

## Analysis Of Factors Affecting Users Of Surat Keterangan Catatan Kepolisian (SKCK) Online Case Study At The Humbang Hasundutan Police

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### Abstrak

Informasi Catatan Kepolisian (SKCK) merupakan salah satu sarana untuk melaksanakan tugas pokok Polri dalam memberikan pelayanan kepada masyarakat. Permintaan Surat Keterangan Catatan Kepolisian (SKCK) biasanya dilakukan secara manual, namun untuk meningkatkan pelayanan terhadap SKCK, Polres Humbang Hasundutan mengusulkan untuk menerapkan Surat Permintaan Catatan Kepolisian (SKCK) secara online. Metode yang digunakan dalam analisis studi kasus ini adalah metode Delone dan McLean yang dimodifikasi dengan metode TAM. Responden penelitian berjumlah 187 orang dengan syarat pernah menggunakan website online Surat Keterangan Catatan Kepolisian (SKCK). Pengujian data akan dilakukan dengan menggunakan software SMART-PLS. Analisis dilakukan untuk mengetahui faktor-faktor untuk mengukur tingkat kepuasan pengguna layanan Informasi Catatan Kepolisian (SKCK) terhadap peningkatan kualitas layanan online. Variabel penelitian dalam studi kasus ini terdiri dari System Quality, Information Quality, Service Quality, Perceived Usefulness, dan Perceived Ease of Use. Hasil penelitian ini adalah Information Quality, Service Quality berpengaruh positif terhadap kepuasan pengguna.

**Kata Kunci:** Model Keberhasilan IS, TAM, Informasi Catatan Polisi (SKCK), Kepuasan Pengguna

### Abstract

Police Record Information (SKCK) is one of the means to carry out the main tasks of the National Police in providing service to the community. Requests for Police Records Certificates (SKCK) are usually done manually, however, to improve services for SKCK, the Police of Humbang Hasundutan proposes to implement Requests for Police Records Certificates (SKCK) online. The method used in the analysis of this case study is the Delone and McLean method which is modified with the TAM method. The research respondents consisted of 187 people with the condition that they had used the Police Records Certificates (SKCK) online website. Data testing will be carried out using SMART-PLS software. The analysis was conducted to determine the factors to measure the level of satisfaction of users of Police Records Information (SKCK) services to improve the quality of online services. The research variables in this case study consist of System Quality, Information Quality, Service Quality, Perceived Usefulness, and Perceived Ease of Use. The results of this study are Information Quality, Service Quality has a positive effect on user satisfaction.

**Keywords:** IS Success Model, TAM, Police Record Information (SKCK), User Satisfaction

## INTRODUCTION

The government is a system that has the responsibility to achieve public welfare based on its authority and power in a country. One of the main tasks of the government is to provide public services related to meeting the needs of the community. The SKCK service is one form of public service that is carried out through efforts in the field of human identification, data collection on individual biographies, data collection on political organizations, data collection on community organizations, and data collection on other activities. A police record certificate (SKCK) is issued by the National Police to the applicant or the public to fulfill the request in question in completing their needs. Humbang Hasundutan Police is one of the resort police responsible for providing police record certificate (SKCK) services. The application for a police record certificate (SKCK) can be done manually by visiting the police station or police area unit. The following is a description of the SKCK issuance service by the Humbang Hasundutan Police manually in the last four years.

**Table 1. Description of published request for Police Records Certificate using manual service from 2019 - 2022 (Jan-Jun)**

Year	publishing Surat Keterangan Catatan Kepolisian	Necessity			
		Jobs (Teacher, farmer, entrepreneur, etc)	Indonesia National Army / Indonesia police	government employees	Candidates for legislative
2019	5675	4020	530	420	705
2020	2240	1800	200	40	200
2021	3329	2529	300	400	100
2022 (Jan - Juni)	1876	600	300	140	20

From table 1. can be seen that the SKCK application from 2019 to 2022 consists of various job requirements such as teachers, farmers, Polri/TNI entrepreneurs, and civil servants to legislative registration. The highest SKCK expenditure was in 2019 as many as 5675 applications and became the highest expenditure for the last three and a half years. In 2020 there was a decrease of 39.5% so the Head of Police Humbang Hasundutan only issued 2240 SKCK. In 2021 the issuance of SKCK has increased by 1,089 issuances and in 2022 the first semester there are 1876 SKCK issuances. Issuance of SKCK manually decreased from 2019 and did not experience a significant increase afterward. The decline in the issuance of SKCK is one of the reasons for the need to increase SKCK services by the Humbang Hasundutan Police. To improve the SKCK service, an innovation is proposed, namely the online SKCK service.

