

Original Research Article

The Importance of System Quality to the Quality of Information through User Satisfaction in Syntactic Information Systems in the Office of Notary and PPAT Muhammad Haris Fathony, Sh., M.Kn

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Abstract: This study aims to analyze and explain three variables, namely system quality, information quality, and user satisfaction. The effect of information quality as a mediation of system quality on user satisfaction of SINTAKDOMI Web-Based Applications at the Notary Office and PPAT Muhammad Haris Fathony, SH., M.Kn. In addition, this study also aims to analyze and explain the direct effect of system quality on the quality of information on the SINTAKDOMI Web-Based Application at the Notary Office and PPAT Muhammad Haris Fathony, SH., M.Kn. Respondents are employees and customers at the Notary Office and PPAT Muhammad Haris Fathony, SH., M.Kn as users of a Web- Based Application called SINTAKDOMI in the internal office area. The population in this study was 10 employees and 90 customers who used the SINTAKDOMI Web-Based Application. The data collection method used is a census using all analytical techniques using Linear Regression Techniques with path analysis methods. The results showed that the quality of information status is a mediating variable that can mediate the system quality variable on user satisfaction.

Keywords: System Quality, Information Quality, User Satisfaction.

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INTRODUCTION

The Syntax Information System at Notary and PPAT Muhammad Haris Fathony, SH., M.Kn is an information system owned by Notary and PPAT Muhammad Haris Fathony, SH., M.Kn which has been designed in such a way as to be used in improving quality and service, document management that starts with the process of requesting orders processes carried out by customers to data collection to the archiving process which was previously done manually, due to generalizations and the impact of Covid-19, for processing and completing documentation and services everything is transferred to an information system centered on the SYNTAKDOMI information system. It is a concept for planning and managing the resources of the Notary Office and PPAT Muhammad Haris Fathony, SH., M.Kn, namely in the form of an integrated program application package and multi-module designed to serve and support various functions at the Notary Office and PPAT Muhammad Haris Fathony, SH., M.Kn (to serve and support multiple business functions), so that work becomes more efficient and can provide more services for consumers, which ultimately can generate added value and provide

maximum benefits for all interested parties (stakeholders) for the Notary Office and PPAT Muhammad Haris Fathony, SH., M.Kn. The Use of the Syntactic Information System at the Office of Notary and PPAT Muhammad Haris Fathony, SH., M. Kn is equipped with hardware and software to coordinate and integrate information data in every area of business processes to produce fast decision making because it provides fast data analysis and reports, on-time data reports, progress reports and archiving. The SYNTAKDOMI Information System is very helpful for the Notary Office and PPAT Muhammad Haris Fathony, SH., M.Kn who have extensive partners, using databases and reporting management tools that have been divided. However, it is necessary to know that there are things that might affect the satisfaction of using the system. The researcher adopted the Information System Success model developed by DeLone and McLean in 2003 which has been updated from the previous version in 1992. Namely: System Quality and Information Quality.

Researchers found an inconsistency in the results of previous studies using the DeLone and McLean information system success model. The study,

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(Iranto, 2012) found a positive influence on the quality of workability and user satisfaction. This is inconsistent with the results of research (Istianingsih, 2009), (Purwaningsih, 2010), and (Septianita, 2014) which found a positive and significant effect between system quality and user satisfaction. In a study conducted by Gorla et al., in 2010, researchers also found a positive influence on user satisfaction even though they were faced with a different dependent variable, namely organizational impact, but when compared to the other two variables, information quality, and system quality, user satisfaction variable has the most significant influence. This is of course very contrary to the results of research (Luqman, 2014).

RESEARCH OBJECTIVE

Syntax Information at the Office of Notary and PPAT Muhammad Haris Fathony, SH., M.Kn. To analyze the quality of the system on the quality of information through user satisfaction in the SINTAKDOMI Information System at the Notary and PPAT Office Muhammad Haris Fathony, SH., M.Kn.

RESEARCH METHODOLOGY

The results of the research object can be seen with quantitative calculations. The population of this research is all users of the SYNTAKDOMI information system application at the Notary Office and PPAT Muhammad Haris Fathony, SH., M.Kn. The number of users is 100 people. Because the population is relatively small, all members of the population are used as objects of research. This method is called a census.

