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Determinants of User Satisfaction SATe Website Application (Integrated Accounting System) using the Webqual 4.0 Method

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Abstract–The implementation of E-Government in various government sectors, including Bekasi City, encourages the development of effective and efficient information systems. One example is the Integrated Accounting System (SATe). This study aims to analyze the Influence of Usability, Information quality and Interaction quality on User satisfaction on the SATe Website application using the Webqual 4.0 method. Webqual is one of the methods or techniques for measuring Website quality based on end user perceptions. Website quality can be assessed by three dimensions of Webqual 4.0 consisting of user quality, information quality and interaction quality. The objects of the study are Usability, Information quality, Interaction quality and User satisfaction. The subjects in this study were users of the SATe Website application. The data used are primary data collected from respondents using a questionnaire instrument, namely 108 respondents consisting of Treasurers and Assistant Treasurers of SKPD Bekasi City and Accounting employees of BPKAD Bekasi City who use the SATe Website application. Based on the results of the research that has been conducted, it can be concluded that Usability, Information quality, and Interaction quality simultaneously have a significant influence on the level of user satisfaction of the SATe Website application, while partially, the Usability and Interaction quality variables have a significant influence on user satisfaction of the SATe Website application, but Information quality does not affect User satisfaction.

Keywords: Usability; Information Quality; Interaction quality; SATe Website Application; Webqual; E-Government

1. INTRODUCTION

The application of information technology is very much needed in the implementation of government in facing global challenges. In realizing government performance that can satisfy especially in the field of good governance, the government must continue to make various efforts and actions towards improvement to increase accountability and transparency in terms of state or regional financial management, one way is by making improvements and refinements to the accounting system and state administration as a whole (Gioh, 2021).

Financial Reports are essentially a medium for an entity (government) to be accountable and report its financial performance to the public. The government is required to be able to provide and present financial reports whose information contains explanations about quality finances. In the Government Accounting Standards (SAP) it has been explained in Government Regulation No. 71 of 2010 that quality financial reports must meet the following characteristics; relevant, reliable, comparable, and understandable. In addition, the most basic and important thing in the application of accounting in the preparation of Regional Financial Reports is the Accounting System which is used as the basis for the preparation. As the definition of the Regional Financial Accounting System which is a series of procedures starting from the process of data collection, recording, summarizing, to the final stage of financial presentation and reporting, in the context of accountability for financial performance, namely the implementation of the Regional Revenue and Expenditure Budget which can be done either manually or using a system that has been computerized properly.

To simplify the flow of business processes in government, it is better to utilize the existence of a Website to convey information related to financial reports that can be accessed via a Website. A website is a form of service in an internet network that contains information that can be accessed by anyone, anytime and anywhere. A website is said to be good if it has information that can meet user needs (Roz, 2020) and user satisfaction. Research results (Warat & Zuraidah, 2023), states that there is a joint influence of the 3 dimensions of Usability, Information Quality, Interaction Service Quality on user satisfaction.

According to Nielsen (2012) Usability is a quality attribute that explains or measures how easy an interface is to use, from research results.(Susanto et al., 2022) shows that the ease of use (Usability), information quality (Information quality) and service interaction quality (Service Interaction quality) on the Jurnal.id application have been very well perceived by users.

Lemke, Clark & Wilson (2011) defines Interaction quality as the customer's perception of the way in which the service is delivered when the service is provided. Interaction quality is also related to the customer's perception of the interaction with the service provider (eg employees, staff, etc.) during the service. Research results(Andiati & Shinta, 2022) shows that service interaction quality has an effect on user satisfaction.

Website Quality (Webqual) is a method or technique for measuring website quality based on user perception.(Sanjaya, 2012). Web-based applications can be a vital instrument in providing up-to-date information. Web-based applications are one of the main means in realizing this digital government concept. The government's choice to use web-based applications can be a strategic step in increasing efficiency, transparency, and performance in producing accountable financial reports. Web-based applications can help the government manage and analyze data better. By using technology, the government can gain in-depth insights that support strategic decision-making.

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The better the quality of a website, the more users will access the website. Website quality has a big influence on user satisfaction in searching for information. Users always look for detailed information before making a purchase of goods or services. This is supported by research(Tatang, 2017)which states that good website quality influences user satisfaction and creates the perception of making repeat purchases and not switching to similar service providers.

