# ANALYSIS OF THE INFLUENCE OF SYSTEM AND SERVICE QUALITY ON USER SATISFACTION OF THE YOGYAKARTA ELECTRONIC PROCUREMENT SYSTEM

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## Abstract

This study analyzes the effect of system quality and service quality on user satisfaction of the Electronic Procurement System (SPSE) in the Yogyakarta Special Region Regional Government environment with a quantitative descriptive approach through multiple linear regression methods. Background: The Electronic Procurement System (SPSE) designed by LKPP, namely to improve the effectiveness and efficiency of procurement of goods and services and save APBN/APBD funds. In addition, it is also stated that the quality of information systems and services greatly influences SPSE user satisfaction. Method: this study uses a quantitative descriptive method with primary data from questionnaires, as well as multiple regression analysis. This explains the approach used in the study to collect and analyze data. Results: the results of the study indicate that system quality and service quality both have a positive and significant effect on SPSE user satisfaction. This provides information about the main findings of the study. Conclusion: the positive and significant effect of system quality and service quality has an impact on the effectiveness and efficiency of the procurement process. This summarizes the implications of the research results and emphasizes the importance of both variables in the context of procurement of goods and services.

**Keywords**: *Service Quality, User Satisfaction, System Quality.*

## Introduction

The development of information technology has driven efficiency in the government sector, enabling the completion of tasks quickly and accurately. Information technology is closely related to public services, where speed of service is one dimension of quality. In Presidential Regulation Number 16 of 2018, government procurement of goods and services is recognized as important for national development and public services. With the advancement of globalization, the government is trying to increase efficiency through e-government, including e-procurement that utilizes information technology for transparency and better service. The Government Goods/Services Procurement Policy Agency (LKPP) developed an Electronic Procurement System (SPSE) to increase the effectiveness and efficiency of procurement. Good service quality is very important to achieve user satisfaction, which can be assessed from ease, speed, and friendliness.

However, there are still weaknesses in service operations in the Special Region of Yogyakarta. This study aims to analyze the effect of system and service quality on SPSE user satisfaction. The formulation of the problem in this study includes two main questions: does system quality have a positive and significant effect on user satisfaction, and does service quality have a positive and significant effect on user satisfaction. This study is limited to the quality of the system and services that affect user satisfaction, with the object of the study including providers of goods and services and State Civil Apparatus in the Regional Government of the Special Region of

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Yogyakarta. The purpose of this study is to analyze the effect of the quality of the electronic procurement system and service quality on user satisfaction in the DIY Regional Government. The benefits of this study are expected to provide theoretical contributions in understanding the factors that affect e-procurement user satisfaction, as well as practical benefits for the DIY Regional Government in improving the quality of the SPSE system and services, accountability, transparency, and efficiency and effectiveness of procurement. In addition, this study is also expected to increase user satisfaction, simplify the procurement process, and increase trust in SPSE, as well as become a reference for other researchers in developing theories and research methodologies related to e-procurement.

## Literature Study
## Definition and Terms

Procurement of goods or services by the Government is regulated in Presidential Regulation Number 54 of 2010, which defines various terms and related processes. The Government Procurement of Goods/Services Process is an activity carried out to obtain goods and services by Ministries, Institutions, Regional Government Work Units, or other Institutions, covering all stages from planning needs to completion of the procurement process. Ministries, Institutions, Regional Government Organizations, or other Institutions, hereinafter referred to as K/L/D/I, are institutions that use the State Revenue and Expenditure Budget (APBN) and/or Regional Revenue and Expenditure Budget (APBD). Users of Goods/Services are officials who are responsible for the use of goods and services owned by the State or Region in each K/L/D/I.

The Government Goods/Services Procurement Policy Agency (LKPP) has the task of developing and formulating policies related to the procurement of goods and services in accordance with Presidential Regulation Number 106 of 2007. Budget Users (PA) are officials who have the authority to utilize the budget in K/L/D/I, while Budget User Authorization (KPA) is an official assigned by PA to use the APBN or appointed by the Regional Head to use the APBD. The Commitment Making Officer (PPK) is responsible for the implementation of procurement of goods and services, while the Procurement Service Unit (ULP) is a government organization that carries out procurement of goods and services in K/L/D/I, which can operate independently or integrated with existing units.

