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Analysis of information system success model on e-sambat in reporting service complaints in Pasuruan city

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ABSTRACT

The development of the times has also taken a place, especially in the implementation of public services in the community, one of the related programs is the existence of an application called E-Sambat, where this application is a digital platform that can be used by the people of Pasuruan City as a form of brave complaint. Researchers found several interesting things, including that most of the random sources the researchers met did not know them and instead asked about the complaint reporting application, there were differences in the E-Sambat menu features when accessed via the application and browser. This led researchers to conduct research on analysis of satisfaction factors using the E-Sambat application in reporting service complaints in Pasuruan City. This research uses the D&M IS Success Update Success Model theory which was updated in 2003 by Delone and McLean. Meanwhile, measuring the success of the E-Sambat application is by using the DeLone and McLean information system success model. In this success model, system quality, information quality, and service quality are tested and their impact on user satisfaction.

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1. INTRODUCTION

Public Service in the realm of administration is one of the things that is very often found and activities carried out by the State Civil Apparatus as a public servant who has a focus on handling matters of a public affairs nature. The development of the times also took place, especially in the implementation of public services in the community. Globalization is a new era where people can interact without any restrictions between one region and another, this phenomenon is growing and cannot be separated from everyday life where the world is growing and also all activities are increasingly facilitated by globalization. Globalization spreads throughout the world without any time and place restrictions, the existence of sophisticated technology is a supporting factor in the process of spreading globalization. Education, politics, economics, and culture have become examples of fields that have felt the impact of globalization.

Responding to the need in the implementation of E-Government in utilizing existing technology, the Pasuruan City Government has a view to make Pasuruan City a Smart City, the Pasuruan City Government has 6 programs that enter the Smart City dimension, namely Smart Governance, Smart Branding, Smart Economy, Smart Living, Smart Society, and Smart Environment. One of the related programs is the existence of an application called E-Sambat where this application is a digital platform that can be used by the people of Pasuruan City as a form of online complaints, where this application has also been facilitated with maps, ease of submitting complaints and also a response that will be given by related agencies with complaints that have been made. Therefore, in realizing the implementation of E-Government, the Pasuruan City Government issued regulations through: Pasuruan Mayor Regulation Number 70 of 2022 concerning Community ONLINE Complaint Handling Services within the Pasuruan City Government is explained again in article 1 paragraph 7 which reads: "Pengaduan masyarakat online adalah bentuk penerapan dari pengawasan masyarakat yang disampaikan oleh masyarakat Kota Pasuruan kepada aparatur pemerintah kota pasuruan terkait, berupa sumbangan pikiran; saran, gagasan atau keluhan/pengaduan yang besifat pembangunan dan hambatan dalam pelayanan masyarakat melalui Website Pengaduan dan Aplikasi E-Sambat berbasis Android".

Departing from the results of the application assessment on the playstore which has a rating of 3.5 out of 66 people who made the assessment and is still rarely heard of this form of complaint, researchers are interested in conducting research on E-Sambat within the scope of the success of the information system built to serve public complaints. Researchers found that there are several things that are not included in the E-Sambat service, including only displaying dashboard graphs of the complaining account, then on the same page but have listed the Top 10 Highest Complaint Categories against related agencies by the public. In the discussion above, researchers also did not find a large number of users who have carried out complaint activities and the progress of the complaint report as reported by Jatim Tribun News. After that, there is a difference in service listings between applications on Android and websites where the Android application has listed a number of hotlines and important numbers of regional agencies as well as a number of information on Pasuruan City public facilities. In previous studies, researchers used it as a reference in conducting research on this e-sambat, in previous studies this e-sambat has not been studied using delone and mclean theory while previous studies have been studied using gibson theory and then also E-Government Quality. So that some additional information related to E-Sambat was found.

2. RESEARCH METHOD

Research on D&M Information Success Analysis on E-Sambat Application in Reporting Service Complaints in Pasuruan City using quantitative methods. The location of the research will be carried out within the scope of the Pasuruan City Communication and Statistics Information Office area located on Jl. Pahlawan No. 22, Pekuncen, Panggungrejo District, Pasuruan City. Then researchers will go directly to the community gathering place. The sampling technique in this study used incidental sampling techniques which succeeded in finding 90 respondents.

Based on the existing research framework, hypotheses can be compiled as follows. H1 = System Quality in the E-Sambat application has a significant positive effect on application usage satisfaction, H2 = Quality of Information in the E-Sambat application has a significant positive effect on the satisfaction of using the application, H3 = Quality of Service in the E-Sambat application has a significant positive effect on application

usage satisfaction, H4 = System Quality, Information Quality, and Service Quality in the E-Sambat application has a significant positive effect on application usage satisfaction.

