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Association of Perceived Benefits and Ease of Use on Quality of Palopo City Government Information System Through User Satisfaction

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Abstract

Purpose: The use of effective and quality information systems is very important in improving organizational performance. However, the success of information system implementation often depends on how users experience the benefits and ease of use. This research aims to investigate the influence of perceived Usefulness and ease of use on the quality of information systems through user satisfaction.

Methodology/approach: This research is quantitative research with data collection techniques through surveys. The population of this research is all regional apparatus in Palopo City that uses the Regional Apparatus Information System (SIPD). The sample that will be used as respondents is 50 SIPD managers or users. The collected data was analyzed descriptively and correlationally using SmartPLS.

Results/findings: The research results show that perceived benefits have a positive and significant influence on system user satisfaction. Ease of use have a positive and significant influence on user satisfaction. User satisfaction have a positive and significant effect on system quality. Perceived benefits have a positive and significant influence on system quality. Ease of use have a positive but not significant influence on system quality. Perceived benefits have a positive but not significant influence on system quality through user satisfaction. Ease of use have a positive and significant effect on system quality through user satisfaction.

Conclusions: User satisfaction significantly impacts system quality, influenced by perceived benefits and ease of use. Ease of use directly affects satisfaction, while its impact on quality is limited. Perceived benefits mediate satisfaction and system quality.

Limitations: The analysis of this study still requires other more in-depth variables such as benefit, actually and smart by a function of system information management to get more in-depth measurement results.

Contribution: The theoretical implications of this study emphasize the necessity of preserving user SIPD to ensure effective governance.

Keywords: *Ease Of Use, Information System Quality, Perceived Benefit, User Satisfaction*

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1. Introduction

Local Government Information System namely Sistem Informasi Pemerintahan Daerah (SIPD) is a technology application specifically designed to support information management and administrative processes at the local government level. SIPD aims to improve efficiency, transparency, accountability,

and public services and government administration. Through SIPD, local governments can integrate various existing information systems, such as finance, staffing, procurement of goods and services, development planning, and others. Thus, SIPD allows for its more unified use, avoids data duplication, and allows various sectors of government to interact with each other.

Technically, the user or consumer of this system is the State Civil Apparatus namely Aparatur Sipil Negara (ASN), who is given the mandate to carry out duties and functions as the compiler of work programs, activities and budgets in government work units. To access SIPD, users must have an account or login that has been provided by the party responsible for managing SIPD in the local government. From a management perspective, SIPD is a form of product made based on a number of regulations, which are then used by the planning apparatus in order to meet the needs of government administration, which is expected to be more efficient in the process and effective in results. In this context, it is hoped that this application will provide significant benefits for its users, offering ease of use and ultimately being able to provide satisfaction for its consumers (Wibawa & Wijaya, 2024).

The use of the Technology Acceptance Model (TAM) theory and Customer Satisfaction theory has an important and relevant urgency to determine the quality of SIPD products. By using the TAM theory, this study can analyze the perception of the utilization and ease of use of SIPD to explain the quality of SIPD products. With this understanding, local governments can design and improve SIPD to better suit user needs, increase the adoption and use of the system, and improve performance and efficiency at the local government level (Angelia & Widjaja, 2024).

With the advancement of technology in information management and communication, technology is now integrated into a single information system, namely SIPD, which continues to develop and improve to facilitate planning, financial and budget management, as well as evaluation of the implementation of local government implementation, more effectively and efficiently. Currently, SIPD has been used by all local governments throughout Indonesia. Operationally, SIPD is handled directly by employees or staff who are responsible for managing planning and management including accounting.

2. Literature Review and Hypothesis Development

2.1. Quality of information system

The quality of management information systems pertains to the effectiveness, superiority, and dependability of an information system in facilitating all operations of its users to attain organizational objectives. A quality driver's license can provide significant benefits in summarizing, managing and processing all data, including information needed in an organization. This section exemplifies the inherent information within the system. The uniqueness of a system lies in the integration of hardware and software into a single information system that prioritizes system performance and the dependability of the hardware, software, policies, and procedures in delivering the required information (Beatrix, 2022). According to (Gürkut & Nat, 2018a), the perceived ease of use of information systems refers to the level of ease and simplicity experienced when using computer technology for understanding and practical purposes. This perception is interpreted that information system users find it easy to use, so they do not need high knowledge to use it, and they will have a lot of time to do their tasks and functions so as to improve performance (Maskur et al., 2024).

TAM theory is used in analyzing the relationship between the quality of SIPD products and the way in which usability, ease of use, and user satisfaction are perceived. User perception plays a crucial role in driving the surge in interest towards utilizing information systems. The TAM model establishes that the degree of acceptance of information technology (IT) utilization is influenced by five constructs: perceived ease of use, perceived usefulness, attitude towards usage, behavioral intention to use, and actual system usage. These six constructs determine the technological system, and two factors have a significant impact on it. The initial factor pertains to the perception of the utility of technology, whereas the subsequent factor pertains to the perception of the simplicity of its usage.

Research by (Purnamawati et al., 2022) indicates that the local government information system in Mojokerto Regency requires enhancement by addressing areas needing improvement, alongside bolstering management support, human resources, and information technology infrastructure to

facilitate the advancement of a more effective local government information system in the future. The Si-Mojo application program has typically demonstrated effectiveness in enhancing licensing services within the Mojokerto City DPMPTSP. Nonetheless, numerous indications remain underutilized in their implementation. To enhance the efficacy of the Si-Mojo application program, it should optimize its socializing within the community. Utilizing both social media (online) and direct interaction (offline). Additionally, information regarding the Si-Mojo application program has been incorporated on the official DPMPTSP website.

2.2. Perception of benefits

Perceived usefulness is a concept in TAM theory that denotes the degree of certainty of users in the extent to which a technology or an information system can assist individuals in accomplishing their tasks or professional responsibilities. The perceived utility of a technology or information system is a crucial determinant of an individual's inclination to utilize it (Alduaij, 2019). (Aqsa et al., 2019) define perceived Usefulness as the degree or level of trust a person has in the use of certain systems or technologies in increasing productivity in activities as a benefit to be achieved. Likewise, (Sinaga et al., 2021)) perceived usefulness refers to an individual's level of confidence in the usefulness of a product or service, with the aim of enhancing productivity in environmental activities across different aspects of their lives within a specific context.