Procurement Officer is a personnel who has a Qualification Certificate to carry out procurement procedures for goods and services. The Committee or Work Result Receiving Officer is appointed by the PA/KPA to conduct inspection and acceptance of work results. Goods/Service Providers include business entities or individuals who offer goods, construction work, consulting services, and other services. Construction work includes all activities related to the implementation of building construction or the creation of other physical forms, while consulting services are professional services that require special skills in various fields of science.

Procurement Documents are documents determined by the ULP or Procurement Officer, containing information and provisions that must be followed. Electronic Procurement Services (LPSE) is a work unit of the Ministry/Institution/Regional Government/Institution formed to implement an electronic procurement system for goods and services. E-Tendering is a transparent process for selecting providers of goods and services, where all registered providers can submit one bid within a specified time limit. The procurement of goods and services is carried out through self-management methods and the selection of providers of goods/services, by applying the principles of efficiency, effectiveness, transparency, openness, competition, fairness, and accountability, as stipulated in Presidential Regulation Number 54 of 2010.

## Definition of Quality

Quality is one of the key factors in the success of an institution as a service organization. The definition of quality includes the totality of characteristics of a product or service that support its ability to satisfy established needs (Philip and KKL Kotler, 2016). Several experts provide diverse views on the meaning of quality. Ireson and Juran (1952) stated that quality refers to how well a product can be used (fitness for use) to meet customer needs and satisfaction. A product is considered to meet customer expectations if it has a long shelf life, improves the image or status of the consumer, is not easily damaged, and is equipped with quality assurance and good usage

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ethics. In the context of services, quality also includes friendly, polite, and honest service to please customers. Beckford (2020) defines quality as conformance to requirements, which means that a product has quality if it meets established standards, including raw materials, production processes, and finished products. Garvin (1987) added that quality is a dynamic condition related to products, labor, processes, and environments that meet or even exceed customer expectations. Thus, changes in consumer tastes or expectations require adjustments in product quality, workforce skills, and production processes. Gaspersz (2007) also emphasized that quality is a characteristic of a product, whether goods or services, that supports its ability to meet specified needs, and is understood as everything that can make customers satisfied, namely conformity to customer requirements and needs.

**The Influence of System Quality on User Satisfaction**

System quality is an important indicator that shows how far the system is able to process information in software or data. According to Jogiyanto (2007), system quality functions to assess the quality of the technology system itself. Delone and McLean in "The DeLone and McLean Model of Information Systems Success: A Ten-Year Update" (2003) state that system quality can have an impact on user satisfaction, indicating that system quality is an indicator of the technical success of an information system. Research by Seddon, PB (1994) also supports this finding, showing that system quality can affect the level of user satisfaction. Research conducted by Sari et al. (2023) shows that system quality has a positive and significant effect on user satisfaction of the Hospital Management Information System "X". System quality indicators, such as ease of use, ease of learning, response speed, availability, system reliability, and security, have a significant effect on user satisfaction. This is evidenced by the calculated t value of 0.4685 which is greater than the t table of 0.312, indicating that the better the system quality, the higher the level of user satisfaction. Suhendro (2017) reported that the system quality variable has a t-value of 2.989, while the t table (0.025; 225) is 1.971.

Thus, the t-value greater than the t table (2.989> 1.971) indicates that H0 is rejected, which indicates that the system quality variable has a positive and significant effect on user satisfaction in the Pematangsiantar City cooperative. The results of Nurul Khotimah's (2022) study regarding the effect of system quality on user satisfaction of the JKN mobile application showed a significance value of t of 0.03, which is lower than α 0.05, so the H1 hypothesis is accepted. This shows a significant effect between the system quality variable on user satisfaction of the JKN mobile application partially. From the results of the F test, a significance level of 0.000 was obtained which is smaller than 0.05 and an F-value of 87.732 which is greater than the F table (3.07), indicating that system quality has a simultaneous effect on user satisfaction of the JKN mobile application. Based on research related to user satisfaction, the researcher aims to evaluate the effect of the quality of the electronic-based procurement system on user satisfaction in the procurement process of goods and services, so that the first hypothesis is formulated as H1: System quality has a positive and significant effect on user satisfaction.