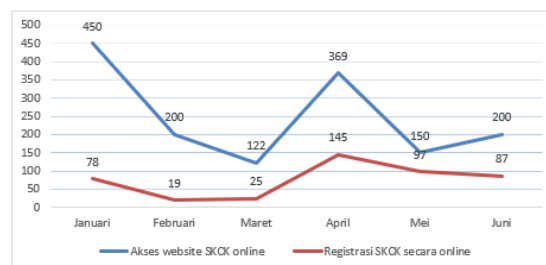
The online SKCK service website is an advancement in the application of technology to the government system. The online SKCK service is an SKCK issuance or extension service through the police website. With the online SKCK service, applicants can register an application and upload documents that are a requirement for submitting an online SKCK management application without having to visit the police station. The online SKCK service is expected to facilitate the publishing process when the situation does not support offline SKCK services. One example is the conditions caused by COVID-19, where most of the services are shifted online. The online SKCK service was introduced in 2020 but began to be implemented in 2022.



**Figure 1.**

***Description of issuance of manual and online SKCK requests from 2022 (January - June)***

Issuance of SKCK online is under the issuance of SKCK manually within a span of 6 months. SKCK issuance online increased in April and decreased until June but did not increase after that. From the data above, it can be seen that on average, applicants still choose to use manual services compared to online SKCK services. So data analysis is carried out on online SKCK service users who access the SKCK website service and the number of applicants who successfully register online.



**Figure 2.**

***The number of users accessing the SKCK website service and applicants who have successfully registered online***

The data above explains that there are only 36% of users open the SKCK site online and register. Therefore, the Humbang Hasundutan Police has tried to collect several complaints from people who use SKCK services online through the SKCK website. The following are the obstacles encountered by users when using SKCK services online.

To analyze the SKCK online website, an approach model that can be applied is needed to see the acceptance of technology. TAM is an important model for predicting user behavior and loyalty to the use of technology. The DeLone and McLean (D&M) model seek to provide a comprehensive understanding of information systems success by identifying and explaining the relationships among the most critical dimensions of success. The modification of these two models will be used to obtain the factors that affect the satisfaction of users of the online police record service (SKCK) case study Polres Humbang Hasundutan.

**E-Government**

Public services have increased a series of innovations by implementing E-government to pay attention to the needs of the community. E-government refers to the delivery of information and public services by the internet or other digital means. E-government advances the transparency, ability, and availability of public services and is recognized as a facilitator for changing public governance (Sachan, Kumar, & Kumar, 2018). E-government is used to develop the efficiency of service

delivery to the public, employees, businesses, and institutions. This can improve communication between government agencies by providing online information and services through websites and at relatively low costs. The advantages of implementing E-government are as follows:

1. Removing Restrictions
2. Improve Accessibility
3. Improve service quality
4. Interacting with Institutions
5. Improve reputation
6. Greater citizen participation

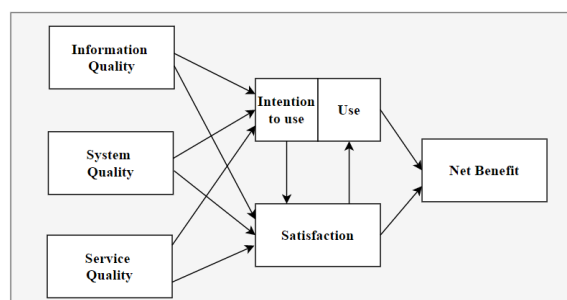
## Models Measuring User Satisfaction

### Delone and McLean's Information System Success Model

In 1992 Delone and McLean formulated an information system success model that can be used to measure user satisfaction. The information system success model describes the standard of the system and the standard of information has an influence individually or collectively on user satisfaction and system use (Martono, Nurkhin, Mukhibad, Anisykurlillah, & Wolor, 2020). At the beginning of the introduction of Delone and McLean's model, it consisted of six main factors, namely:

1. Information quality
2. System quality
3. User satisfaction
4. Individual impact
5. Organizational impact.

Then in 2003 it was improved and improved with additional factors, namely service quality, and net benefits. Additional qualities will influence users to use the system on an ongoing basis. Benefits of leveraging individual impact dimensions and organizational impact



**Figure 3.**

### ***Delone and McLean's Information System Success Model***

#### 1. System Quality

System quality is defined as the desired characteristics of the system, namely a system that produces information (Bakhit Jaafreh, 2017). According to Delone and McLean, the quality of the system is determined by its availability, reliability, adaptability, and response time of the system. There are several elements used for the site quality level from previous research. Some of these elements are:

- a. Response time
- b. User-friendliness
- c. Availability
- d. Integration
- e. Ease-of-use

## 2. Information Quality

Information quality is defined as the applicable characteristics of the system output or output (Bakhit Jaafreh, 2017). DeLone & McLean (1992) defines information quality as a measurement of the results of information. Information quality commits to the creation of relevant and accurate information on the system. The quality in question includes measures of accuracy, precision, timeliness, and cohesiveness (Damabi, Firoozbakht, & Ahmadyan, 2018). There are many ways to measure the quality of information. The following are the steps selected from previous research to measure the quality of information (Maraqa, Al-Amawi, & Hashem, 2018):

- a. Understandability
- b. Relevance
- c. Currency
- d. Precision
- e. Accuracy
- f. Usefulness
- g. Format
- h. Security

## 3. Service Quality

Service quality is a comparison between perceptions or expectations regarding system services with the services provided by the current system (Salim, Bachri, & Febliansa, 2018). Quality can also be interpreted as the support that system users receive from information systems and support for general information engineering personnel as well as on certain information systems (Bakhit Jaafreh, 2017). Service quality can be measured by the ability to solve problems, when users find a service problem that can be studied and provide solutions to these problems. The following are the factors used to measure service quality (Maraqa et al., 2018) (Prasetyo, Adnan, & Wardhani, 2018):

- a. Assurance
- b. Reliability
- c. Responsiveness
- d. Competence

## 4. Customer Satisfaction

DeLone & McLean (1992) define the purpose of the user as a user of the usability of the output system used. user goals can also be defined as the level of user satisfaction with the system used (Bakhit Jaafreh, 2017).

## 5. Intention to User

DeLone & McLean (1992) define the purpose of the user as a user of the usability of the output system used. user goals can also be defined as the level of user satisfaction with the system used (Bakhit Jaafreh, 2017).

## 6. Net Benefit

DeLone & McLean (2008) define net benefits to analyze the extent to which information systems contribute to the success of individuals, groups, organizations, industries, and countries (Adeyemi & Issa, 2020). Measurement of net profit (net benefits) is the number of net benefits used for individual and organizational level analysis.

### **Factors That Effect Satisfaction**

#### 1. Perceive Usefulness

Perceived Usefulness is a dimension that includes productivity, job performance, efficiency, and effectiveness to utility to meet user expectations and needs in helping work, saving time,

solving problems, and encouraging work (Kalankesh, Nasiry, Fein, & Damanabi, 2020). Perception indicators are the extent to which stakeholders believe that using a particular system improves their work performance or the performance of their group or organization (Mtebe & Raphael, 2018). Perceive usefulness has strong empirical support as a predictor of technology adoption. The usability of a system is a driver of the user's basic intention in using the system, therefore it is necessary to understand the determinants of the dimension of value usefulness and their influence over time and experience of using the system.