The study will assess the perceived usefulness of SIPD by administering a questionnaire/survey. This instrument aims to gauge the level of user confidence in the benefits derived from using SIPD for local government tasks, in comparison to previous methods or non-technological approaches. There is a positive correlation between the Perceived Usefulness score and the likelihood of users accepting and adopting the technology. This questionnaire aims to assess the extent to which users perceive the utilization of SIPD to enhance their task completion efficiency and effectiveness (Sulistyawati et al., 2022).

2.3. Ease of use

Perceived ease of use, as defined in TAM theory, pertains to the user's level of confidence in the simplicity and comprehensibility of a technology or information system. Perceived Ease of Use is an important factor that affects a person's intention to use a technology or information system (Arif Setia Sandi A. et al., 2020). In the aspect of convenience or perceived ease of use as part of the quality of a product. (Lanlan et al., 2019) it can be defined as the degree to which individuals perceive that using a product or service eliminates the need for them to exert additional effort. This aspect emphasizes that consumers are well aware that by adopting a product or service, they no longer need more strenuous activities in their business (Zillah et al., 2022).

2.4. User satisfaction

According to (Philip, 2011), satisfaction is the emotional manifestation of an individual after evaluating the performance of a product in relation to their desires or requirements. Dissatisfaction among customers or consumers will arise if a product's performance falls short of their expectations. Conversely, if the performance surpasses expectations, the customer will experience a high level of satisfaction or happiness. There is a theoretical relationship between product quality and consumer satisfaction, where an increase in product quality should lead to an increase in consumer satisfaction. Consumer satisfaction typically increases in proportion to the quality of the product. Consumer satisfaction is typically used to assess the quality of a product by evaluating how well it meets the expectations, desires, and needs of consumers.

Customer Satisfaction is the measure of the level of contentment or happiness experienced by customers following their use of a product or service, or the overall experience they have had with it (Wijaya & Widjaja, 2024). This is an important factor in influencing customer loyalty and forming a positive brand image, especially in an effort to retain customers, increase loyalty, and expand the market. Customer Satisfaction is a crucial metric for assessing the caliber of a company's products and services (Bustami et al., 2020).

2.5. Hypothesis development

2.5.1. Relationship of benefit perception to user satisfaction

The relationship between the perception of benefits user satisfaction pertains to the degree of gratification experienced by the user satisfaction, or satisfaction felt by the user after using the product or service. It relates to the extent to which an individual's expectations are met after using a product or service. If an individual believes that a product or service will provide significant benefits, they are more likely to be satisfied after using it. Conversely, if they don't see many benefits or if the benefits they expect aren't met, this could lead to user dissatisfaction. Environmental and contextual factors also influence the relationship between the perception of benefits and user satisfaction. For example, the perception of the benefits of a product can be higher when compared to other alternatives available in the market. However, user satisfaction can also be affected by previous user experiences, recommendations from friends or family, or online reviews (Pakurár et al., 2019).

2.5.2. The relationship between ease of use and user satisfaction

The relationship between ease *of use* and user satisfaction refers to how easily users can use a product or service. This includes aspects such as intuitive navigation, a friendly user interface, clarity of instructions for use, and the absence of obstacles or difficulties in using the product or service. It relates to the extent to which the user's expectations are met after using the product or service. Products or services that are easy to use tend to increase user satisfaction because users feel more comfortable and satisfied with their user experience. Conversely, products or services that are difficult to use can reduce user satisfaction because they cause frustration and confusion (Lukmanul Hakim & Euphrasia Susy Suhendra, 2021; Sayekti & Putarta, 2016).

2.5.3. The relationship between user satisfaction and system quality

The relationship between user satisfaction and system quality can be seen from the extent to which user expectations are met after using the system, including features, performance, and overall user experience. Various aspects of a system or product, including reliability, functionality, performance, security, and ease of use. High system quality creates a better user experience and can meet the needs and expectations of users well. Systems or products that have high quality tend to increase user satisfaction because they are able to meet or even exceed user expectations. Conversely, if the system or product is of low quality, this can reduce user satisfaction as users may experience problems, errors, or limitations in their use (Ahnan, 2021; Gürkut & Nat, 2018b; Santhanamery & Ramayah, 2018).

2.5.4. Relationship of benefit perception to system quality

The correlation between the perceived advantages and the system's quality is a crucial concept in the advancement of products and services. A system or product that is considered to have high benefits by users will usually also be considered to have high quality. Conversely, if users feel that the system does not provide enough benefits, they may associate it with low system quality. A positive perception of the benefits of a system or product can encourage users to be more active in using the system and even recommend it to others. Conversely, negative benefit perceptions can reduce interest and use of the system. Understanding the user's perception of the benefits of the quality of the system is key to successful product development. Companies must prioritize ensuring that their products or services not only possess technical excellence but also deliver substantial advantages to users (Sandi et al., 2020; Wisnu Sukma Maulana, 2023).

2.5.5. The relationship between ease of use and system quality

An essential factor for the successful development of products and services is a robust correlation between user-friendliness and the quality of the system. This can help to improve user satisfaction, strengthen customer loyalty, and ensure long-term business success. Systems that are well-designed to ensure ease of use tend to be of high quality. Conversely, a system that is difficult to use or confusing can indicate problems in the quality of the system (Julianto & Daniawan, 2022; Ngoc Duy Phuong & Thi Dai Trang, 2018; Snead et al., 2015).

2.6. Conceptual framework

The conceptual framework of the research is formulated based on the literature review, hypotheses development, and variable relationships, as depicted in Figure 1:

1. Hypothesis 1: The perception of benefits is believed to have a positive and significant impact on user satisfaction.
2. Hypothesis 2: There is a belief that the level of user satisfaction is influenced in a positive and significant manner by the ease with which a product or service can be used.
3. Hypothesis 3: There is a belief that the satisfaction of users has a favorable and substantial impact on the quality of the system.
4. Hypothesis 4: There is a belief that the way people perceive the advantages of something has a favorable and noteworthy impact on the excellence of the system.
5. Hypothesis 5: The hypothesis suggests that the level of user-friendliness has a favorable and substantial impact on the overall quality of the system.
6. Hypothesis 6: There is a belief that the way people perceive the advantages of a system has a positive and important impact on the quality of the system. This impact is mediated by the level of satisfaction experienced by the users.
7. Hypothesis 7: The hypothesis suggests that the level of user satisfaction acts as a mediator between the ease of use and the quality of the system, with a positive and significant impact.