**The Influence of Service Quality on User Satisfaction**

Service quality can be interpreted as a comparison between user or customer expectations and perceived service experience. According to Urbach and Müller (2012), service quality is the quality of support received by users from information system providers. Research conducted by Suhendro (2017) shows that service quality affects user satisfaction, as evidenced by the calculated t value of 5.415, which is greater than the t table of 1.971. Thus, the calculated t which is greater than the t table (5.415> 1.971) results in the rejection of H0, which indicates that the service quality variable has a positive and significant effect on user satisfaction in the Pematangsiantar City cooperative.

The results of research by Nurul Khotimah (2022) also support this finding, where the significance value of t obtained is 0.00, which is smaller than the significance level (α), so that the H1 hypothesis is accepted. This shows a significant influence between the service quality variable on the satisfaction of JKN mobile application users partially. In addition, the F test results show a significance value of F of 0.000, which is also lower than the significance level (α) of 0.05, with the calculated F value reaching 87.732, which is greater than the F table (3.07).

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This indicates that service quality has a simultaneous effect on user satisfaction of the JKN mobile application. Based on the research related to user satisfaction above, the researcher plans to test the effect of service quality on user satisfaction in the electronic procurement system, so that the second hypothesis is formulated as H2: Service quality has a positive and significant effect on user satisfaction.

**Research methods**

This study uses a quantitative descriptive approach to analyze the effect of system quality and service quality on user satisfaction of the Electronic Procurement System (SPSE) in the Yogyakarta Special Region Government. The data used in this study are primary data collected through a questionnaire designed with a 5-point Likert scale. This questionnaire measures three main variables, namely system quality (X1), service quality (X2), and user satisfaction (Y). The research sample consisted of 100 respondents, including State Civil Apparatus (ASN) and providers of goods/services involved in the procurement process in the DIY Regional Government. The sampling technique was carried out using the convenience sampling method, which allows researchers to select respondents who are easily accessible and willing to provide data.

The research instrument was first tested using validity and reliability tests to ensure that each question in the questionnaire was able to measure the intended variable accurately and consistently. After the data was collected, analysis was carried out with a series of statistical tests, including classical assumption tests, namely normality, multicollinearity, and heteroscedasticity tests, to ensure that the regression model met statistical requirements. The main analysis used multiple linear regression to evaluate the relationship between independent variables (system quality and service quality) and dependent variables (user satisfaction).

This research was conducted at the Procurement of Goods/Services Work Unit (UKPBJ) of the DIY Regional Government, with data collection time from 17 to 25 October 2024. This location was chosen because the DIY Regional Government has a SPSE system that has long been implemented and is a model for electronic procurement of goods/services. Through this approach, the study aims to provide empirical evidence regarding the effect of system and service quality on user satisfaction, as well as provide recommendations for improving the quality of SPSE services.

**Results**

**Descriptive Statistical Test**

Descriptive statistical analysis is conducted to understand the descriptive statistics of each variable data including the number, least value, most value, average and standard deviation. The results of the descriptive statistical test are shown in the table below.

**Descriptive Statistical Test Results Table**

| Variables | N | *Minimum* | *Maximum* | *Mean* | *Std. Deviation* |
|---|---|---|---|---|---|
| System Quality | 110 | 6 | 30 | 22.67 | 4,584 |
| Quality of Service | 110 | 6 | 30 | 23.38 | 4,827 |
| User Satisfaction | 110 | 6 | 30 | 23.64 | 4,844 |

Source: Primary Data, 2024, processed

Based on the table, descriptive analysis shows that the number of data (N) used in this study is 110. For the system quality variable, the lowest value obtained is 6, while the highest value reaches 30, with an average (mean) of 22.67. This average indicates that most respondents gave responses that tend to be in the strongly agree and agree categories. The standard deviation for this variable is 4.584, which indicates that the data discrepancy is relatively small, considering that the average value exceeds the standard deviation value. Furthermore, the service quality variable also shows the lowest value of 6 and the highest of 30, with an average of 23.38, indicating a tendency for respondents to answer strongly agree and agree. The standard deviation for service quality is 4.827, which also indicates a small data discrepancy. Finally, the user satisfaction variable has the lowest value of 6 and the highest of 30, with an average of 47.10, indicating that respondents gave positive responses, tending to strongly agree and agree. The standard deviation value for user satisfaction is 4.887, indicating that the data discrepancy remains small, as the mean value exceeds the standard deviation value. This finding suggests that

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respondents generally have a positive view of system quality, service quality, and user satisfaction in the context of e-procurement.