3. RESULTS AND DISCUSSIONS

a. Validity Test

The Validity Test is used to show the level of validity of the research instrument which means that the questionnaire instrument is tested for validity and can be used to measure what should be measured. Test validity using the product moment correlation method. Based on the results of the calculation value using SPSS with 4 indicators where the data shows that all questionnaires are valid because the value of the correlation coefficient is positive and greater than the critical r 0.207.

b. Reliability Test

Reliability Test is the test of precision, precision or accuracy demonstrated by a measuring instrument. The measurement results can be reliable if several times the measurement of the same group of subjects obtained the same relative results. It can be said that all α values have a value greater than the critical value of reliability, which is 0.60, so it can be said that all statement items can be trusted and used for further research.

c. Classical Assumption Test

In using regression analysis, there are several classic assumption tests that must be done to test this research data. Here is a classic assumption test that must be done, namely:

d. Normality Test

The Normality Test aims to test whether in a regression model, confounding or residual variables have a normal distribution (Ghozali; 2013). In the results of the normality test using the Sig. Monte Carlo value, the Monte Carlo value is seen at 0.203 which is greater than 0.05, so that in the normality test it can be concluded that the data is normally distributed.

e. Multicholinerity Test

The Multicollinearity Test aims to test in regression models found a correlation between independent variables (Ghozali; 2013). It is known that the VIF value of the system quality variable (X1) is 1.191 < 10, information quality (X2) 1.343 < 10, and service quality (X3) 1.548 < 10. Then the Tolerance value of system quality (X1) is 0.840 > 0.10, information quality (X2) 0.745 > 0.1, and service quality (X3) 0.646 < 0.10. So based on the data above, it can be concluded that all independent variables used in this study do not occur multicollinearity.

f. Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is an inequality of variance from residuals or observations to other observations (Ghozali; 2013). The basis for the decision is used if the significance value is greater than 0.05 then no symptoms of heteroscedasticity occur. According to the table above, the value of the System Quality variable (X1) is 0.712 > 0.05, the value of the Information Quality variable (X2) is 0.916 > 0.05, the value of the Service Quality variable is 0.449> 0.05. From these data, it can be concluded that the three variables do not occur symptoms of heterokedasticity or where the confounding variable has a constant value.

g. Autocorrelation Test

The Autocorrelation Test aims to test whether in the linear regression model there is a correlation between confounding errors in the period t-1(previous) (Ghozali; 2013:110).

Based on table 4.14 the Durbin-Watson value is 2.056, the comparison of significance values is 5%, the number of samples is 90(n), and the number of independent variables is 3 (k = 3). So we get a Du value of 1.7264, and a 4-Du value of 4-1.7264 with a result of 2.2492. The value of dU < d < 4-Du is 1.7264 < 2.056 <2.2492, so the results are obtained that there is no autocorrelation problem or there is no correlation between variables.

h. Multiple Linear Regression Test

Multiple regression analysis is the study of the dependence of the dependent variable with one or more independent variables, with the aim of estimating the population average or dependent variable value based on the known value of the independent variable. The result of the regression analysis is in the form of coefficients for each independent variable. Regression analysis is used to measure the strength of the relationship between two or more variables, also showing the direction of the relationship between dependent and independent variables (Ghozali; 2013).

Table 1 Multiple Linear Regression Test

Model	Unstandardized Coefficients B
Konstansta	5,897
System Quality (X1)	0,149
Information Quality (X2)	0,076
Service Quality (X3)	0,691

Based on the analysis of the above data using SPSS, it is obtained:

Y = 5.897 + 0.149X1 + 0.076X2 + 0.691X3

The regression equation above shows the relationship between the independent variable and the dependent variable partially, from the equation it can be concluded that: The constanta value is 5.897, meaning that if there is no change in the variables of system quality, information quality, service quality (values X1, X2 and X3) is 0, then the satisfaction of E-Sambat service users is 5,897 units. The value of the system quality regesi coefficient is 0.149, meaning that if the system quality variable (X1) increases by 1% assuming the information quality variable and service quality (X2 and X3) and the constant (a) is 0 (zero) then E-Sambat service user satisfaction increases by 0.149. Then the result will be 6.046 units. The value of the information quality regesi coefficient is 0.076, meaning that if the information quality variable (X2) increases by 1% assuming the system quality and service quality variables (X1 and X3) and the constant (a) is 0 (zero) then E-Sambat service user satisfaction increases by 0.076. Then the result is 5.973 units. The value of the service quality recession coefficient is 0.691, meaning that if the service quality variable (X3) increases by 1% assuming the system quality and information quality variables (X1 and X2) and the constant (a) is 0 (zero) then E-Sambat service user satisfaction increases by 0.691. Then the result is 6.588.

i. Simultaneous Test (Test F)

The statistical test F shows whether all independent variables together have a significant influence on the dependent variable (Ghozali; 2013).