User perception of a good information system is a system where users feel satisfied with the quality of the Website. Website quality can be assessed by three dimensions of Webqual 4.0 which consists of user quality which includes ease of operation, easy to navigate, has an attractive appearance, appropriate design and creates a positive experience for users. Then the quality of information (Information quality) which includes information that is accurate, reliable, actual, relevant, easy to understand, precise in detail and appropriate design. As well as the quality of interaction (Information quality) which includes a good reputation, safe in transactions, safe in providing personal information, gives the impression of attracting interest and attention and easy to communicate with the company (seller).

One of the entities that utilizes the use of the Website system is the government, namely the use of a Website system in the form of an integrated accounting system in government is an important component in the implementation of E-Government. This integrated accounting system functions as a means of communication and provision of information for regional devices. However, the quality of service provided by this accounting system is very important to ensure the effectiveness and efficiency of the implementation of E-Government. To measure the quality of service of this accounting system. The implementation of E-Government in Indonesia has increased along with the increasing use of communication and information technology. This is driven by Presidential Instruction No. 3 of 2003 which establishes national policies and strategies for the development of E-Government. E-Government is expected to increase the efficiency, effectiveness, transparency, and accountability of government administration. In this context, an integrated accounting system is an important means of realizing good E-Government.

One of the applications of E-Government in the Bekasi City government is the Integrated Accounting System (SATe), which is an application for creating online Reconciliation Minutes that are integrated with other accounting applications (Finance, Inventory and Fixed Asset Applications). The SATe application was created and implemented in 2021. The SATe application is a Web-based application that can be accessed anywhere and anytime (with an internet connection). The SATe application was created because before the SATe application, reconciliation of account data for the preparation of Financial Reports in Regional Devices and LKPD was still done manually so that it was less valid and there were frequent changes in the data in the Reconciliation Minutes that were done manually. Facing this problem, an application is needed.Over time, the SATe application has been used by Regional Governments to simplify the steps in preparing Financial Reports in Regional Governments, so it is necessary to conduct a study entitled Analysis of the Influence of Usability, Information Quality and Interaction Quality on User Satisfaction of the SATe Website Application (Integrated Accounting System) in the Bekasi City Government Using the Webqual 4.0 Method.

2. RESEARCH METHODOLOGY

Research objects according to (Sugiyono, 2018) is a scientific target to obtain data with a specific purpose and use about something objective, valid and reliable about something. In this study, the objects of research are Usability, Information quality, Interaction quality and User satisfaction. According to The Greatest Showman (2018) research subjects are parties related to the research (informants or sources) to obtain information related to research data which is a sample of a study. The subjects in this study were users of the Integrated Accounting System Website application or better known as SATe, an application for creating online reconciliation minutes. This application program is basically used to display integrated financial reports from several financial management applications in Bekasi City such as the SIMDA Finance application, SIMDARA, BOS Pusat application, BLUD application and BTT application.

The type of data used in this study is primary data collected from respondents using a questionnaire instrument. The questionnaire was created using Google Form with a linkhttps://forms.gle/gEGQXWPgMTd5Q5Zx7 so that it can be filled in by respondents quickly. The questionnaire consists of five pages divided into one page containing questions about respondent biodata and four pages about the quality of the SATe Website Application, namely Usability, Information quality, Interaction quality and a page about User satisfaction *www.SATe.bekasikota.go.id*.

The questionnaire was created using the Webqual method. Webqual is one of the methods or techniques for measuring website quality based on end-user perception. This method is a development of servqual which was previously widely used in measuring service quality.

According toThe Greatest Showman (2022), population is a generalization concept that includes objects or subjects that have certain qualities and characteristics that have been determined by researchers for study objects and then used to draw conclusions. The population used in this study were treasurers and assistant treasurers who used the SATe Website application. The sampling technique used was Non-probability sampling. Non-probability sampling is a sampling technique that does not allow members in the population to have the same opportunity to be selected as a sample or it is not known whether they have the same opportunity or not. While the type of non-probability sampling used is purposive sampling which selects certain sample members intentionally by the researcher, because only these samples represent or can provide information to answer research problems. So the respondents to be used are users of the SATE Website application.