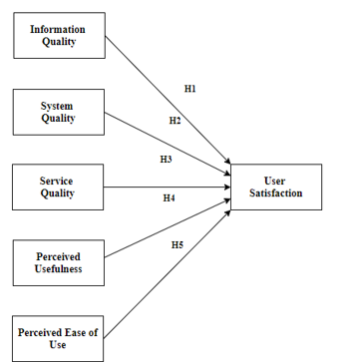
## 2. Perceive Ease of Use

Perceived Ease of Use is a person's perception of the effort they expend to use information technology (Wilson, Keni, & Tan, 2021). The ease that is felt by users of a technology or product shows hope in finding a lot of effort used in using a system or product to achieve certain results (Ghazal et al., 2018). Customers will tend to learn standard product specifications and features more easily and quickly than having to study different products for each part. When users try to have a product or learn a system that is difficult to understand and learn then they will not buy or study that system or product again and look for other alternatives with the same thing (Wilson et al., 2021). The level of user satisfaction will increase when they believe that the new technology or product used is easy to learn or understand. Several studies have found that perceived ease of use affects user satisfaction (Sachan et al., 2018) (Wilson et al., 2021).

## **METHOD**

### **Research Model**

The method used in this study is a modification of the information system success model from Delone and McLean proposed by Joel S. Mtebe and Christina Raphael by adding the perceived usefulness factor where this factor has been widely used in various studies that affect the satisfaction of a system. Meanwhile, researcher Leila R Kalankesh and other researchers added that other researchers added research on perceived usefulness because users will have the desire to use a system when they know that the system will help them complete their work. While the addition of the perceived ease of use factor was added to the research method because some researchers who can prove that the perceived ease of use factor is a factor that can affect user satisfaction in this study are (1) Lisa Y. Chen and Wan-Ning Wu researched the factors that influence user satisfaction in using mobile payments. The results found are factors perceived ease of use affects user satisfaction. (2) Research from Burhan Baharon with other research that examines user satisfaction with e-government, where the results found are the perceived ease of use factor affecting user satisfaction (3) Furthermore, it was carried out by researcher Amit Sachan with other researchers with research on the impact of e-government services on user satisfaction. From this study, it was found that perceived ease of use affects user satisfaction and even the data also states that ease of use has an indirect mediating impact on user satisfaction. So from several previous studies along with modifications to the Delone and McLean information system success model, the following research model was found:



**Figure 4. Research Methode**

Based on the research model that has been made in the research model sub-chapter, the following are the hypotheses tested in this study:

1. System Quality has a positive effect on User Satisfaction
2. Information Quality has a positive effect on User Satisfaction
3. Service Quality has a positive effect on User Satisfaction
4. Perceived Usefulness has a positive effect on User Satisfaction
5. Perceived Ease of Use has a positive effect on User Satisfaction

#### Data Analyst

The analytical technique used is the PLS (Partial Least Square) method based on Partial Least Square (PLS). According to Latan and Ghazali (2012), PLS-SEM is oriented toward component-based predictive models and uses an algorithm that allows getting the best weight estimation for each latent variable, and PLS-SEM is different from the previous or general SEM (Covariance based-SEM) which is based on proof of theory with parametric assumptions that must be met. The research was conducted based on the characteristics to be studied. The research variables used in this study were obtained based on existing hypotheses and theoretical foundations. The variables used in this study are as follows:

**Table 2. Research Variables and Indicators**

No	Variables	Indicators	Definition	Source
1	Service Quality	Assurance	represents the knowledge, capability, and trustworthiness of the staff, free of the dangers or risk	(Prasetyo et al., 2018)
		Reliability	The reliability dimension represents the service provider's capabilities to provide the promised services immediately, accurately, and reliably.	(Prasetyo et al., 2018)
		Responsiveness	The responsiveness dimension represents the wish of the staff to help customers, and provide solutions with responsiveness	(Prasetyo et al., 2018)
2	Information Quality	Understandability	The factor that measures the ambiguity of a system and the extent to which a system is	(Maraqqa et al., 2018)

			accessible	
		Relevance	Application and accuracy of the information on the system to achieve predetermined goals.	(Maraqa et al., 2018)
		Precision	accuracy of services such as features, information, and so forth provided by the system.	(Maraqa et al., 2018)
		Accuracy	the accuracy of the data provided by the system	(Maraqa et al., 2018)
3	Sistem Quality	Response time	the time it takes users to use the system and complete their work using the system	(Alzahrani, Mahmud, Ramayah, Alfarraj, & Alalwan, 2017)
		User-friendliness	user convenience when using the system	(Damabi et al., 2018)
		Availability	the state of being ready for the system to do something.	(Al-mamary, 2020)
4	Perceived Usefulness	Effective work	increase user effectiveness	(Andarwati, Zuhroh, & Amrullah, 2020)
		Complete task faster	assist users in completing their work	(Andarwati et al., 2020)
5	Perceived Ease of Use	Work easier	simplify the user's work	(Taufik & Hanafiah, 2019)
		Easy operated	can be easily operated by users	(Taufik & Hanafiah, 2019)
		Enhance effectiveness	Enhance user effectiveness	(Taufik & Hanafiah, 2019)
6	User Satisfaction	Satisfied with system efficiency	User Satisfied with system efficiency	(Al-mamary, 2020)
		The system meets user expectation	The system meets user expectation	(Al-mamary, 2020)
		The system meets user needs	The system meets user needs	(Al-mamary, 2020)