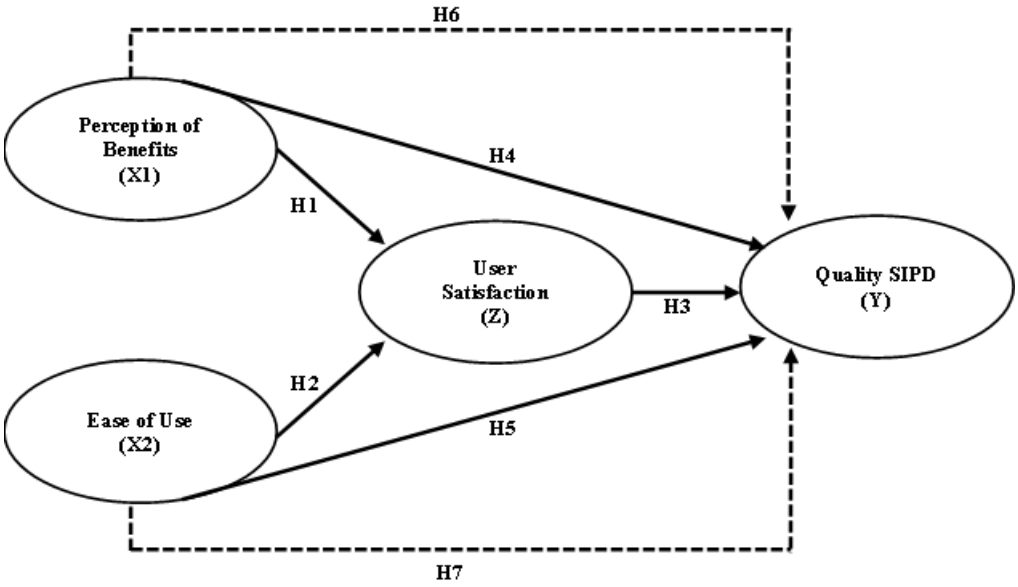


Figure 1. Conceptual Framework

3. Research and Methodology

3.1. Type of research

The research methodology employed is quantitative, utilizing survey and interview techniques. Respondents will be surveyed through questionnaires and interviews to gather data and assess their perceptions of the variables under investigation. The data collected will be analyzed quantitatively to test the hypothesis proposed. This research will be carried out for two months in 49 Regional Apparatus namely namely Perangkat Daerah (PD) and 48 Village Governments within the scope of the Palopo City Government. To obtain relevant data from officials or staff who manage and directly operationalize SIPD.

3.2. Population and sample

Population refers to a set of all individuals, objects, or events that share the same characteristics or are pertinent to the research subject. The population is a group that wants to be studied or given conclusions, namely officials/staff who directly use the SIPD system in 49 PD of Palopo City (including Districts), plus 48 Village Governments in Palopo City. A sample is a randomly selected group of individuals or objects from a target population or study population to be included in the study. The sample was used to generalize the results of the study to the entire population. The use of samples allows researchers to conduct research with more cost and time efficiency. The number of research samples is 50 people who will then be the respondents to this study. The sample selection method used is proportional stratification, namely SIPD managers at the regional apparatus level and the village government, so a saturated sample is used.

3.3. Data analysis

The data collection methods employed in this study are outlined below: Initially, the development of research instruments by engaging specialists. Furthermore, it is proposed to administer a preliminary questionnaire to a sample of 15 participants. The results of the trial were then analyzed for validity and realism, after the instrument was valid and reliable, then continued with data collection by distributing a questionnaire of 50 to the selected respondents.

The research data will be analyzed using the regression method to examine the relationship between dependent variables and one or more independent variables. Descriptive statistical analysis is an analysis that shows the development and growth of a state and only provides an overview of a certain state by describing the characteristics of the research object (Sigit & Wiwit, 2022). Correlation analysis is a method used to examine the strength of the relationship between variables, as indicated by the correlation coefficient. The correlation between these variables can be either positive or negative. The data analysis in this study employs correlation analysis utilizing the SmartPLS program. Correlation analysis is employed for hypothesis testing to assess the degree of association between two or more variables. The sample size is determined by the assertion Ramayah et al. (2017) that research utilizing the Structural Equation Modelling Partial Least Square (SEM-PLS) technique requires data from 50 to 150 respondents to accurately assess the error in results caused by either insufficient or excessive sample sizes. The data was gathered through a standardized questionnaire administered to respondents utilizing the Likert scale. The responses varied from 1 to 5 based on the following criteria: (1) Strongly Disagree, (2) Disagree, (3) Neutral, (4) Agree, (5) Strongly Agree. Data analysis employing SEM through the SmartPLS application, which is a multivariate analytical technique that delineates concurrent linear correlations among observed variables (Harahap et al., 2024).

4. Results and Discussion

4.1. Results of descriptive analysis

4.1.1. Responsive feature

This study involved a total of 50 managers from the SIPD within the Palopo City Regional Government. This dataset contains descriptive information about the respondents who are the focus of the research. It presents straightforward and concise details about their current state. The participants in this study were characterized based on their gender, age, and level of education.

Table 1. Respondent attributes

Attributes	**Option**	**Frequency**	**Percentage**
Gender	Man	37	74%
	Wanita	13	26%
Sum		**50**	**100%**
Age	21-30 year	22	44%
	31-40 year	28	56%
Sum		**50**	**100%**

Education	College (S1)	44	88%
	Diploma (D3)	6	12%
Sum		**50**	**100%**

Source: Data processed 2024

Table 1 reveals that there are 13 female respondents, accounting for 26% of the total, while 37 respondents, or 74%, are male. Among individuals aged 21-30, there are 22 people, accounting for 44% of the total. In the age group of 30-40, there are 28 people, making up 56% of the total. The majority of the respondents had an education level of college graduates (S1), accounting for 88% of the total.