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The data collection technique used in this study is a questionnaire. A questionnaire is a data collection method carried out by submitting a questionnaire sheet containing a list of questions to respondents. The type of questionnaire used in this study is a closed questionnaire, so respondents only choose the alternative answers that have been provided. The questionnaire was distributed via group chat or personally on social media such as Whatsapp and Line to respondents, Treasurers and Assistant Treasurers and officials who use the Website application in the Bekasi City Government.

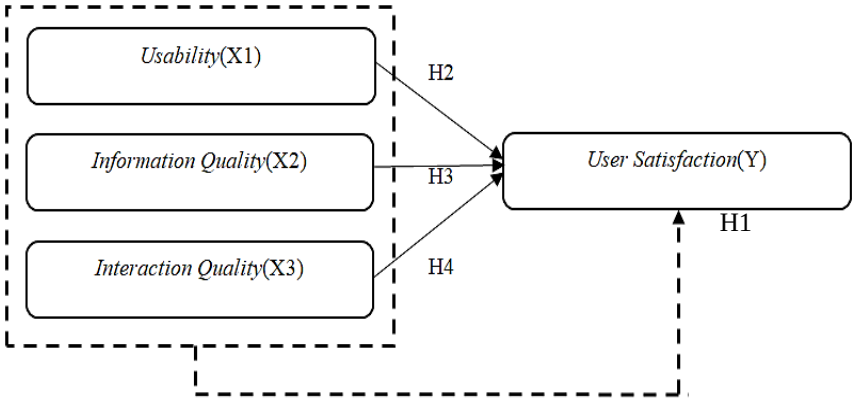

Figure 1. Conceptual Framework

Based on the conceptual framework above, it has been explained that this research involves three independent variables, namely usability, information quality and interaction quality and one dependent variable, namely user satisfaction. According to (Istiana, 2011) Usability comes from the word usable which generally means it can be used well. Something can be said to be well used if failures in its use can be eliminated or minimized and provide benefits and satisfaction to the user. According to Julianto and Lilis in the Journal (Darlynawaty, 2020) states that, Information Quality is a level that is meaningful to users, where data processed by the information system can be factual and useful values. Interaction quality is the contact that occurs in the service delivery process in a meeting between the service provider and the consumer, and this is the key determinant of the evaluation carried out by consumers on the quality of service.

This study adopted various data analysis methods, starting from instrument testing (validity and reliability) to ensure the quality of quantitative data obtained from the questionnaire. Multiple linear regression analysis was then applied to identify the linear relationship between the research variables. The t-test (partial), F-test (simultaneous), and coefficient of determination will provide further information on the unique contribution of each independent variable to the dependent variable, as well as how well the regression model built can explain the variation in the data. The following regression equation model can be obtained:

$$Y = a + \beta 1\, X1 + \beta 2X2 + \beta 3X3 \quad (1)$$

Explanation of variables from equation 1 above includes Y is *User Satisfaction*, α is Constants, βn is Regression Coefficient, X1 is *Usability*, X2 is *Information Quality*, X3 is *Interaction Quality* and E is Error (variableother independent variables outside the regression model).

3. RESULTS AND DISCUSSION

3.1 Research result

3.1.1 Research Instrument Test Results

a. Validity Test
This validity test is used to measure whether a questionnaire is valid or not (Ghozali, 2018). The questionnaire is said to be valid if the statements in the questionnaire are worthy to be included in the next reliability test. If r count > r table then the instrument is declared valid. If r count < r table then the instrument is declared invalid.

Table 1. Validity Test Results

Variables	Question	R Count	R Table	Information
Usability (X1)	X1.1	0.864	0.189	Valid
	X1.2	0.906	0.189	Valid
	X1.3	0.879	0.189	Valid
	X1.4	0.868	0.189	Valid
	X1.5	0.906	0.189	Valid
	X1.6	0.915	0.189	Valid