**Normality Test**

The normality test shows how much data is normally distributed or not. Normally distributed data is one of the criteria for good regression. The normality test carried out is using the one-sample Kolmogorov-Smirnov (KS) statistical test with the help of the IBM SPSS version 21 program. The following is a table presenting the results of the normality test.

**Normality Test Results Table**
***One-Sample Kolmogorov-Smirnov Test***

| | | *Unstandardized Residual* |
|---|---|---|
| *N* | | *110* |
| *Normal Parametersa,b* | *Mean* | *.0000000* |
| | *Std. Deviation* | *1.74921826* |
| *Most Extreme Differences* | *Absolute* | *.104* |
| | *Positive* | *.092* |
| | *Negative* | *-.104* |
| *Kolmogorov-Smirnov Z* | | *1,093* |
| *Asymp. Sig. (2-tailed)* | | *.183* |

*a. Test distribution is Normal.*
*b. Calculated from data.*
Source: Primary Data, 2024, processed

Seen in the table, the Asymp. Sig. (2-tailed) value is 0.183. This value is > 0.05 or the limit of the normality value. Then it can be said that the residuals are actually normally distributed and can perfect the assumption of normality in this observation.

**Multicollinearity Test**

Multicollinearity test is conducted to examine whether the data used has closeness between variables in the regression model or not. The tolerance value and variance inflation factor (VIF) are the basic determinants and are presented in the following table.

**Multicollinearity Test Results Table**
***Coefficientsa***

| Model | | *Unstandardized Coefficients* | | *Standardized Coefficients* | *t* | *Sig.* | *Collinearity Statistics* | |
|---|---|---|---|---|---|---|---|---|
| | | *B* | *Std. Error* | *Beta* | | | *Tolerance* | *VIF* |
| 1 | (Constant) | .823 | .871 | | .945 | .347 | | |
| | System Quality | .536 | .078 | .508 | 6,890 | .000 | .225 | 4.451 |
| | Quality of Service | .456 | .074 | .454 | 6.165 | .000 | .225 | 4.451 |

a. Dependent Variable: User Satisfaction
Source: Primary Data, 2024, processed

Based on the table above, it can be seen that the tolerance value is > 0.10 and the VIF value is < 10. The tolerance value of 0.225 > 0.10 and the VIF value of 4.451 < 10 are the results of the system quality variable. The tolerance value of 0.225 > 0.10 and the VIF value of 4.451 < 10 are the results of the service quality variable. Then it can be concluded that in this study there is no multicollinearity.

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**Heteroscedasticity Test**

The heteroscedasticity test is conducted to test for the existence of inequality of variance of residual values in the regression model, which is important to ensure the validity of the regression analysis. In this study, the heteroscedasticity test is conducted by examining the distribution of data points in the scatterplot image. Observations show that the data points are spread above, below, and around the number 0, without any clear pattern. This is evidenced by the points that do not converge either above or below, indicating that there is no heteroscedasticity problem in the regression model used. Thus, these results indicate that the distribution of data points is random and unstructured, which supports the conclusion that the regression model built is good and ideal. The absence of heteroscedasticity provides confidence that the parameter estimates in the regression model are reliable and the results of the analysis can be used for proper decision making.

**Heteroscedasticity Test Image**
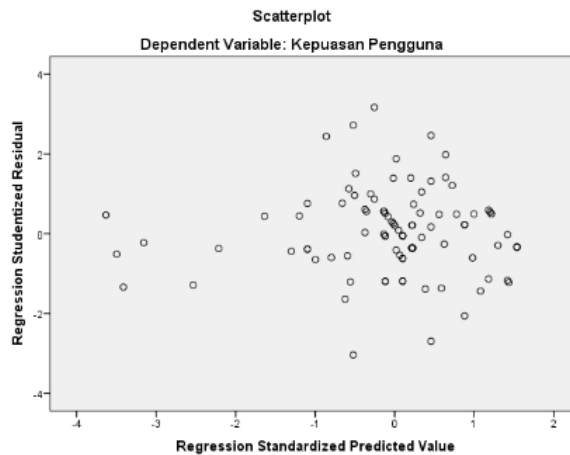


Source: Primary Data, 2024, processed

**Hypothesis Testing**

The following is a summary of the results of the multiple linear regression analysis that has been carried out:

**Multiple Linear Regression Test Results Table**

| Variables | B | t count | Sig t | Information |
|---|---|---|---|---|
| (Constant) | 0.823 | | | |
| System Quality | 0.536 | 6,890 | 0.000 | Significant |
| Quality of Service | 0.456 | 6,165 | 0.000 | Significant |
| F count | 356,749 | | | |
| Sig F | 0,000 | | | |
| Adjusted R Square | 0.867 | | | |

Source: Processed primary data, 2024

Based on the data presented in the table, multiple linear regression analysis conducted using SPSS software version 21.0 produces the following regression equation: Y = 0.823 + 0.536 X1 + 0.456 X2 + e. In this equation, the constant of 0.823 indicates that if there is no influence from the variables System Quality (X1) or Service Quality (X2), the level of User Satisfaction (Y) will be at a value of 0.823 units. This provides an initial picture of the level of user satisfaction that may occur in conditions without intervention from the two variables. Furthermore, the regression coefficient for the System Quality variable (b1) is 0.536, indicating that every one unit increase in System Quality will contribute to an increase in User Satisfaction of 0.536, assuming other independent variables remain constant. This indicates that System Quality has a significant effect on user satisfaction, and an increase in system quality can be expected to substantially increase user satisfaction.

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On the other hand, the regression coefficient for the Service Quality variable (b2) is 0.456, which means that if Service Quality increases by one unit, then User Satisfaction will increase by 0.456, assuming other independent variables remain constant. This shows that Service Quality also plays an important role in determining the level of user satisfaction, and an increase in service quality can have a significant positive impact on user satisfaction. Overall, the results of this analysis confirm the importance of both variables, namely System Quality and Service Quality, in increasing user satisfaction of the e-procurement system.

**Simultaneous Test (F)**

Whether or not the independent variable simultaneously affects the dependent variable can be done using the F test. The F test is carried out by comparing the calculated F value $\geq$ F table. The following are the results of the F test that was carried out.

**Simultaneous Test Results Table (F Test)**
**ANOVA**

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| 1 | Regression | 2223,940 | 2 | 1111,970 | 356,749 | .000b |
| | Residual | 333,514 | 107 | 3,117 | | |
| | Total | 2557,455 | 109 | | | |

a. Dependent Variable: User Satisfaction
b. Predictors: (Constant), Service Quality, System Quality
Source: Primary data, processed, 2024

Based on the data from the table above, the calculated F value is 356.749 and the probability figure is 0.000. Given the sig value of 0.000 <0.05, it can be concluded that the variables of System Quality and Service Quality together have a positive and significant influence on User Satisfaction.

**T-test**

T-test is conducted to determine the effect of one independent variable individually on the dependent variable. 95% or 5% significance is the level of confidence used in this study. T-test is conducted by comparing the results of the calculated t value with the t-table value. If the calculated t value > t-table value then Ho is rejected and Ha is accepted and vice versa. The results of the T-test are shown in table 4.10 below.

**T-Statistic Test Results Table**
**Coefficientsa**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .823 | .871 | | .945 | .347 |
| | System Quality | .536 | .078 | .508 | 6,890 | .000 |
| | Quality of Service | .456 | .074 | .454 | 6.165 | .000 |

a. Dependent Variable: User Satisfaction
Source: Primary data, processed, 2024

Based on the results of the hypothesis test conducted, it can be concluded that system quality and service quality have a positive and significant effect on user satisfaction. The first hypothesis test (H1) shows that the calculated t value of 6.890 is greater than the t table of 0.945, with a significance value of 0.000 which is smaller than 0.05. This proves that system quality has a positive and significant effect on user satisfaction, so the first hypothesis that concludes that system quality has a positive and significant effect on user satisfaction is supported and accepted.