The source of data used in this study is a source of data obtained directly from the source. The measurement variables will be carried out using a questionnaire using a Likert scale. The Likert scale is a psychometric measurement and is the most widely used scale for research. Measurements using a Likert scale are carried out with an assessment of 1 to 5 with the following criteria:

**Table 3. Likert scale**

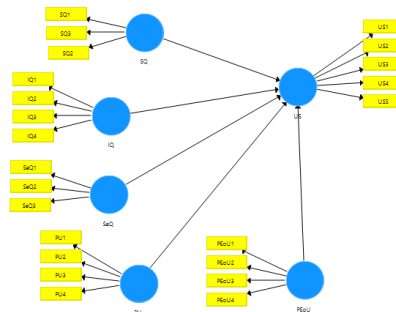
Score	Category
1	Strongly Disagree (SD)
2	Disagree (DA)
3	Slightly Agree (CS)
4	Agree (A)
5	Strongly Agree (SA)



## RESULTS AND DISCUSSION

This research model consists of 6 variables with 23 indicators. The analysis will be carried out using the SMART-PLS software application, the SmartPLS 3.0 software, with the following steps:

1. Create a path model according to the model that has been proposed in the research method using the SmartPLS 3.0 software application.
2. Enter data in the format '.csv' or comma-separated values.
3. In this research, the path model consists of exogenous and endogenous variables, where exogenous variables are System Quality, Information Quality, Service Quality, Perceive ease of use, and Perceive Usefulness, which are related to endogenous variables in the form of User Satisfaction. The following is the path of this research model using the SmartPLS 3.0 application software.



**Figure 5 Path Model**

### Respondent Demographics

Respondents in this study were 187 people, with the demographics of the respondents as follows:

**Table 4. Respondent Demographics**

	Information	Frequency	%
Gender	Female	133	61.4%
	Male	71	38.6%
Age	<18	2	1.1%
	18-28	155	61.5%
	28-38	57	30.5%
	38-48	11	5.9%
	>48	2	1.1%

### Measurement Model (Outer Model) Assessment

Construct validity was examined by analyzing both convergent validity and discriminant validity. According to the construct validity is explored by investigating its relationship with other constructs, both related (convergent validity) and unrelated (discriminant validity). The reliability is assessed through internal reliability (Cronbach alpha  $\geq 0.70$ ). Composite reliability is considered better in estimating the internal consistency of a construct. For the determination of reliability testing, the composite reliability value is  $> 0.7$ . AVE is used to describe the internal intercorrelation, namely the correlation between indicators in the model and the recommended minimum AVE value is 0.5. The following is the ave value of the indicators owned:

**Table 5. The assessment result of the Measurement Model**

Variable	Indikator	Outer Loadings	Cronbach's Alpha	Composite Reliability	AVE
Information Quality	IQ1	0.832	0.811	0.876	0.536
	IQ2	0.765			
	IQ3	0.766			
	IQ4	0.832			
Perceived Ease of Use	PEoU1	0.750	0.813	0.877	0.526
	PEoU2	0.780			
	PEoU3	0.799			
	PEoU4	0.867			
Perceived Usefulness	PU1	0.783	0.847	0.898	0.526
	PU2	0.895			
	PU3	0.885			
	PU4	0.747			
System Quality	SQ1	0.824	0.719	0.843	0.511
	SQ2	0.874			
	SQ3	0.807			
Service Quality	SeQ1	0.751	0.726	0.844	0.617
	SeQ2	0.898			
	SeQ3	0.864			
User Satisfaction	US1	0.757	0.828	0.879	0.505
	US2	0.780			
	US3	0.739			
	US4	0.776			
	US5	0.796			

**Structural Model (Inner Model) Assessment**

After assessing the data in the measurement model (outer model) assessment, the structural model (inner model) In the structural model assessment, the relationship between the variables was measured by analyzing the path coefficient value of each variable by using the bootstrapping method, in which a cut-off value of 1.96 with 5% significance level ( $\alpha=5\%$ ) was used in this research (Wilson et al., 2021).

