Analysis of the Impact of Information System Quality on User Satisfaction in SIPKD Based on the DeLone and McLean Model: A Case Study in the East Jakarta City Government

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Abstract—**This research explores the extent to which the quality of an information system influences user satisfaction within the Regional Financial Management Information System (SIPKD), using the DeLone and McLean model as the guiding theory. The study targets State Civil Apparatus (ASN) in the East Jakarta Administrative City Government. The model offers a framework to evaluate how information, system, and service quality affect system usage frequency, satisfaction levels, and individual performance outcomes. A quantitative approach was applied by distributing online questionnaires to 100 selected participants. Data were analyzed using SmartPLS software with the Structural Equation Modeling (SEM) approach and the Partial Least Squares technique. The results indicate that while information quality has a significant positive effect on user satisfaction, it does not significantly impact how often the system is used. Conversely, both system and service quality positively influence usage frequency, but not satisfaction. Moreover, higher system usage is proven to enhance both satisfaction and personal performance. User satisfaction is also a strong predictor of improved individual work outcomes.**

Keywords— Information System, SIPKD, DeLone and McLean, User Satisfaction, SmartPLS

I. INTRODUCTION

The implementation of SIPKD supports enhanced accountability and openness in public sector financial management. The use of SIPKD in the digital era is expected to improve efficiency, effectiveness, and quality of decision making within the East Jakarta Administration Mayor's Government.

The successful use of SIPKD relies greatly on the quality of its information system, which includes elements like system reliability, ease of use, and overall performance.

A high-quality system positively influences user satisfaction and confidence in the generated information, which in turn contributes to better financial decision-making.[1]

In addition, information quality-such as accuracy, relevance, and timeliness-is also a key factor in supporting the integrity and accountability of financial management. Therefore, Understanding the relationship between information quality, system quality, and user satisfaction is crucial in evaluating the effectiveness of SIPKD.[1]

In managing the complexities of regional financial governance, the East Jakarta City Government continues to face challenges in fully optimizing the use of SIPKD. Some of these include a lack of training and limited technical understanding of users, which can affect the maximum utilization of the system.

The role of external influences like management backing is vital in encouraging system uptake and achieving implementation success. Adequate support can increase user motivation in adapting to new technology[2]

This research was conducted through survey and interview methods with SIPKD users in the East Jakarta Administration Mayor's Government, with the aim of identifying factors that affect user satisfaction and providing recommendations for system improvement and information quality[3]

The findings of this study are anticipated to provide practical benefits for the advancement of SIPKD within governmental institutions, as well as serve as a guideline for developing information systems in other public sector organizations. The relationship between system quality, information quality, and user satisfaction plays a vital role in supporting greater transparency and accountability in managing regional finances.[4]
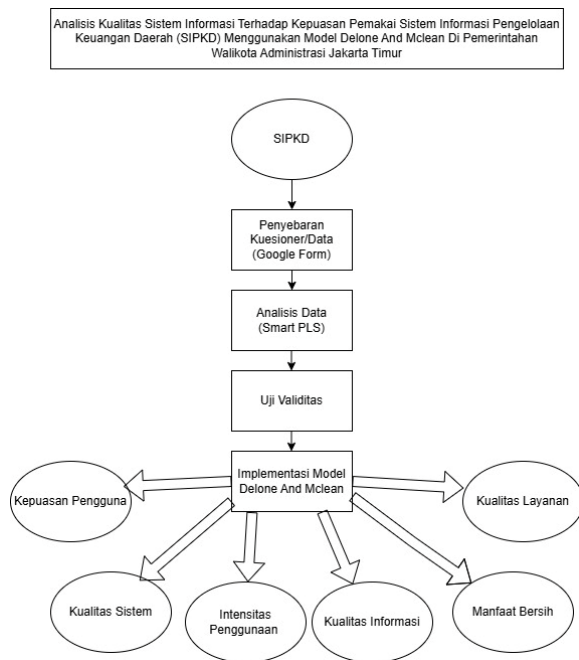
II.   LITERATURE REVIEW

