26] which shows the results that the quality of service which is part of the hot fit model has an influence on the net benefit at RSUD Dr Soedirman Kebumen, other research states that [8] that the Delone & Mclean model can be used to measure the success of e-government in Pekalongan City

The Influence of User Satisfaction on Net Benefit

From the SPSS model 2 calculation results, it can be seen that the influence of user satisfaction (Y1) on Net Benefit (Y2) has a sig value of 0.000, so this can indicate that user satisfaction has a significant or strong influence. This is caused by a sense of satisfaction in using the system which is a substantial impression by the eater as shown by the individual's feelings of like/dissatisfaction on the PPID website of the Malang Regency Communication and Information Service. [27] said that WhatsApp user satisfaction was very satisfied with media sharing using the pieces method

The Influence of System Quality on Net Benefit Through User Satisfaction

From the path analysis calculations, it can be seen that the influence of system quality (X1) on net benefit (Y2) through user satisfaction (Y1) has an indirect influence value of 0.096. From this result it can be said that this influence is weakening because this value is smaller than the direct influence. system quality on net benefit (0.28 > 0.096). The influence of system quality on net benefit through user satisfaction, this shows that system quality can increase net benefit if it is supported by users who feel satisfaction with the information submitted by users, from the quality of the system produced by the PPID website of the Malang Regency Communication and Information Service, quality system in the form of relevant findings and their accuracy tends to agree. According to [12] To create business value for an organization through an information system, it must ensure that the information system is efficient through system attributes such as depth, system features, speed of access, efficiency and ease of use. A system that is reliable and fast to access can help companies make work easier and provide user satisfaction and minimize maintenance costs.

The Influence of Information Quality on Net Benefit Through User Satisfaction

From the results of path analysis calculations, it can be seen that the influence of information quality (X2) on net benefit (Y2) through user satisfaction (Y1), the indirect influence value is 0.044 and it can be said that this influence is weakening because the indirect influence value is smaller than the influence direct quality of information to net benefit. Information that is available in an up to date, complete and accurate manner that can be relied upon is a commitment from government agencies to provide

satisfaction to users. Quality information can present its meaning clearly, so that users can easily understand the information. If the user feels satisfaction, it can be predicted that the level of satisfaction for the user will increase, this will have the impact of increasing the net benefit. This shows that the quality of information can increase net benefits if it is supported by users who are satisfied with the information produced by the Malang Regency Communication and Information Service PPID website. The quality of information in the form of findings whose accuracy tends to agree. The results of this research support the results of previous research conducted by [28] that the quality of information has an influence on net benefit through user satisfaction, which means it supports the results of this research.

The Influence of Service Quality on Net Benefit Through User Satisfaction

From the results of path analysis calculations, it can be seen that the influence of service quality (X3) on net benefit (Y2) through user satisfaction (Y1), the indirect influence value is 0.217 and it can be said that this influence is strengthening because the indirect influence value is greater than the direct influence. service quality to net benefit. Based on research results [29] The service quality of an information system can affect the net benefit when users feel satisfied. Service quality focuses on the needs and desires of users. Systems that can be accessed with a variety of smart devices currently provide user satisfaction. The Malang Regency Communication and Information Service PPID website can be accessed by various devices, thus providing user satisfaction. The speed of response from the system provider can also meet user needs and influence user satisfaction. So, when users are satisfied with the quality of information system services, they will work more effectively and efficiently.

V. CONCLUSION

From the results of the analysis and discussion, it was found that system quality and information quality had no effect on user satisfaction, while service quality had an effect on user satisfaction. System quality, information quality and service quality influence net benefits, and user satisfaction has a significant influence on net benefits. System quality does not have a significant effect on net benefit through user satisfaction. Information quality does not have a significant effect on net benefit through user satisfaction. Service quality has a significant effect on net benefit through user satisfaction.

In this research, it was also found that system quality had a direct influence on net benefit, but this did not happen when user satisfaction was used as mediation, so the result was that system quality had no effect on net benefit through user satisfaction. This means that the PPID e-government website system of the Malang Regency Communication and Information Service can directly provide net benefits, apart from that user satisfaction cannot yet be a mediating variable between system quality and net benefits. Meanwhile, the quality of information has a direct influence on net benefit, but this does not happen when user satisfaction is used as mediation, so the result is that information quality has no effect on net benefit through user satisfaction. This means that the PPID e-government system of the Malang Regency Communication and Information Service can provide net benefits, but this does not happen when there is user satisfaction as mediation, so the result is that the quality of information has no effect on net benefits through user satisfaction. Service quality has a direct influence on net benefit, but this does not happen when user satisfaction is used as mediation, so the result is that service quality has no effect on net benefit through user satisfaction. This means that the PPID e-government website system of the Malang Regency Communication and Information Service can provide net benefits, but this does not happen when there is user satisfaction as mediation, so the result is that service quality has no effect on net benefits through user satisfaction.

So, from this research it can be concluded that the success of the information system from the Malang Regency Communication and Information Service PPID website has an influence on net benefits through user satisfaction. Of system quality, information quality and service quality, only service quality has an effect on net benefit through user satisfaction. Meanwhile, the other two success factors have an influence on net benefit through user satisfaction.

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