Furthermore, the results of the second hypothesis test (H2) show that the calculated t value of 6.165 is greater than the t table of 1.998, with a significance value of 0.000 which is smaller than 0.05. This proves that service quality has a positive and significant effect on user satisfaction, so that the second hypothesis which concludes that

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service quality has a positive and significant effect on user satisfaction is supported and accepted. Thus, it can be concluded that both variables, namely system quality and service quality, have a positive and significant effect on user satisfaction of the electronic procurement system.

**Discussion**

Based on the results of the first hypothesis test (H1), this study shows that system quality has a positive and significant effect on user satisfaction of the electronic procurement system. This is reflected in the t-count results which reached 6.890, which is greater than the t table of 1.998, and the t significance value of 0.000, which indicates that this value is less than or equal to 0.05. Thus, the first hypothesis (H1) is supported and can be accepted. This finding is in line with previous research by Nurul Khotimah (2022), which also found that system quality has a significant effect on user satisfaction of the JKN mobile application, with a t significance value of 0.03, which is less than $\alpha$ 0.05. This shows a significant influence between the system quality variable on user satisfaction of the JKN mobile application partially. In addition, Suhendro (2017) also stated that system quality has a positive effect on user satisfaction, as evidenced by the t count value of 2.989 and the t table of 1.971. Thus, the t count which is greater than the t table (2.298 > 1.971) indicates that H0 is rejected, which means that the system quality variable has a positive and significant influence on user satisfaction in cooperatives in Pematangsiantar City.

Furthermore, the results of the second hypothesis test (H2) show that service quality also has a positive and significant effect on user satisfaction of the electronic procurement system. This evidence is obtained from the t count which reaches 6.165, which is greater than the t table of 1.998, and the probability value of 0.000, which indicates that this value is less than or equal to 0.05. Therefore, the second hypothesis (H2) is supported and can be accepted. This finding is in line with the results of research by Nurul Khotimah (2022), which confirms that service quality affects user satisfaction, with a significance value of t showing 0.00, which is less than 0.05, so H1 is accepted. This indicates a significant influence between the service quality variable on user satisfaction of the JKN mobile application partially. In addition, Suhendro (2017) also emphasized that service quality affects user satisfaction, as indicated by the t count value of 5.415 and the t table of 1.971. In other words, the t count which is greater than the t table (5.415 > 1.971) indicates that the service quality variable has a positive and significant influence on user satisfaction in cooperatives in Pematangsiantar City. This finding confirms the importance of both variables, namely system quality and service quality, in increasing user satisfaction of the electronic procurement system.

**Coefficient of Determination (R²)**

The coefficient of determination (R²) measures how much percentage change the independent variable has on the dependent variable. A small R² value indicates a reduced ability of the independent variable to interpret changes on the dependent variable, and vice versa. The results of the coefficient of determination (R²) test are described in the following table.

**Table 4.1 Results of the Determination Coefficient (R²) Test**

*Model Summary*

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|---|---|---|---|
| 1 | .933a | .870 | .867 | 1,765 |

a. *Predictors: (Constant)*, Service Quality, System Quality
b. Dependent Variable: User Satisfaction

Source: Primary data, processed, 2024

Based on the table above, it is concluded that the Adjusted R Square value in this study is 0.8674. This shows that the variables of System Quality and Service Quality together affect the User Satisfaction variable by 86.7%, while the other 13.3% is influenced by other variables not included in this research model.

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## Conclusion

Based on the results of the hypothesis test that has been conducted, it can be concluded that system quality has a positive and significant effect on user satisfaction of the electronic procurement system. This can be seen from the results of the t count which reached 6.890, which is greater than the t table of 1.998, and the significance value of t which is 0.000, which is less than or equal to 0.05. Thus, the first hypothesis (H1) which states that system quality has an effect on user satisfaction can be accepted. Furthermore, service quality is also proven to have a positive and significant effect on user satisfaction of the electronic procurement system. The test shows a t count of 6.165, which is also greater than the t table of 1.998, with a probability value of 0.000, indicating that this value is less than or equal to 0.05. Therefore, the second hypothesis (H2) which states that service quality has an effect on user satisfaction is also supported and accepted.

This conclusion confirms the importance of both variables, namely system quality and service quality, in increasing user satisfaction of electronic procurement systems. Thus, efforts to improve system and service quality must be a priority for local governments, in order to provide better services and meet user expectations.

## Thank You (optional)

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged.

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