Fig 1. Conceptual Framework

A. Information Systems

Information systems can be described as a blend of information technology and human activities that leverage this technology to facilitate operations, management, and decision-making processes. As stated by Laudon and Laudon (2018), an information system consists of interconnected components working collaboratively to gather, Handle, retain, and distribute information to facilitate decision-making, coordination, analytical processes, and data visualization across the organization.[5]

B. Quality of the information system

Information system quality pertains to how well an information system satisfies user requirements and operates efficiently. DeLone and McLean (2003) state that system quality encompasses factors like reliability, user-friendliness, flexibility, integration capabilities, and security. Good system quality can improve work efficiency, minimize errors, and increase user satisfaction.[6]

Aspects of information system quality :

1. Reliability refers to the system's capacity to function continuously without experiencing disruptions.

2. Ease of Use refers to how simple the system is for users to comprehend and operate.

3. Flexibility: The ability of the system to adapt to changing needs.

4. Security: Protection of data and information from unauthorized access.

C. Information Quality

Information quality pertains to the degree to which the information generated by the system fulfills users' requirements for making effective decisions. According to DeLone and McLean (2003), information quality encompasses factors such as relevance, accuracy, completeness, timeliness, and suitable formatting.[7]

Dimensions of Information Quality:
1. Relevance: Information should match the needs of the user.
2. Accuracy: Information should be free from errors.
3. Completeness: Information should include all necessary data.
4. Timeliness: Information should be available at the time it is needed.
5. Format: Information should be presented in a form that is simple to interpret

D. Satisfaction of User

User satisfaction represents the degree to which users' expectations align with their actual experience when using the system. This satisfaction indicates how well users believe the information system fulfills their needs and expectations. In the DeLone and McLean framework, user satisfaction serves as a key measure of an information system's success.[6]

Factors Affecting User Satisfaction :

1. Conformance to Needs: The system should be able to fulfill the specific needs of the user.

2. Ease of Use: Systems that are easy to use tend to increase satisfaction.

3. System Performance: Stable and reliable performance can increase satisfaction.

E. The DeLone and McLean framework for evaluating information system success

The DeLone and McLean model (originally introduced in 1992 and revised in 2003) serves as a framework for assessing information system success. This model highlights six key dimensions.:
1. System Quality: Assesses the technical performance
2. Information Quality: Assesses the quality of data provided by the system,
3. Service Quality: Measures the support provided to users.
4. Usage refers to the degree to which users utilize the system.
5. User satisfaction refers to the degree of contentment users have with the system.
6. Net Impact: The effect of the system on individual and organizational performance.[8]
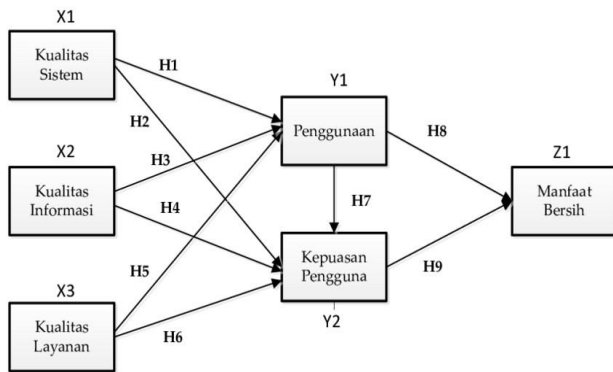
Fig 1. Delone and Mclean Information system success model (2003)

System quality encompasses technical attributes including user-friendliness, flexibility, reliability, ease of learning, complexity, and response time. Information quality assesses the extent to which the system produces data that is relevant, clear, precise, comprehensive, timely, and beneficial. On the other hand, service quality represents the standard regarding user assistance, which includes responsiveness, precision, reliability, technical expertise, and empathy.[9]

The usage dimension describes the extent to which the system is used based on the frequency, intensity, and purpose of its use. User satisfaction reflects the general level of contentment with the system, including aspects like effectiveness, efficiency, enjoyment, and satisfaction with the information provided. Finally, net benefits refer to the impact of the system on individuals and organizations, which includes increased productivity, better decision making, cost efficiency, and contribution to economic growth[9]