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Variables	Question	R Count	R Table	Information
Information Quality (X2)	X2.1	0.902	0.189	Valid
	X2.2	0.841	0.189	Valid
	X2.3	0.810	0.189	Valid
	X2.4	0.830	0.189	Valid
	X2.5	0.851	0.189	Valid
	X2.6	0.811	0.189	Valid
	X2.7	0.825	0.189	Valid
Interaction Quality (X3)	X3.1	0.840	0.189	Valid
	X3.2	0.853	0.189	Valid
	X3.3	0.907	0.189	Valid
	X3.4	0.835	0.189	Valid
User Satisfaction (Y)	Y1.1	0.829	0.189	Valid
	Y1.2	0.865	0.189	Valid
	Y1.3	0.860	0.189	Valid
	Y1.4	0.801	0.189	Valid

Based on table 1, it can be seen that the calculation results of each variable have a value of r-count > 0.189 r-table. So it can be said that all the items of the variable statements in the instrument in this study are declared valid.

b. Reliability Test

Reliability testing is used to measure the degree of consistency and stability of data or findings so that it can be known whether a questionnaire is reliable or can be relied upon. To test reliability, you can use the Cronbach's Alpha method. If the Cronbach's Alpha value is greater than 0.60 or 60%, then the question is considered reliable or can be relied upon. If the Cronbach's Alpha value is less than 0.60 or 60%, then the question is considered unreliable or cannot be relied upon.

Table 2. Reliability Test Results

Variables	Cronbach's Alpha if Item Deleted
Usability	0.947
Information Quality	0.927
Interaction Quality	0.879
User Satisfaction	0.857

Based on table 2, shows Cronbach's Alpha for Usability variable is 0.947, Information Quality is 0.927, Interaction Quality is 0.879 and User Satisfaction is 0.857. Thus it can be concluded that the statements in this questionnaire are reliable because they have a Cronbach's Alpha value greater than 0.60. This shows that each statement item used will be able to obtain consistent data which means that if the statement is submitted again it will be obtained relatively the same as the previous answer.

3.1.2 Classical Assumption Test

a. Normality Test

The normality test is used to test whether data is normally distributed or not, which can be determined using the One-Sample Kolmogorov-Smirnov test (Ghozali, 2018). Data is normally distributed if the significance value is > 0.05. The following are the results of the One-Sample Kolmogorov-Smirnov Test normality test.

Table 3. Kolmogorov – Smirnov Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		108
Normal Parametersa,b	Mean	.0000000
	Std. Deviation	1.121576
Most Extreme Differences2	Absolute	.073
	Positive	.073
	Negative	-.061
Test Statistics		.073
Asymp. Sig. (2-tailed)		.196c

Based on the results of the normality test, it can be seen that the Asymp. Sig. (2-tailed) value is 0.196. This shows that the value meets the requirements with a value above the significance level of 5% or 0.05, so it is stated that the distribution of residual data is normal. Thus, based on the normality test carried out with the Kolmogorov-Smirnov test, the results show that the distribution of this research data is normal.

TIN: Terapan Informatika Nusantara
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b. Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is inequality of variance from the residuals of one observation to another. The results of the heteroscedasticity test can be seen in the study in the figure.

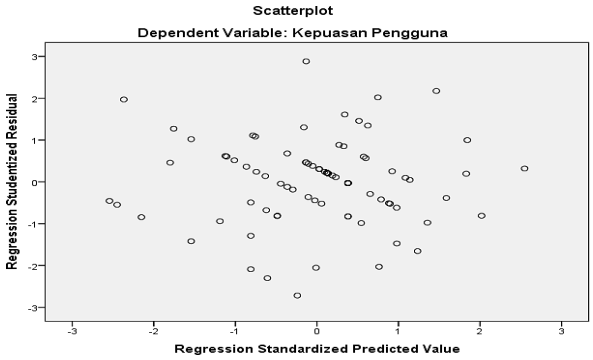

Figure 2. Scatteplot diagram

Based on the scatterplot diagram obtained after the data was processed through SPSS 25, it can be seen that the data points are spread randomly and are spread above and below the number 0 on the Y axis. This means that there is no heteroscedasticity in the regression model so that it can be used in multiple linear regression testing.

c. Multicollinearity Test

The multicollinearity test aims to test whether a regression model finds a significant relationship between independent variables. A good regression model is one where there is no correlation between independent variables.