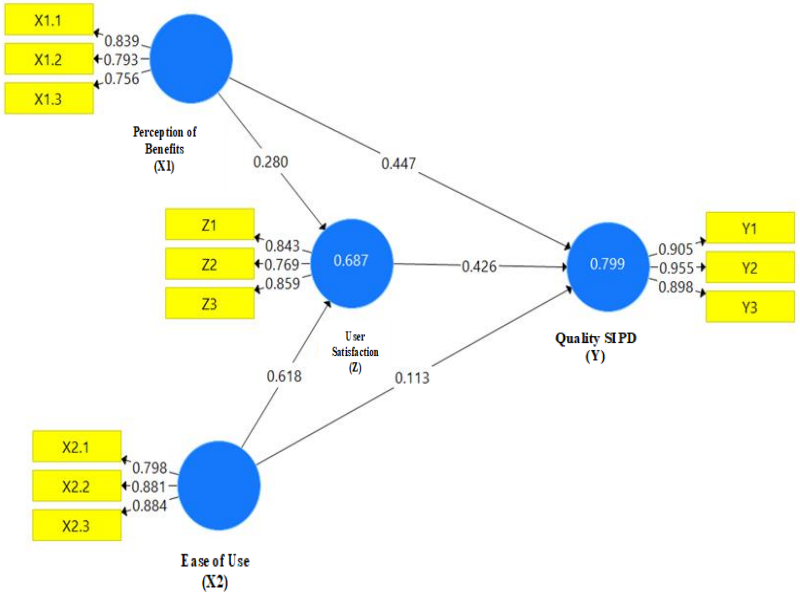
4.2. Result of statistical analysis of research

4.2.1. Evaluate the soundness and consistency of SEM model.

Prior to evaluating the accuracy of the SEM model estimates, it is essential to establish the validity and realism of the generated model. The analysis was conducted to assess the impact of variables in the study using variation-based (VB-SEM) with the assistance of SmartPLS 3.3 software. The validity test employed in this study to evaluate the validity level of the VB-SEM model is the Convergent validity test. There are two methods to assess the validity of the SEM model using convergent validity techniques. These methods involve examining the outer loading value (loading factor) and the Average Variance Extracted (AVE) value.

a. Outer loading

The loading factor value required for the validity test is greater than 0.7. All indicators have been declared valid in this test because the loading factor value of all indicators is greater than 0.7. The validated model is shown in Figure 2:



Gambar 2. Model SEM *outer loading* (output smartPLS)

b. Average Variance Extracted (AVE)

The measured value is the Average Variance Extracted (AVE), which is expected to be greater than 0.5. The AVE values obtained from the validity test are presented in table 2.

Table 2. Value *Average Variance Extracted (AVE)*

Variable	***Average Variance Extracted* (AVE)**
Perception of Benefits_(X1)	0.634
Ease of Use_(X2)	0.731

Variable	*Average Variance Extracted* (AVE)
User Satisfaction_(Z)	0.680
SIPD Quality_(Y)	0.845

Source: Data processed 2024

According to the provided table, it is evident that the AVE value for all observed variables in this study exceeds 0.5. Therefore, it can be concluded that all variables are valid and suitable for testing the SEM model.

c. Reliability Test

Reliability refers to the degree of consistency exhibited by indicators when measuring their respective variables. The Composite Reliability and Cronbach Alpha are the metrics used to assess the level of reliability of the SEM model. This form of reliability is used to assess the internal consistency of variable indicators.

Table 3. Composite Reliability *and* Cronbach Alpha *Values*

Variable	Cronbach's Alpha	Composite Reliability
Perception of Benefits_(X1)	0.711	0.839
Ease of Use_(X2)	0.816	0.891
User Satisfaction_(Z)	0.766	0.864
SIPD Quality_(Y)	0.908	0.943

Source: Data processed 2024

The minimum acceptable threshold for Cronbach's Alpha is 0.6, indicating a reliable measure. Similarly, the minimum acceptable threshold for Composite Reliability is 0.7. According to Table 3, all variables in the analyzed SEM model have Cronbach's Alpha values greater than 0.6 and Composite Reliability values greater than 0.7. Therefore, it can be concluded that the SEM model is reliable.

4.2.2. Analysis the influence between research variable

The purpose of SEM analysis is to assess the extent of the impact that independent variables have on dependent variables. The structural equation modeling (SEM) results depicting the analysis of the influence between variables can be observed in Figure 3.

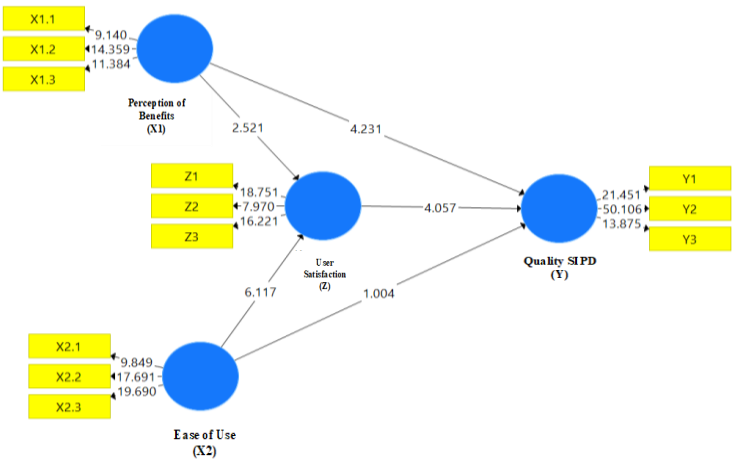


Figure 3. The impact of the relationship between research variables

This study examines the impact of benefit perception (X1), ease of use (X2), and user satisfaction (Z) on the quality of SIPD (Y). The analysis is additionally employed to evaluate research hypotheses. The degree of direct impact of these variables is illustrated in table 4:

Table 4. The value of direct influence of research variables

Direct influence	T Count	T Table	P Values	Cut off Value
Perception Benefits_(X1) -> User Satisfaction_(Z)	2.521	1.675	0.012	0.05
Perception of Benefits_(X1) -> SIPD Quality_(Y)	4.231	1.675	0.000	0.05
Ease of Use _(X2) -> User Satisfaction_(Z)	6.117	1.675	0.000	0.05
Ease of Use_(X2) -> Quality SIPD_(Y)	1.004	1.675	0.316	0.05
User Satisfaction _(Z) -> Quality SIPD_(Y)	4.057	1.675	0.000	0.05