The relationship The connections among these dimensions are causal, meaning that the quality of systems, information, and services influences user usage and satisfaction, which subsequently impacts the overall benefits gained by the organization.[8]

Several recent studies—particularly those published after 2020—have continued to refine and validate the DeLone and McLean model, especially in the domains of government and public finance. For instance, Putri and Rachmawati (2021) examined the effectiveness of a regional tax information system using this framework and found that system quality and information quality significantly influenced user satisfaction and trust. Likewise, Santoso et al. (2022) applied the model to financial information systems in Indonesian municipalities, emphasizing the role of service quality in driving usage frequency and user performance. These findings underscore the model's relevance in public sector contexts and support its adoption in the present study. All references follow the formatting conventions applied throughout this paper, including italicized journal titles, sentence case for article titles, and standardized DOI formatting.

This study's theoretical framework is based on the DeLone and

McLean Information System Success Model, which highlights essential quality dimensions influencing user satisfaction and performance. Existing literature consistently shows the importance of these dimensions—especially system quality, information quality, and service quality—across different fields, including financial systems in the public sector. By aligning these constructs with the components of the SIPKD system, This research connects theoretical frameworks with real-world application by operationalizing each construct by incorporating perspectives from previous studies into the model, thereby establishing a solid and coherent foundation for the research design.

F. Smart PLS

Smart PLS (Partial Least Squares) is one of the software that is often used for data analysis based on the Partial Least Squares Structural Equation Modeling (PLS-SEM) method. This application is very suitable for testing the relationship between latent variables in complex research models.[10]

Smart PLS advantages:
1. Model Flexibility: Can be used for models with small or large sample sizes.[10]
2. Nonparametric Data Processing: Does not require certain data distribution assumptions.[10]
3. Model Visualization: Simplifies the interpretation of the relationship between variables through path diagrams.[10]
4. Ease of Use: The user-friendly interface helps researchers in the analysis process.[10]

G. Validity test

The validity test is a process to measure the extent to which a research instrument is able to measure what should be measured. Validity is important to ensure that the data collected truly reflects the concepts measured in this study.

Types of Validity Used :
1. Convergent Validity
   - Measures the extent to which indicators that measure the same construct are highly correlated.
   - Parameters used: Average Variance Extracted (AVE) with a minimum value of > 0.50.
   - AVE shows the proportion of variance explained by the indicator compared to the error variance.

2. Discriminant Validity
   - Measures the extent to which a construct is different fromother constructs in the model.

   Parameters used:
   - The Fornell-Larcker Criterion states that the Average Variance Extracted (AVE) of a construct must exceed its correlations with other constructs.

   Cross Loading: Indicators should have the highest factor loading on the measured construct than on other constructs.

   Item-Total Correlation Test (Outer Loading)
   - Measures the strength of the relationship between each indicator and the construct it represents.
   - Loading factors must be > 0.70 to be considered valid

III. RESEARCH METHOD

This research utilizes a quantitative method to investigate how the quality of the information system affects user satisfaction with the Regional Financial Management Information System (SIPKD) in the East Jakarta Administrative Government, employing the DeLone and McLean model as its theoretical foundation.

A. Research Flow

The research flow consists of several steps: identifying problems, distributing online questionnaires, collecting data, analyzing with SmartPLS, and interpreting results to conclude the study.

B. Research population and sample selection

The population for this research consists of civil servants (ASN) who regularly utilize SIPKD in carrying out their daily financial responsibilities within the East Jakarta Administrative Government. A total of 100 respondents were selected using purposive sampling technique, based on their roles and experience in using the system.

C. Data Collection

The main data collection was conducted via an online questionnaire distributed through Google Forms. The instrument is divided into two sections:

- Section I: Respondent demographic data such as age, job position, and department.

- Section II: The questions cover six constructs:

  System Quality, Information Quality, Service Quality, Usage Intensity, User Satisfaction, and Individual Impact, measured using a 5-point Likert scale (1 = strongly disagree, 5 = strongly agree).