**Table 6. The structural model (inner model)**

Relationship	Original Sample (o)	T-Statistic	P-Value	Result
IQ→US	0.479	3.200	0.002	significant
PEoU→US	0.161	1.440	0.150	not significant
PU→US	0.115	1.084	0.279	not significant
SQ→US	0.045	0.357	0.721	not significant
SeQ→US	0.198	2.070	0.045	not significant

**Table 7. R-square**

Variables	R-square
User Satisfaction	0.897

R-square is also referred to as the coefficient of determination which explains how far the dependent data can be explained by independent data. The expected value of the coefficient of determination is between 0 and 1. Here it can be seen that the value of the r square obtained is between 0 and 1. The r-square above is the result of the endogenous R-square variable, namely User satisfaction with a value of 0.897.

F Square is an assessment of the magnitude of the influence between variables with Effect Size. The f square value is 0.02 as small, 0.15 as medium, and 0.35 as large. Values less than 0.02 can be ignored or considered to have no effect.

**Table 8. F Square**

<b>Variables</b>	<b>Effect size</b>	<b>Description</b>
IQ → US	0.244	Medium
PEoU → US	0.034	Medium
PU → US	0.027	Low
SeQ → US	0.003	Low
SQ → US	0.074	Medium

### **Hypothesis Testing**

Hypothesis Testing is to establish a basis so that it can gather evidence in the form of data in determining decisions on whether to reject or accept the truth of statements or assumptions that have been made, hypothesis testing can also provide confidence in objective decision-making (Ismunandar et al., 2020). s. If the t value of a hypothesis was lower than 1.96, the hypothesis was rejected. However, if the t value of the hypothesis was greater than 1.96, then it could be assumed and concluded that the hypothesis was supported (Wilson et al., 2021).

#### **H1: A quality system has a significant positive effect on User Satisfaction**

The System Quality factor has no significant effect on user satisfaction. With path coefficient and t-statistics values that are below the minimum value, namely 0.045 and 0.357. That is, hypothesis H0 is accepted, and hypothesis H1 is rejected so that it can be concluded that System Quality has no significant positive effect on user satisfaction with the Humbang Hasundutan SKCK Online website.

#### **H2: Information Quality has a significant positive effect on User Satisfaction**

The Information Quality factor has a significant effect on user satisfaction. because the path coefficient and t-statistics values are above the minimum value, which is 0.479 and 0.002, that is, hypothesis H0 is rejected, and hypothesis H1 is accepted so that it can be concluded that Information Quality has a significant positive effect on user satisfaction of the Humbang Hasundutan SKCK Online website.

#### **H3: Service Quality has a significant positive effect on User Satisfaction**

The Service Quality factor has a significant effect on user satisfaction. because the path coefficient and t-statistics values are above the minimum value, which is 0.198 and 2.070. Hypothesis H0 is rejected, and hypothesis H1 is accepted so that it can be concluded that Service Quality has a significant positive effect on user satisfaction with the Humbang Hasundutan SKCK Online website.

#### **H4: Perceive Usefulness has a significant positive effect on User Satisfaction**

The Perceive Usefulness factor has no significant effect on user satisfaction. The path coefficient value is above the minimum value but the t-statistics are below the minimum value, which is 0.115 and 1.084. That is, hypothesis H0 is accepted, and hypothesis H1 is rejected. so it can be concluded that Perceive Ease of Use does not have a significant positive effect on user satisfaction with the SKCK Online Humbang Hasundutan website.

#### **H5: Perceive Ease of Use has a significant positive effect on User Satisfaction**

Perceive Ease of Use factor has no significant effect on user satisfaction. The path coefficient value is above the minimum value but the t-statistics is below the minimum value, which is 0.161 and 1.440. That is, hypothesis H0 is accepted, and hypothesis H1 is rejected so that it can be concluded that Perceive Ease of Use does not have a significant positive effect on user satisfaction with the Humbang Hasundutan SKCK Online website.