Source: Data processed 2024

Based on Table 4, hypothesis testing can be carried out as follows:

1. The initial hypothesis states that the statistical T analysis yielded a calculated t value of 2.521, which is greater than the t table value of 1.675, with a P-value of 0.012, indicating statistical significance as it is smaller than the cut-off value of 0.05. Consequently, the variable measuring the perception of benefits has a notable and favorable impact on the level of satisfaction experienced by the user. The initial hypothesis stating that the perception of benefits positively and significantly influences user satisfaction is confirmed.
2. The second hypothesis was supported by the statistical T analysis, which yielded a calculated t value of 4.231, exceeding the critical t value of 1.675. The P-value was found to be 0.000, indicating a significance level lower than the predetermined cut-off value of 0.05. This indicates that the variable of benefit perception has a favorable and substantial impact on the quality of SIPD. The hypothesis, which states that the perception of benefits positively and significantly influences the quality of SIPD, has been accepted.
3. The third hypothesis was supported by the statistical T analysis, which yielded a calculated t-value of 6.117, exceeding the critical t-value of 1.675. The P-Value was found to be 0.000, indicating statistical significance at a significance level of 0.05. Consequently, the variable of ease of use exerts a positive and substantial impact on user satisfaction. The hypothesis, which states that ease of use has a positive and significant impact on user satisfaction, is confirmed.
4. Fourth hypothesis: The statistical T analysis yielded a calculated t value of 1.004, which is less than the t table value of 1.675. The P-value obtained was 0.316, indicating that it is greater than the significance level of 0.05. This indicates that the variable of ease of use has a positive impact on the quality of SIPD, but the impact is not statistically significant. The hypothesis, which suggests that the ease of use has a positive and significant impact on the quality of SIPD, has been disproven.
5. The fifth hypothesis was supported by the statistical T analysis, which yielded a calculated t value of 4.057. This value exceeded the critical t value of 1.675, indicating a significant result. The P-value obtained was 0.000, which is lower than the predetermined significance level of 0.05. Consequently, the variable of user satisfaction exerts a positive and substantial impact on the quality of SIPD. The hypothesis, which suggests that user satisfaction has a positive and significant impact on the quality of SIPD, has been confirmed.

This study examines the indirect impact of benefit perception (X1) and ease of use (X2) on the quality of SIPD (Y) by means of user satisfaction (Z). The table 5 displays the extent to which variable X indirectly affects Y through Z.

Table 5. Indirect influence of research variables

Indirect influence	T Count	T Table	P Values	Cut off Value
Benefit Perception (X1) ->User Satisfaction (Z) ->SIPD Quality (Y)	1.794	1.675	0.073	0.05
Ease of Use (X2) ->User Satisfaction (Z) - >SIPD Quality (Y)	3.532	1.675	0.000	0.05

Source: Data processed 2024

6. Sixth hypothesis: The statistical T analysis yielded a calculated t value of 1.794, which is greater than the critical t value of 1.675. The corresponding P-value is 0.073, which exceeds the significance level of 0.05. Therefore, the variable of benefit perception has a positive influence on the quality of SIPD through user satisfaction, but this influence is not statistically significant. As a result, the sixth hypothesis, which suggests that the perception of benefits has a positive and significant influence on the quality of SIPD through user satisfaction, is rejected.
7. The seventh hypothesis was supported by the statistical T analysis, which yielded a calculated t value of 3.532, exceeding the critical t value of 1.675. The P-value obtained was 0.000, indicating a significance level below the cut-off value of 0.05. This indicates that the variable of ease of use has a notable and positive impact on the quality of SIPD by enhancing user satisfaction. The seventh hypothesis, which states that the ease of use has a positive and significant impact on the quality of SIPD through user satisfaction, is confirmed.

The study examines the impact of two variables, namely the perception of benefits (X1) and ease of use (X2), on two outcomes: user satisfaction (Z) and the quality of SIPD (Y). This influence is evident from the outcomes of determinant analysis. Determinant analysis seeks to quantify the extent to which independent variables collectively impact dependent variables. The determinant analysis results for the structural equation modeling (SEM) model are displayed in Table 6.

Table 6. The influence of research variable determinants

Co-influence	R Square	R Square Adjusted
User Satisfaction_(Z)	0.687	0.674
SIPD Quality_(Y)	0.799	0.786

Source: Data processed 2024

Table 5 reveals that the variables of benefit perception (X1) and ease of use (X2) collectively contribute to 68.7% of user satisfaction (Z). By contrast, 32.3% of individuals are influenced by additional variables that were not accounted for in this study. Concurrently, the combined influence of the perceived advantages (X1) and the level of simplicity (X2) has a 79% impact on the quality of SIPD (Y). By contrast, 21% of the data is affected by additional factors that were not taken into account in this study.

4.3. Discussion of research results

4.3.1. The influence of benefit perception on user satisfaction

The study's findings demonstrated a clear and substantial correlation between the perception of benefits and user satisfaction. Consequently, as the level of perceived benefits experienced by users increases, their satisfaction will also increase. The findings of this study demonstrate a substantial and favorable impact of perceived benefits on user satisfaction. Perception of benefits refers to a user's belief in the usefulness of an information system for carrying out their work in this research. Provided the user perceives the information system as beneficial, he will utilize it. Conversely, if the user lacks confidence in the utility of the information system, they will refrain from using it. In their study, Kuo and Hsu in 2022 highlighted that individuals tend to adopt information technology when they are aware of its positive impacts. This knowledge not only enhances user satisfaction but also leads to improved performance and productivity among users.

Several studies have verified that the way users perceive the advantages of a product or service greatly influences their attitudes, which in turn has a proportional effect on their willingness to adopt and their level of satisfaction, technology acceptance model plays a role in user satisfaction, with perceived benefits having the greatest influence on user satisfaction. The study is pertinent to the research conducted by Aksami Ni Made Dwi and Sukawati Tjokorda Gde Raka in 2022, which asserts that the perception of benefits has a favorable impact on customer satisfaction. The perception of benefits is regarded as a crucial element in the advancement of electronic commerce. Users who possess proficient information technology search skills can enhance user satisfaction.