D. Variable Operationalization

The model employs these variables::

- System Quality (StQ): Measured by reliability, ease of use, interface, and integration capability.

- Information Quality (IfQ): Assessed based on accuracy, relevance, timeliness, and completeness.

- Service Quality (SvQ): Measured by responsiveness, accessibility, and support effectiveness.

- Usage Intensity (Use): Refers to frequency and efficiency of SIPKD usage in daily work.

- User Satisfaction (UsS): Level of satisfaction with system reliability, usability, and information output.

- Net Benefit (Ntl): Perceived improvement in individual performance and work effectiveness due to SIPKD usage.

E. Analysis Method

This study employs Partial Least Squares Structural Equation Modeling (PLS-SEM) for data analysis, utilizing SmartPLS version 4.0. The analysis process consists of the following stages:

1. Outer Model Evaluation: Testing convergent and discriminant validity through AVE, outer loading, and cross-loading.

2. Inner Model Evaluation: Path coefficient significance tested using t-statistics and p-values.

3. Reliability Testing: Internal consistency is assessed using Cronbach's Alpha and Composite Reliability (CR).

F. Validity and Reliability Testing

- Convergent Validity: AVE values of 0.50 or higher signify that the indicators account for more than 50% of the variance in the construct.

- Discriminant Validity: Assessment was conducted using the Fornell-Larcker Criterion and Cross Loading analysis.

- Reliability: All constructs exhibit Composite Reliability (CR) values exceeding 0.70, demonstrating strong internal consistency, even though a few Cronbach's Alpha values fall just below the recommended cutoff.

G. Research Tools

- Hardware: Acer Aspire 7, Intel Core i5-12450H, 8GB RAM, 512GB SSD, NVIDIA GTX 1650.

- Software: Windows 11 Pro, Google Forms, SmartPLS 4.0, Microsoft Excel, Mendeley for reference management.

IV. RESULTS AND DISCUSSION

A. Respondent Demographics

This research included 100 participants from the East Jakarta Administrative Government who actively use the Regional Financial Management Information System (SIPKD).The respondents varied in gender, age group, job position, department, and frequency of system use. Most respondents were staff from finance, administration, and planning departments, with a significant number using SIPKD daily or several times a week.

Jenis Kelamin	Usia	Jabatan Saat ini	Bidang/Bagian Kerja	Seberapa Sering Anda Menggunakan SIPKD dalam Pekerjaan
Laki Laki	36-45 Tahun	Staff	Keuangan	Setiap hari
Laki Laki	> 45 Tahun	Staff	Tata Usaha	Jarang/Tidak Pernah
Laki Laki	36-45 Tahun	Lainnya	Tata Usaha	Beberapa kali dalam seminggu
Laki Laki	36-45 Tahun	Staff	Perencanaan	Beberapa kali dalam seminggu
Laki Laki	25-35 Tahun	Staff	Perencanaan	Jarang/Tidak Pernah
Laki Laki	36-45 Tahun	Staff	Administrasi	Setiap hari
Perempuan	36-45 Tahun	Staff	Administrasi	Beberapa kali dalam sebulan
Laki Laki	25-35 Tahun	Staff	Keuangan	Beberapa kali dalam seminggu
Perempuan	< 25 Tahun	Staff	Tata Usaha	Beberapa kali dalam seminggu
Perempuan	36-45 Tahun	Staff	Keuangan	Beberapa kali dalam seminggu
Perempuan	25-35 Tahun	Staff	Keuangan	Setiap hari
Laki Laki	36-45 Tahun	Staff	Administrasi	Jarang/Tidak Pernah
Perempuan	36-45 Tahun	Staff	Keuangan	Setiap hari
Perempuan	25-35 Tahun	Staff	Keuangan	Setiap hari
Perempuan	> 45 Tahun	Staff	Administrasi	Jarang/Tidak Pernah
Perempuan	25-35 Tahun	Staff	Administrasi	Beberapa kali dalam sebulan
Laki Laki	< 25 Tahun	Kepala Bagian	IT/Sistem Informasi	Setiap hari
Laki Laki	< 25 Tahun	Lainnya	Keuangan	Beberapa kali dalam seminggu
Laki Laki	< 25 Tahun	Lainnya	IT/Sistem Informasi	Beberapa kali dalam seminggu
Laki Laki	< 25 Tahun	Lainnya	IT/Sistem Informasi	Jarang/Tidak Pernah