### **Managerial Implications**

Based on the test results, it can be said that data analysis to analyze the variables that affect user satisfaction is carried out from making path diagrams to testing research model hypotheses. After the manufacturing path diagram, the value of R Square is obtained where the exogenous latent variable gives an influence on the endogenous latent variable with a value of 89.7% while 10.3% is explained by variables outside the study. Meanwhile, in the effect size test  $f^2$ , some variables have a low effect on user satisfaction, namely the user perception variable and the quality of the system. Meanwhile, the medium impact variable on user satisfaction is service quality, information quality, and perceived ease of use. After testing  $R^2$  and  $f^2$ , the next step is to test the predictive relevance of  $Q^2$ . This test was conducted to determine the predictive relevance model for endogenous variables with a value greater than 0. The results of this test obtain information quality, perceived ease of use, perceived usefulness, system quality, and service quality have predictive relevance to user satisfaction.

The data processing in this study shows that the quality of the system has a significant effect on user satisfaction. The quality of the system needs to be improved so that it can affect user satisfaction. It is recommended to improve the fast response to user requests so that it can assist in the online SKCK service process. Website navigation also needs to be improved to guide users in the process of creating or extending SKCK online and ensuring that all features of the site can work properly

The data processing in this study shows that the quality of information has a significant effect on user satisfaction. The SKCK online website provides accurate and useful information that can assist the online SKCK service process. It is recommended to further improve the quality of information so that it can assist users in the process of making online SKCK. This gives satisfaction to users and makes users will use the SKCK website online.

Data processing in this study shows that service quality has a significant effect on user satisfaction. The SKCK online website provides services and has capabilities that can assist or support user requests and needs. When the online SKCK website cannot provide good service to users, users will not use the online SKCK website because the online SKCK website is less efficient to use in administering or extending SKCK. So it is necessary to improve the quality of service by providing services that are responsive to user needs.

Data processing in this study shows that perceived usefulness has no significant effect on user satisfaction. It is necessary to increase the perception of usability so that it can affect user satisfaction. Recommended to increase the effectiveness of online SKCK services. SKCK online must be able to help assist SKCK services. This increase can be done by improving the online SKCK website and officers or employees serving the online SKCK process.

The data processing in this study shows that perceived ease of use has no significant effect on user satisfaction. So it is necessary to increase the perceived ease of use. Improvements can be made by conducting training for the public regarding the introduction of the SKCK website online so that people are more familiar with the SKCK website and online services. Business processes that are easy to use are needed so that users do not experience difficulties when using SKCK services online

## CONCLUSION

This study aims to determine what factors influence user satisfaction with the SKCK online website, the Humbang Hasundutan case study. The method used in this study is a modification of the successful information system model from DeLone and McLean proposed by Joel S. Mtebe and Christina Raphael by adding the perceived usefulness and perceived ease of use of TAM. The research model consists of 6 variables and 23 indicators. 23 indicators will produce statements that will be used in the questionnaire that will be distributed. The hypothesis in this study is as follows Hypothesis 1 System Quality has a significant positive effect on user satisfaction, the results are not accepted. Hypothesis 2 Information Quality has a significant positive effect on user satisfaction, the results are accepted. Hypothesis 3 Service quality has a positive effect on user satisfaction, the results are accepted. Hypothesis 4 Perceive Usefulness has a positive effect on user satisfaction, the results are not accepted. Hypothesis 5 Perceive Usefulness has a positive effect on user satisfaction, the results are not accepted. The results of the questionnaire distribution were tested by partial least squares - structural equation modeling (PLS-SEM). The data obtained from the questionnaire distribution has met the validity test based on the outer loading value and the reliability test is based on Chronbach's alpha value, composite reliability, and is declared valid. The most important factor for user satisfaction is Information Quality with path coefficient values and t-statistics being above the minimum value, which is 0.479 and 0.002, and Service Quality with path coefficient and t-statistics values above the minimum value, which is 0.198 and 2.07.

## DAFTAR PUSTAKA

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