The findings of this study align with previous research conducted by Zhou in 2014, indicating a positive correlation between the perception of benefits and user satisfaction. The efficiency and simplicity of

the consumer information system greatly enhance users' ability to shop online. Users will experience a sense of happiness and ultimately enhance their satisfaction as they perceive their work to be more efficient and effortless. This study aligns with prior research conducted by Nalintippayawong in 2023 on the perceived benefits of technology use. Specifically, it examines the extent to which technology enhances user performance in specific activities. Additionally, it explores the belief held by some individuals that utilizing certain systems can improve their overall performance.

In his research, Wisnu Sukma Maulana in 2023 examines the influence of benefit perception on user satisfaction in the context of e-commerce. The results of the analysis show that if an application wants to increase user satisfaction, it needs to improve the perceived benefits or perception of benefits. The perception of benefits was proven to have a significant simultaneous effect on consumer satisfaction. Julianto & Daniawan in 2022 found that customer satisfaction and perception of benefits in relation to e-commerce adoption are positively influenced by the management's strong support for customers. This is evident through the introduction of various services that enhance the usability of applications and facilitate the transaction process. So that customers feel satisfied in using e-commerce services, because by using e-commerce, customers do not need to waste much time buying and selling goods. In addition, the benefits felt such as with just a few clicks, customers can find the goods they want and can immediately check out the goods in just a few minutes and anywhere.

4.3.2. Effect of benefit perception on SIPD quality

The study's findings demonstrated a clear and substantial correlation between the perception of benefits and the quality of SIPD. This demonstrates that the perceived usefulness of the system by users directly correlates with the perceived quality of the information system by those same users. An advantage of utilizing an information system is its user-friendly nature. Utilizing an information system enables expedited work processes and allows users to multitask simultaneously.

This aligns with the TAM theory, which posits that the extent to which individuals perceive that using the system enhances their performance directly influences the benefits they experience. System users are granted access to the system on the condition that they perceive a tangible advantage or value in utilizing it. The findings of this study align with the previous research conducted by Meesala & Paul in 2018. These studies have also highlighted the significance of users' perception of benefits in assessing the quality of an information system.

Perception of benefits refers to the mental state in which an individual holds the belief that utilizing a specific system will enhance their performance. The decision to use this model is influenced by various factors, including the perceived benefits. A study conducted by Qalati in 2021 found that the perception of benefits positively impacts the quality of e-commerce services. The information system's quality can be influenced by the quality of information, which in turn can impact an individual's intention to utilize the system. According to the model proposed by Ludwina in 2022, the quality of the information system and the quality of the information it generates are believed to have an impact on the overall quality of the information system. The findings of this study align with prior research conducted by Tahar in 2020, which demonstrated a positive correlation between the perception of Usefulness and the quality of the information system.

4.3.3. The effect of ease of use on user satisfaction

The study's findings indicate a positive and significant correlation between ease of use and user satisfaction. This means that the level of user satisfaction is directly affected by the ease of use of the information system. Ease of use refers to the extent to which a person believes that using the system requires minimal effort. An information system can be considered easy to use if the user can easily comprehend its application, find it clear, and operate it flexibly. In essence, an increase in ease of use leads to a corresponding increase in user satisfaction with the information system. The significant influence observed highlights the importance of information systems that are easy to learn, understand, and cater to daily needs. These findings support previous research conducted by Alduaij in 2019, which also demonstrated the significant impact of ease of use on user satisfaction.

The level of information technology utilization is directly influenced by a person's perception of the ease of using technology. In other words, the easier someone perceives technology to be, the more likely they are to use it. It is evident that the concept of ease of use is a perception related to the process of making decisions. Users will utilize technology if they have trust in its current capabilities and find it user-friendly. However, if the information technology is perceived as complex and lacks trustworthiness, it will not be utilized, leading to a negative impact on user satisfaction with the technology.

Users of information systems perceive ease of use as a quality that encompasses a system's flexibility, comprehensibility, and user-friendliness. The level of utilization and engagement among users and the information system can also serve as an indicator of user-friendliness. According to a study by Z. Zhang in 2021, frequently used information systems are more recognizable, easier to operate, and easier to use. This is because users are satisfied with the information system.

The cost and convenience factor significantly influence user satisfaction. Users will experience higher satisfaction if the system they acquire is relatively user-friendly, convenient, and efficient in its acquisition and usage. According to the study conducted by Mishra et al. in 2023, users are more likely to experience higher levels of satisfaction when the process of obtaining products or services is characterized by ease, comfort, and efficiency. In their study, Ida Ayu Cynthia Saisaria Mandasari and I Gusti Ayu Ketut Giantari in 2017 discovered that the level of user-friendliness has a favorable impact on the perception of usability. High usability can result in a high level of satisfaction. (Zhong & Moon, 2022) found that the perception of ease of use has a direct and significant positive impact on satisfaction. The findings of prior research align with the outcomes of this study, indicating that user satisfaction is influenced by the ease of use Rawashdeh in 2021. Specifically, the results demonstrate that ease of use has a positive and significant effect on user satisfaction. The study conducted by Indra Riztyawan in 2023 found that the level of user satisfaction is significantly influenced by the ease of use.

4.3.4. Effect of ease of use on SIPD quality

The findings indicated a positive correlation between ease of use and system quality, although the relationship was not statistically significant. Furthermore, these findings indicate that the usability of a system does not have a substantial impact on the overall quality of an information system. The positive yet inconsequential impact of user-friendliness on the quality of the system is a noteworthy finding. This implies that although user-friendliness can have a positive effect on the quality of a system, its influence may not be significant.

The findings of this study align with the research conducted by Wilson in 2019, which demonstrated that the user-friendliness of Mwander (the application platform) positively influenced the system's quality. However, the impact was not substantial, indicating that while usability is important, other factors may have a more significant impact on the overall excellence of a system. The research conducted by Vaidyanathan in 2014 discovered that the ease of use of a virtual learning environment in a blended classroom has a positive impact on system quality, although this impact is not significant. User-friendliness of You Tube for procedural learning had a positive impact on the perception of system quality, although this influence was not statistically significant.