Fig 2. Respondent data

The figure shows the distribution of respondents based on

gender, age, position, field of work, and frequency of use of SIPKD. The majority of respondents are male with an age range of 25-45 years and work as staff in finance, administration, and administration. Most respondents use SIPKD daily or several times a week, indicating that the system is quite actively used in their daily work.

B. Questionnaire Distribution and Return Rate

The questionnaires were distributed online via Google Forms, and the response rate was 100%. All 100 distributed questionnaires were returned and considered valid for analysis. This high response rate indicates a strong interest and engagement from the users in evaluating SIPKD.

TABLE I RESEARCH MODEL BASED ON DELONE AND MCLEAN INFORMATION SYSTEM SUCCESS MODEL

No	Keterangan	Jumlah (Orang)	Persentase (%)
1	Kuesioner yang disebarkan	100	100%
2	Kuesioner yang kembali	100	100%
3	Kuesioner yang dianalisis	100	100%

The Table I, shows the conceptual model used in this study, which is adapted from DeLone and McLean's information system success model. This model connects six key variables: System Quality, Information Quality, Service Quality, Usage Intensity, User Satisfaction, and Net Benefits (Individual Performance). Each variable is interconnected to explain the influence of technical and non-technical factors on satisfaction and the impact of using SIPKD in a government environment.

C. Validity and Realibility Testing

1) Convergent Validity

Convergent validity was evaluated through outer loading and The Average Variance Extracted (AVE) was utilized as a measure of convergent validity. While several indicators exhibited outer loadings below the suggested threshold of 0.70, they were maintained due to their theoretical significance. AVE values for all constructs exceeded 0.50, satisfying the requirement for convergent validity.

2) Discriminant Validity

Discriminant validity was confirmed using the Fornell-Larcker Criterion and Cross Loading method. Each construct showed higher indicator loadings on its respective construct than on others, supporting discriminant validity.

Discriminant validity - Cross loadings	Intensitas Pengguna (Use)	Kepuasan Pemakai (UsS)	Kinerja Individu (Ntl)	Kualitas Informasi (IfQ)	Kualitas Layanan (svQ)	Kualitas Sistem (StQ)
Ntl1	0.391	0.407	0.596	0.399	0.308	0.448
Ntl2	0.347	0.274	0.576	0.304	0.427	0.320
Ntl3	0.371	0.356	0.703	0.517	0.469	0.353
Ntl4	0.376	0.337	0.619	0.295	0.298	0.213
Ntl5	0.461	0.263	0.681	0.359	0.316	0.339
StQ1	0.502	0.325	0.332	0.274	0.289	0.569
StQ2	0.200	0.375	0.421	0.464	0.463	0.593
StQ3	0.372	0.200	0.227	0.274	0.193	0.570
StQ4	0.355	0.237	0.325	0.475	0.305	0.599
StQ5	0.253	0.324	0.299	0.531	0.332	0.717
SvQ1	0.398	0.295	0.441	0.492	0.717	0.351
SvQ2	0.245	0.328	0.208	0.362	0.613	0.296
SvQ3	0.335	0.298	0.454	0.427	0.570	0.339
SvQ4	0.306	0.404	0.248	0.295	0.576	0.243
SvQ5	0.382	0.249	0.353	0.308	0.544	0.335
UsS1	0.275	0.689	0.346	0.329	0.381	0.197
UsS2	0.271	0.528	0.214	0.363	0.317	0.176
UsS3	0.382	0.550	0.283	0.387	0.372	0.260
UsS4	0.357	0.609	0.332	0.288	0.192	0.446
UsS5	0.393	0.563	0.334	0.392	0.273	0.334
Use1	0.629	0.350	0.341	0.276	0.381	0.362
Use2	0.624	0.412	0.356	0.406	0.398	0.329
Use3	0.623	0.243	0.422	0.228	0.246	0.359
Use4	0.574	0.343	0.370	0.429	0.320	0.290