Table 2 Simultaneous Test (Test F)

F_{count}	F_{table}	Sig	Alpha	Description	Hypothesis
26,200	2,71	0,000	0,05	Significant	H4 accepted

Based on the output above, it is known that the significance value for the simultaneous influence of X1, X2, and X3 on Y is 0.000 < 0.05 and the calculated F value is 26.200 > F table 2.71, so it can be concluded that H3 is accepted which means that there is a simultaneous influence of X1, X2, and X3 on Y.

j. Partial Test (T Test)

The t test is used to test how far the influence of the independent variable used in this study individually in explaining the dependent variable partially (Ghozali; 2013).

Table 3 Partial Test (T Test)

Variable	t_{count}	t_{table}	Sig	Alpha	Hypothesis
System Quality (X1)	1,463	1,991	0,147	0,05	H1 rejected
Information Quality (X2)	0,691	1,991	0,491	0,05	H2 rejected
Service Quality (X3)	6,300	1,991	0,000	0,05	H3 accepted

First Hypothesis Testing (H1) It is known that the value of Sig. X1 against Y is 0.147 > 0.05 and the calculated t value is 1.463 < t table 1.991, so it can be concluded that H1 is rejected which means there is no effect of X1 on Y. Testing the Second Hypothesis (H2) It is known that the value of Sig. X2 against Y is 0.491 > 0.05 and the calculated t value is 0.691 < t table 1.991, so it can be concluded that H1 is rejected which means there is no effect of X2 on Y. Third Hypothesis Testing (H3)It is known that the value of Sig. X3 against Y is 0.000 < 0.05 and the calculated t value is 6.300 > t table 1.991, so it can be concluded that H1 is accepted which means there is an influence of X3 on Y.

k. The coefficient determination test (R^2).

The coefficient of determination is used to measure how far the model is able to explain the variation of the dependent variable. The value of the coefficient of determination is between zero and one.

Table 4 The coefficient determination test (R^2).

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,691	,478	,459	2,33718

The coefficient of determination (R2) can be seen that the value of the coefficient of determination is found in the adjusted R Square value of 0.459. Which means the influence of the independent variable on the dependent variable is 45.9%.

3.2 Discussion

a. The effect of System Quality, Information Quality and Service Quality simultaneously on the E-Sambat application on User Satisfaction.

It is known that the significance value for the effect of System Quality, Information Quality and Service Quality simultaneously on User Satisfaction is 0.000 less than 0.05 and the calculated F value of 26,200 is greater than F table 2.71, so it can be concluded that H4 is accepted which means there is a simultaneous influence of System Quality,

Information Quality and Service Quality on user satisfaction. All three variables if tested simultaneously proved to have a significant influence on user satisfaction. The results of this study are in line with research conducted by Ahmad Muharsyah and Rika Kharlina Ekawati (2021) entitled Analysis of the Effect of Information Quality, System Quality and Service Quality on User Satisfaction on the Tokopedia Application with the Delone and Mclean Model in Palembang City which states that the variables System quality, information quality and service quality simultaneously have a significant influence on User Satisfaction.

b. The effect of partial System Quality on the E-Sambat application on User Satisfaction.

It is known that the significance value of the system quality variable to user satisfaction is 0.147 greater than 0.05 (significance level 0.05) and the calculated t value of 1.463 is smaller than t table 1.991, so it can be concluded that H1 is rejected which means there is no partial effect of the System Quality variable on User Satisfaction. This result is in line with research owned by Lidya Stefany Wara, Lintje Kalangi and Hendrik Gamaliel (2021) which states that system quality does not significantly affect user satisfaction, further the similarity of this study is the use of government-based applications where reliable applications, features and functions needed do not affect user satisfaction. Then also the community does not comment much regarding the existing system, there are also reviews on google play but only 3 users.