These studies indicate that although ease of use can have a positive impact on system quality, its influence may not always be as significant as other factors such as perceived usability, system reliability, and context of use. Usability factors have a negligible impact on system quality. This means that factors outside the system's control, such as insufficient user training or inadequate technological infrastructure, can restrict the positive influence of usability on system quality.

Furthermore, the level of user-friendliness may differ among individuals. Certain users may perceive the system as user-friendly, whereas others may have a contrasting experience. The variability in perception can result in an inconsistent impact on the system's quality. Internal factors, such as reliability, performance, and safety, can have an impact on the quality of the system, and these factors are not solely determined by ease of use. Although the ease of use can have a positive impact on the system's usage, it is important to take into account these additional factors as well.

While ease of use may not have a substantial impact on the overall quality of a system in a specific context, it does not diminish the significance of considering ease of use during system development. The level of user satisfaction and system adoption can be significantly influenced by the ease of use, which in turn can impact the overall success of the information system. Hence, despite the lack of statistical significance, the consideration of ease of use remains imperative in the development of information systems.

The correlation between the usability and effectiveness of information systems is elucidated by Ni Luh Putu Uttari Premananda in 2017, who posited that ease refers to the absence of challenges or the lack of necessity for significant exertion on the part of users. The success of an information system's ease of use is determined by the perception that the system is of high quality. This entails not only being user-friendly and requiring minimal effort, but also offering relevant and up-to-date information to its users.

Information quality refers to the level of excellence in the information generated by a given system Y. Zhang in 2018. The system used by users is expected to provide high-quality information, which will contribute to enhancing performance. The quality of information is directly linked to its usability, as information that is readily accepted by users will enhance the utilization of information systems. If the users of the information system perceive that the system meets their needs and expectations in terms of information quality, then the utilization of the information system can be enhanced, resulting in the desired level of quality. The findings of a study conducted by Sinaga, Krisna Marpaung in 2021 and Tang in 2022 indicate that the usability of information systems has a direct impact on their quality.

4.3.5. The effect of user satisfaction on the quality of SIPD

The study's findings demonstrated a clear and substantial correlation between user satisfaction and SIPD quality. User satisfaction and system quality have a reciprocal relationship. The performance of an information system, known as system quality, can be influenced by the quality of information and services it provides. This includes factors such as accuracy, completeness, and timeliness. The system quality, in turn, impacts user satisfaction and ultimately determines the overall quality of the information system.

The quality of service support is crucial for ensuring the quality of information that users receive from the information systems department. This support is intended to assist and facilitate users in their interactions with the department. According to this explanation, the quality of the system, the quality of information, and the quality of the services provided can all have an impact on a SIPD user. The System quality and user satisfaction in information systems. The study found a positive impact of user satisfaction on both system quality and information quality.

The effectiveness of an information system can be measured by the level of user satisfaction during its utilization. User satisfaction can be classified as an individual's behavior, as they will consistently utilize a system if they derive advantages and contentment from it. Similarly, the contentment of SIPD users can be observed through their satisfaction with the information system employed to fulfill their tasks.

User satisfaction with an information system refers to the response and feedback that users provide following their use of the system. Ensuring user satisfaction with an information system is crucial as it serves as a key indicator of the successful implementation of the system. Posited that the success of an information system hinges on the system's quality and the quality of the information it produces. If these factors are able to satisfy users and elicit their willingness to reuse the system, it can ultimately enhance user performance within a company or organization.

Information systems within an organization is anticipated to effectively mitigate any failures that have transpired within the organization. The decisions made by top management are influenced by the organization's existing information system. The quality of an information system is an inherent characteristic of the system's desired quality attributes. The concept of information systems quality encompasses the overall satisfaction of users with information systems. Regarding the quality of information systems, the primary concern is the organization's information system that offers users

convenience in interacting with it, ease in accessing information or operating the system, and smooth interaction between the system and users.

User satisfaction with an information system refers to the response and feedback provided by users following their use of the system. The user's attitude refers to their subjective evaluation of the level of satisfaction with the implemented and utilized information system. Customer satisfaction as the emotional response experienced by a customer when comparing the actual performance of a product to their expectations. If the performance fulfills expectations, it indicates that the customer is content. If the performance surpasses customer expectations, it indicates that the customer is either satisfied or highly satisfied. Regularly measuring customer satisfaction can yield various advantages, such as fostering a harmonious relationship between the company and its customers, serving as a foundation for repeat purchases, and cultivating customer loyalty, all of which are beneficial for the company.

The findings of this study align with prior research conducted by Alkraiji in 2020, and Zamir and Kim in 2022, demonstrating that user satisfaction is influenced not only by the quality of information systems but also by the impact of information systems' quality on user satisfaction. Meanwhile, a study conducted by Khaddapi in 2022 revealed that service quality has the potential to foster customer loyalty and encourage repeat usage. However, customer satisfaction alone does not guarantee customer loyalty or repeat usage. This could be attributed to the lack of comparable sources.

4.3.6. The effect of benefit perception on the quality of the SIPD system through user satisfaction

The findings indicated a positive correlation between the perception of benefits and the quality of the system. However, this relationship was not statistically significant. User satisfaction was examined as an intervening variable in this analysis. This aligns with the findings of (Snead et al., 2015b), indicating that the perception of benefits positively impacts user satisfaction and system quality, although the effect is not statistically significant. This study emphasizes that the reliability and functionality of the system have a greater impact on its quality than the perception of benefits alone. An additional study that is pertinent to the findings of this study is the one conducted by Homburg and Giering in 2021. Their study found that while the perception of benefits does have a positive impact on system quality through user satisfaction, this impact is not statistically significant. This implies that there may be other factors that play a more significant role in determining the quality of the system.

Perception of benefits had a positive impact on user satisfaction and system quality. However, the effect was not statistically significant. This implies that although the recognition of advantages is significant, user contentment is impacted by a range of other, more prevailing factors. These studies reveal that although the perception of benefits is crucial, its impact on system quality and user satisfaction may not always be substantial in comparison to other factors such as system reliability, functionality, and user experience.

The correlation between the perception of advantages and the caliber of the system is crucial within the realm of information technology and computer systems. Perception of benefits pertains to the way in which users or stakeholders of the system perceive the value or usefulness of the system. System quality encompasses a range of characteristics that assess how effectively the system fulfills user requirements and expectations. These attributes include reliability, availability, performance, security, and usability.