Table 4. Multicollinearity Test Results

Coefficientsa

Model		Collinearity Statistics	
1	(Constant)	Tolerance	VIF
	Performance_Expectancy	.198	5.249
	Effort_Expectancy	.145	6,890
	Social_Influence	.283	2.035

Based on the table, it shows that the tolerance value for the Usability variable is 0.416, Information quality is 0.225 and Interaction quality is 0.318. Likewise, the VIF value for the Usability variable is 2.404, Information quality is 4.450 and Interaction quality is 3.144. The tolerance value of the three variables shows tolerance ≥ 0.10 and the VIF value ≤ 10, so it can be concluded that the three variables are free from multicollinearity problems, which means there is no correlation between the independent variables and the multicollinearity test is stated to be fulfilled.

d. Linearity Test

The linearity test aims to determine whether the Usability, information quality and Interaction quality variables have a significant linear relationship or not to User satisfaction. Good data should have a linear relationship between variables (X) and variables (Y). The basis for making decisions for the Linearity Test are:

1. If the significant value of linearity > 0.05 then the relationship between the two variables is linear.
2. If the significant value of linearity < 0.05 then the relationship between the two variables is not linear.

The results of the Usability Linearity Test on User Satisfaction are shown in Table 5:

Table 5. Usability Linearity Test Results on User Satisfaction

ANOVA

			Sum of Squares	df	Mean Square	F	Sig.
*User satisfaction** Usability	Between Groups	(Combined)	395,838	12	32,987	16,078	.000
		Linearity	354.125	1	354.125	172,609	.000
		Deviation from Linearity	41,714	11	3,792	1,848	.056
	Within Groups		194,902	95	2,052		
	Total		590,741	107			

Based on the table 5. A significant value of 0.056 was obtained, because the significant value is greater than 0.05, it can be concluded that there is a significant linear relationship between the Usability variable and the User satisfaction variable. The results of the Linearity Test of Information Quality on User Satisfaction are shown in Table 6 below:

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Table 6. Linearity Test Results Information quality towards User satisfaction

ANOVA

			Sum of Squares	df	Mean Square	F	Sig.
*User satisfaction** Information quality	Between Groups	(Combined)	499,461	18	27,748	27,055	.000
		Linearity	421,610	1	421,610	411,080	.000
		Deviation from Linearity	77,852	17	4,580	4.465	.065
	Within Groups		91,280	89	1,026		
	Total		590,741	107			

Based on the table 6. A significant value of 0.065 was obtained, because the significant value is greater than 0.05, it can be concluded that there is a significant linear relationship between the Information quality variable and the User satisfaction variable. Results of Linearity Test of Interaction Quality on User Satisfaction Table 7.

Table 7. Linearity Test of Interaction Quality against User Satisfaction

ANOVA

			Sum of Squares	df	Mean Square	F	Sig.
*User satisfaction** Interaction quality	Between Groups	(Combined)	342,960	10	34,296	13,426	.000
		Linearity	247,214	1	247,214	96,778	.000
		Deviation from Linearity	95,746	9	10,638	4.165	.061
	Within Groups		247,781	97	2,554		
	Total		590,741	107			

Based on the table 7. A significant value of 0.061 was obtained, because the significant value is greater than 0.05, it can be concluded that there is a significant linear relationship between the Interaction quality variable and the User satisfaction variable.

3.1.3 Multiple Linear Regression Analysis

Multiple Linear Regression is testing the influence of two or more independent variables on one dependent variable. The purpose of this analysis is to determine the relationship between the independent variable and the dependent variable whether it has increased or decreased. The Multiple Linear Regression Model is as follows:

Table 8. Results of Multiple Linear Regression Analysis

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	3,572	.871	
	Usability	.106	.029	.411
	Information Quality	.110	.021	.006
	Interaction Quality	.135	.042	.421

Based on the results of the multiple linear regression analysis presented, the following regression equation model can be obtained:

$$Y = a + \beta 1\, X1 + \beta 2 X2 + \beta 3 X3$$

$$Y = 3.572 + 0.106\, X1 + 0.110\, X2 + 0.135\, X3$$

From the equation above it can be seen that the constant value of 3.572 indicates that the Usability, Information quality and Interaction quality perception variables have a value of zero or constant, which will increase User satisfaction by 3.572. The Usability coefficient value (X1) is positive at 0.106, indicating that there is a positive relationship with the User satisfaction variable (Y), which means that if there is an increase of 1 Likert scale of Usability, it will increase User satisfaction by 0.106. The coefficient value of Information quality (X2) is positive at 0.110, indicating that there is a positive relationship with the User satisfaction variable (Y), which means that if there is an increase of 1 Likert scale of Information quality, it will increase User satisfaction by 0.110. The coefficient value of Interaction quality (X3) is positive at 0.136, indicating that there is a positive relationship with the User satisfaction variable (Y), which means that if there is an increase of 1 Likert scale of Interaction quality, it will increase User satisfaction by 0.136.