E-Sambat display when accessed through a browser called https://esambat.pasuruankota.go.id/ there is a complaint dashboard where on the left side there is a menu of complaints in the form of waiting for verification, process, follow-up, completed or rejected adua. Then if traced further down there is a feature that shows the top 10 highest complaint categories which shows a graph of which agencies often get service complaints by the public. The process of making complaints can also be done on the website and also the process will be monitored more widely and relieved through the screen listed if accessed through a browser run through a PC. Then the E-Sambat display if accessed via mobile phone which can be downloaded through the play store for free. Also, before we enter the complaint page, this application has provided several additional menus such as public facilities containing information about available facilities in Pasuruan City that can be accessed by all people and then there is a regional device hotline that contains telephone numbers for all agencies under the auspices of the Pasuruan City administrative area which can make it easier for the public to contact related agencies if needed. E-Sambat has a menu that is not available if the user accesses through the browser and application. The E-Sambat application, which was launched in 2021, only experienced one update, namely in 2022 and also received a rating result of 3.5 from 63 users.

c. The effect of partial Information Quality on the E-Sambat application on User Satisfaction.

It is known that the value of the Significance of the Information Quality variable to User Satisfaction of 0.491 is greater than 0.05 and the calculated t value of 0.691 is smaller than t table 1.991, so it can be concluded that H3 is rejected which means there is no effect of Information Quality on User Satisfaction.

There is a different display that has been shown if E-Sambat is accessed via browser and mobile phone although there are several menus that are the same if the user will make a complaint such as total complaints, pending complaints, complaints processed, complaints completed and complaints rejected. Then when accessed through the browser there is information about the 10 agencies with the highest complaints, then

if accessed via mobile phones, the E-Sambat application also displays Public Facilities and also Regional Device Hotlines, but unfortunately when going to access public facilities the application will load for a long time so that the information presented is still lacking.

This result is based on the fact that a different display has been shown if E-Sambat is accessed through a browser and mobile phone, if you look back at the complaint menu is still the same Then other supporting things respondents did not mention the results of the information obtained after making a complaint, the number is only enough to know the complaint has been resolved. The results of the questionnaire answers are subjective so that there will be differences in perspective.

d. The effect of partial Service Quality on the E-Sambat application on User Satisfaction.

It is known that the value of the Significance of the service Quality variable on user satisfaction is 0.000 smaller than 0.05 and the calculated t value of 6.300 is greater than t table 1.991, so it can be concluded that H3 is accepted which means there is a partial effect of Service Quality on User Satisfaction. Where the results of this study are strengthened by the results obtained by the IKM (Community Satisfaction Index) conducted by the Pasuruan City Government in 2022 which contains several elements, namely requirements, procedures, handling and so on. The final result of the IKM is 3.20 on a scale of 1-4 and 79.98 on a scale of 25-100. The community also mentioned the government's responsiveness in serving complaints. Therefore, the better the quality of service will have a good impact on user satisfaction.

4. CONCLUSION

In the research conducted to analyze the success factors of the model on the E-Sambat Application in reporting service complaints in Pasuruan City using multiple regression analysis, Simultaneous Test (Test F) and Partial Test (Test T), the following conclusions can be drawn: a. It can be concluded that H1 is rejected which means that there is no partial effect of the System Quality variable on User Satisfaction., b. It can be concluded that H2 is rejected which means there is no effect of Information Quality on User Satisfaction, c. It can be concluded that H4 is accepted which means that there is a partial effect of Service Quality on User Satisfaction, d.It can be concluded that H4 is accepted which means that there is a simultaneous influence of System Quality, Information Quality, and Service Quality on User Satisfaction.

There is a different display that has been shown if E-Sambat is accessed via browser and mobile phone although there are several menus that are the same if the user will make a complaint such as total complaints, pending complaints, complaints processed, complaints completed and complaints rejected. Then when accessed through the browser there is information about the 10 agencies with the highest complaints, then if accessed via mobile phones, the E-Sambat application also displays Public Facilities and also Regional Device Hotlines. The E-Sambat application, which was launched in 2021, has only experienced one update. The final result of the IKM is 3.20 on a scale of 1-4 and 79.98 on a scale of 25-100. The community also mentioned the government's responsiveness in serving complaints and suggestions in the future. Therefore, the better the quality of service will have a good impact on user satisfaction. Researchers conducted research using delone and mclean's theory of the efficacy of information systems using only 4 variables, namely system quality, information quality, service quality and user satisfaction. For further research can be developed using all variables in the theory of

system success using intention to use and use and net benefits so that there are new findings that researchers have not found before

Based on the results of respondents' answers, there are several points that can be given additional attention to be improved for the better, including: a. The complaint report data that I get can be useful for me according to my needs with an average score of 2.17, b. The complaint report information I got was complete as I needed with an average score of 2.12, c. The complaint report data that I send is used by the E-Sambat application in accordance with its designation which has an average value of 2.78, d. I often access the E-Sambat application to check the response to my complaint report with an average score of 2.55.

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