Often, there is a direct correlation between the perceived advantages and the system's quality, with user satisfaction acting as a mediator between the two variables. Users' perception of benefits increases in direct proportion to the quality of the system. Conversely, when the system's quality is poor, it is probable that the perception of benefits will also be low. This is due to the low satisfaction experienced by users of the system.

The correlation between the perception of benefits, user satisfaction, and system quality can be elucidated by the observation that systems with high quality typically offer superior performance, characterized by prompt response time and seamless user experience. This can enhance user satisfaction and their perception of the system's advantages. An dependable and consistently accessible system will

offer unwavering advantages for users. Users perceive a system as valuable when they can effortlessly and continuously access it.

In addition, high system quality frequently encompasses a user-friendly and comprehensible user interface. Users who experience a sense of comfort and ease when using the system are more likely to value and recognize the advantages offered by the system. A secure and dependable system will instill users with a feeling of assurance to utilize the system. Enhanced security and dependability can heighten users' perception of the advantages offered by the system.

Nevertheless, it is crucial to bear in mind that the assessment of advantages can also be impacted by additional variables apart from the system's inherent quality, including user expectations, specific user requirements, and the surrounding circumstances in which the system is employed. Hence, although system quality plays a crucial role in determining the perception of benefits, the analysis of the relationship between these two variables can also be influenced by other factors, such as user satisfaction. The quality of information systems can be impacted by various factors, including the perception of benefits, which are indirectly influenced by user satisfaction and the benefits received by the organization.

4.3.7. The effect of ease of use on the quality of SIPD through user satisfaction

The findings indicated a strong and statistically significant relationship between the ease of use and the quality of SIPD. This relationship was mediated by user satisfaction. The greater the usability of an information system, the higher the likelihood of users utilizing it extensively. Intensive utilization can offer developers increased feedback, aiding them in identifying and rectifying system vulnerabilities, thereby enhancing the quality of the information system.

Information systems frequently emphasize the variables that influence their quality and their influence on user contentment. One frequently taken into account factor is the system's usability. User satisfaction can be influenced by the ease of use of an information system, as a system that is user-friendly is more likely to be adopted by a larger number of users. Increased adoption of a system enhances the likelihood of system developers receiving feedback from users, enabling them to make necessary improvements and enhance the overall quality of the system.

User satisfaction will also be influenced by the efficiency factor, as it enables users to perform their administrative or operational tasks more effectively. Efficiency will be regarded as a key measure of the information system's quality, as a system that operates efficiently will enhance productivity and minimize errors. Users who perceive an information system as user-friendly are likely to experience higher levels of satisfaction. User satisfaction is a crucial measure of system quality, as contented users are more inclined to persist in using the system and offer favorable feedback.

The correlation between usability, user satisfaction, and the quality of information systems is a significant concept in the realm of information technology and system development. The findings of this study are consistent with multiple prior studies examining the correlation between usability, user contentment, and the quality of information systems. Hence, there exists a strong correlation between the level of user-friendliness, user contentment, and the overall excellence of the information system. Information system developers must consider these factors comprehensively when striving to create information systems of high quality that satisfy users.

Managerial implications

In theory, the implications of certain findings from this study align with or support previous studies on the perception of advantages, ease of use, user contentment, and system excellence. Nevertheless, it was discovered that the level of user-friendliness had a negligible impact on the overall quality of the system. However, it did have a positive but inconsequential effect on how users perceived the benefits of the system in terms of satisfaction. The findings of this study are consistent with multiple prior studies and theories proposed by various experts.

These findings emphasize the necessity for system developers to prioritize adequate user experience in system design, development, and deployment. A thorough understanding of the perceived benefits recognized by users is essential for ensuring that information systems provide increased value that meets user requirements and expectations, including the customization of the system's features and functionalities to address users' actual needs. User satisfaction significantly impacts system adoption. Users who are content are more inclined to consistently utilize the system, and prioritizing the enhancement of user satisfaction is crucial in endeavors to boost the acceptance and utilization of the system. By comprehending the consequences of this relationship, organizations and system developers can implement the required measures to guarantee that the information systems developed not only fulfill functional requirements but also deliver a gratifying experience and substantial additional value for users.

5. Conclusion and Suggestions

a. Conclusion

The conclusion of this study is derived from the findings and deliberations conducted during the research. The perception of benefits exerts a favorable and substantial impact on the satisfaction of system users. Utilizing an information system will enhance user satisfaction by providing various advantages. User satisfaction is positively and significantly influenced by the ease of use. Users' satisfaction with the system is likely to increase if they perceive it as user-friendly. User satisfaction has a favorable and substantial impact on the system's quality. User satisfaction is a crucial measure of the information systems' quality. A system is deemed to possess quality if it is capable of fulfilling the requirements and expectations of users, while delivering a satisfactory user experience. The perception of benefits exerts a favorable and substantial impact on the system's quality. If users experience significant advantages from utilizing the system, they are inclined to evaluate the system as possessing high quality. The impact of ease of use on the quality of the system is positive, but not statistically significant. This implies that although the user-friendliness of a system can have a positive effect on its quality, the extent of this impact may be limited by various factors that influence its ease of use. User satisfaction mediates the relationship between the perception of benefits and system quality, with a positive but statistically insignificant impact. Users' perception of benefits can differ, resulting in inconsistent impacts on user satisfaction and, ultimately, on the system's quality. The system's quality is positively and significantly influenced by the ease of use, which leads to user satisfaction. The usability of the information system has a direct impact on user satisfaction, which subsequently influences their perception of the system's overall quality.

b. Suggestions

The Regional Government of Palopo City should conduct more comprehensive research for its employees in managing SIPD within each SKPD, ensuring that planning is more systematic to attain professional services, while also disseminating this information to the community for independent monitoring. Despite some officials' dissatisfaction with the application, future contentment with its use will inherently enhance the quality of this service. The caliber of the user will profoundly influence the efficacy of exceptional service. Actions required by the Regional Government, particularly in Palopo City. For further research to be more in-depth, the results obtained should be added to a wider range of respondents, including comparisons with the systems used by the central government in the regions.

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