TIN: Terapan Informatika Nusantara
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3.1.4 Hypothesis Testing

a. t-Test (Partial)
The t-test is used to test whether the independent variables (Usability, Information quality and Interaction quality) partially affect the dependent variable (User satisfaction). This t-test is carried out with the following provisions:
1. If the value is significant ≥ 0.05 then the hypothesis is rejected (the regression coefficient is not significant).
2. If the value is significant≤ 0.05 then the hypothesis is accepted (significant regression coefficient).

The hypothesis that will be tested is:
H0: Usability, Information quality and Interaction quality do not have a partial effect on User satisfaction of the SATe Website Application.
H1: Usability, Information quality and Interaction quality have a partial influence on User satisfaction of the SATe Website Application.
The following are the results of the t-statistic test:

Table 9. t-Test Results (Partial)

Coefficientsa

1	(Constant)	t	Sig.
	(Constant)	2.108	.037
	Effort_Expectancy	5,340	.000
	Social_Influence	.080	.936
	Facilitating_Condition	5.454	.000

Based on the table of partial coefficient test results, it shows that Usability and Interaction quality have a significant value of ≤ 0.05 (0.000 ≤ 0.05). This shows that based on this value, H1 is accepted. So it can be concluded that partially the Usability and Interaction quality variables have an effect on User satisfaction of the SATe Website Application. The partial regression coefficient test results show that Information quality has a significant value of 0.936 or greater than 0.05. This shows that based on this value, H1 is rejected. So it can be concluded that partially the Information quality variable does not affect User satisfaction of the SATe Website Application.

b. F Test (Simultaneous)
The F test aims to determine the influence of independent variables simultaneously. Simultaneous Test (F Test), is useful for conducting hypothesis tests of regression coefficients (slopes) simultaneously and ensuring that the selected model is feasible or not to interpret the influence between independent variables on dependent variables. This test is very important because if it does not pass the F test, the t test results are irrelevant. The decision is:
1. If the significance value is < 0.05 and the calculated F > F table, then the independent variable simultaneously influences the dependent variable.
2. If the significance value > 0.05 and the calculated F < F table, then simultaneously the independent variable does not affect the dependent variable.

Table 10. F Test Results (Simultaneous)

ANOVA

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	273,340	3	39,338	29,854	.000b
Residual	317,401	104	3,052		
Total	590,741	107			

Based on the table, it is known that the results of the F test obtained a significance value of ≤ 0.05 (0.000 < 0.05) so H1 is accepted or it can be interpreted that simultaneously (together) the Usability, Information quality and Interaction quality variables have a significant effect on the User satisfaction variable of the SATe Website Application.

c. Determination Coefficient Test (**R^2**)
The determination coefficient test aims to measure how far the model's ability to explain the variation of the dependent variable. The value of the determination coefficient is between zero and one. To calculate the determination coefficient (R^2). If the determination coefficient value (R2) approaches 0, then the weaker the influence of the independent variable on the dependent variable and vice versa, the closer it is to one, the better the regression results are because the independent variables as a whole are able to explain the dependent variable.

Table 11. Results of the Determination Coefficient Test (**R^2**)

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.680a	.463	.447	1,747

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Based on the table of determination coefficient test results (R^2), it can be seen that the Adjusted RSquare value obtained is 0.447 or shows a percentage of 44.7%. This shows that the Usability, Information quality and Interaction quality variables can explain the User satisfaction variable, the remaining 55.3% is influenced by other independent variables that are not included in this study.

3.2 Discussion

3.2.1 The Influence of Usability, Information Quality and Interaction Quality Simultaneously on User Satisfaction

Based on the results of the F Test, a significance value of ≤ 0.05 (0.000 <0.05) was obtained, so H1 was accepted or it can be interpreted that simultaneously (together) the Usability, Information quality and Interaction quality variables have a significant effect on the User satisfaction variable of the SATe Website Application. The results of this study indicate that the three variables studied have a significant contribution in increasing user satisfaction of the SATe web application. Therefore, it is important for application developers to continue to pay attention to and improve the quality of these three aspects. Thus, the SATe web application can be more user-friendly and meet user needs optimally.