Table 1: Variables, Indicators, and Question Items

No	Variable	Indicator	Question Items
1	System Quality (X)	1. Ease of use	I could use the system without the help of others.
			I could use the system by my needs.
			The system can process data what I want quickly.
		2.System Flexibility	The system can adjust the data upload/upload requirements latest.
			The system can be set accordingly with what I need.
			Every menu available on the system capable Communicate function and goals.
		3.System Reliability	The system could give feedback on each menu that is available
			System seldom occur crashes/errors data when being used.
			The system can work independently in realtime. Duringo'clock operations take place.
		4.Ease of Learning	I can understand the function the menu on the system
			I am experienced in operate the system
			This system provides a good operating experience to help I'm processing data
2	User Satisfaction (Y1)	1.Felt Need	I use the system without needing help from another system.
			I feel comfortable use this system.
		2.System Acceptance	I feel this system needs to be developed.
			I seldom experience system problems when I use it.
			Data on the system can be safely maintained by parties who are not entitled to access the data.
		3. Perceived	I believe with every use of this system effective and efficient.
			The system used can be improving data quality.
			The system used can Increase quality service.
		4. Usefulness	The system used makes it easy to help I for processing data.
			The system I use can save time, so I can immediately do other work.
			The system I use fits my needs.
		3	Quality Information(Y2)
I could get the information which appropriate and accurate.			
I could get information on needs.			
I could easily get information when needed.			
2. Consistency	I could get information which appropriate andaccurate.		
	I can get the right information consistently.		
	The information generated by needs consistently.		
3. Timeliness	Information which serve drelible.		
	The information I obtained was by the time needed.		
	Receipt of appropriate information with the latest data.		
4. Understandability	I ready access information on the system.		
	The system I use can save time, so I can quickly do the work that I need to do other.		
	The system I use according to my needs.		
			I can understand quickly and do not depend on others when operate the system.

ANALYSIS AND INTERPRETATION

The research location is the Office of Notary and PPAT Muhammad Haris Fathony, SH., M.Kn which is located at Jalan Zainul Arifin No. 3A Malang City. Administratively, Minuta is a part that has an important role in the Notary Office and PPAT Muhammad Haris Fathony, SH., M.Kn. Where the minute document is one of the important documents that will later be needed for audit needs by a notary together with the auditor at a certain time. As with

minute data collection, which still uses the manual (handwritten) method, it is very vulnerable for a legal institution or government agency, because it can be misused by irresponsible people. Having a lot of documents is sometimes very inconvenient, especially when you want to find the required documents quickly and precisely.

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Table 2: Results of Path Analysis of Direct and Indirect Effects

Variable	Direct Influence	p value	direct Influence	Total Influence
(X) → (Y1) → (Y2)	0.955		0.935X 0.938=0.877	0.598

Based on table 2, the path analysis results show that user satisfaction acts as a mediator between system quality and information quality because all coefficients have probability values <0.05. Based on the value of the total effect of 3.768 > greater than the direct effect of 0.877. Thus the fourth hypothesis which states that System Quality has a positive and significant effect on User Satisfaction through Information Quality is statistically tested. System quality affects the quality of information through user satisfaction. This shows that the quality of the system can improve the quality of information if it is supported by customers who are satisfied when using the system based on user satisfaction.

Institutional activities will not function as expected without a good quality system; with a quality system can increase the productivity of information quality by paying attention to whether the customer has had user satisfaction. The quality of the system owned by the system can support the level of information quality, meaning that in this case the influence of system reliability from customers, experiences, and observations possessed by employees is expected to provide direction on their duties and responsibilities. In addition, the quality of information will be maximized if the customer has user satisfaction. According to Luthans (2012), user satisfaction is the result of customer perceptions of how well the system helps their work which is considered important.

SUMMARY

The quality of the system has a positive and significant effect on the quality of information through user satisfaction, which means that the SYNTAKDOMI information system at the Notary Office and PPAT Muhammad Haris Fathony, SH., M.Kn can be improved if the quality of the system is owned by the system so that it can provide satisfaction in its use.

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