3.2.2 The Influence of Usability, Information Quality and Interaction Quality Partially on User Satisfaction

The regression coefficient of Usability on User satisfaction is 0.411 with a significance level of 0.000. This shows that Usability has an effect on User satisfaction and has a positive relationship, meaning that the higher the Usability, the higher the User satisfaction. The results of this study support the research (Purwandani & Syamsiah, 2021), (Wijayanti & I, 2022), (Eti Yulianti & Nurhadi, 2024) and (Piran, 2022) which states that Usability has a significant and positive influence on user satisfaction variables. The higher the level of Usability of an application, the higher the level of user satisfaction. This indicates that by increasing the ease of use of the application, developers can increase user satisfaction and encourage continued use of the application.

Regression coefficient *Information quality* towards User satisfaction of 0.006 with significant level of 0.936 or greater than 0.05. This shows that Information quality does not affect User satisfaction. Information quality is not the main factor that affects User satisfaction. Information quality does not affect because the SATe application website has provided accurate, relevant, actual and reliable information and the information provided is detailed, clear and easy to understand. This means that other factors, such as Usability, interface design, or user characteristics, may play a more important role in determining user satisfaction. The results of this study support the research (Ardiansyah & Monica, 2024), (Febrianti & Fiddin, 2024), (Akbar et al., 2017) which states that Information quality or usability does not have a significant influence on user satisfaction. The results of this study indicate that in the context of the SATe application, accurate and relevant information quality has a much greater influence on user satisfaction. This indicates that SATe application users prioritize data accuracy over ease of use.

Regression coefficient*Interaction quality* towards User satisfaction of 0.421 with a significant value of 0.000. This shows that*Interaction quality*influences user satisfaction and has a positive relationship, meaning that the higher the*Interaction quality*then the higher the user satisfaction. *Interaction quality* In the SATe Website Application, the quality of user interaction with the SATe application covers various aspects, ranging from data security, ease of communication, to the ability to provide feedback. Guaranteed data security will make users feel safe in using the application, while ease in communicating with related parties will increase user satisfaction. The results of the study indicate that users feel safe in interacting with the SATe application and the information provided is reliable, which indicates that the Interaction quality aspect has been met properly. The results of this study support the research Rahmawati, (2022) which states that the quality of service interaction has a significant and positive influence on user satisfaction variables. The results of this study highlight the importance of data security, ease of communication, and the ability to provide feedback in increasing application user satisfaction. For further research, it is recommended to analyze more deeply the specific aspects of the most influential Interaction quality and compare the results of the study with other applications

4. CONCLUSION

Based on the results of the research that has been conducted, it can be concluded that Usability, Information quality, and Interaction quality simultaneously have a significant influence on the level of user satisfaction of the SATe Website application. This means that the three aspects are interrelated and contribute to forming positive user perceptions of the application. The user's ability to operate the application easily (Usability), the quality of relevant and accurate information (Information quality), and the quality of good interaction (Interaction quality) together increase user satisfaction. This finding indicates that in order to continue to increase user satisfaction, application developers need to pay equal attention to all three aspects. In other words, efforts to continuously improve Usability, Information quality, and Interaction quality will have a positive impact on the acceptance and use of the SATe application by users. Based on the results of the research that has been conducted, it can be concluded that partially, the Usability and Interaction quality variables have a significant influence on user satisfaction of the SATe Website application. While Information quality does not affect User satisfaction. The results of this study indicate that Ease of use (Usability) and the quality of user interaction (Interaction quality) with the system partially play an important role in forming positive user


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perceptions of the application. The dominant results in the Usability variable are on X1.5 the SATe application website is easy to learn and operate and on the Interaction quality variable, namely on X3.4 it is easy to find the information needed on the SATe application website. While Information quality does not provide a significant contribution to user satisfaction in this study. Information quality has no effect because the SATe application website has provided accurate, relevant, actual and reliable information and the information provided is detailed, clear and easy to understand.

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