Fig 3. Results Discrimant Validity

The figure Discriminant Validity – The results of the cross-loading analysis reveal that every indicator exhibits a stronger loading on its designated construct compared to other constructs. This verifies that all indicators satisfy the requirements for discriminant validity. For example, items under "Kinerja Individu (Ntl)" load highest on the Ntl construct compared to others. Similar patterns are observed across other constructs such as Usage Intensity (Use), User Satisfaction (UsS), and Information/System/Service Quality, indicating good construct separation and validity.

3) Reliability Testing

Reliability was evaluated using Cronbach's Alpha and Composite Reliability (CR). Although some Cronbach's Alpha values were slightly below 0.70, all constructs achieved CR values above 0.70, indicating acceptable internal consistency.

D. Structural Model Evaluation

1) R-Square (R²) Value

- Usage Intensity (Use): 0.435
- User Satisfaction (UsS): 0.457
- Individual Impact (Ntl): 0.418

These values indicate moderate explanatory power, meaning that the independent variables moderately explain the variation in dependent variables.

	R-square	R-square adjusted
Intensitas Pengguna (Use)	0.435	0.418
Kepuasan Pemakai (UsS)	0.457	0.434
Kinerja Individu (Ntl)	0.418	0.406

Fig 4. R-Square

The R-square results indicate that 43.5% of the variance in Usage Intensity (Use), 45.7% in User Satisfaction (UsS), and total of 41.8% of the variance in Individual Performance (Ntl) is explained by the model's independent variables. This level of explanatory power is categorized as moderate, indicating that the model is sufficiently capable of predicting the associated dependent constructs.

2) Path Coefficients

- Information Quality → User Satisfaction: Significant
- System Quality → Usage Intensity: Significant
- Service Quality → Usage Intensity: Significant
- Usage Intensity → User Satisfaction: Significant
- Usage Intensity→Individual Performance: Significant
- Use Satisfaction→IndividualPerformance: Significant
- Other paths showed weak or non-significant effects.

Hubungan Antar Konstruk	T statistik	P-Value	Keterangan
Intensitas Pengguna -> Kepuasan Pemakai	2.866	0.004	Signifikan
Intensitas Pengguna -> Kinerja Individu	5.128	0.000	Signifikan
Kepuasan Pemakai -> Kinerja Individu	2.186	0.029	Signifikan
Kualitas Informasi -> Intensitas Pengguna	0.933	0.351	Tidak Signifikan
Kualitas Informasi -> Kepuasan Pemakai	2.821	0.005	Signifikan
Kualitas Layanan -> Intensitas Pengguna	2.585	0.010	Signifikan
Kualitas Layanan -> Kepuasan Pemakai	1.088	0.277	Tidak Signifikan
Kualitas Sistem -> Intensitas Pengguna	2.598	0.009	Signifikan
Kualitas Sistem -> Kepuasan Pemakai	0.154	0.877	Tidak Signifikan

Fig. 5 Structural Model

The structural model results indicate that Usage Intensity (Use) has a significant positive influence on both User Satisfaction (UsS) with a coefficient of 0.308 and Individual Performance (Ntl) with a coefficient of 0.474. Likewise, User Satisfaction also positively affects Individual Performance with a coefficient of 0.244. Among the quality factors, Information Quality (IfQ) exerts the strongest effect on User Satisfaction (0.337), whereas System Quality (StQ) and Service Quality (SvQ) impact Usage Intensity with coefficients of 0.337 and 0.289, respectively. Nevertheless, their direct effects on User Satisfaction are relatively weak, suggesting that Usage Intensity serves as a mediating variable.

3) Hypothesis Testing (T-statistics and P-values)

Hypothesis test findings reveal that :

- Information quality has a significant effect on user satisfaction (T = 2.866, P = 0.004).
- Usage intensity significantly impacts both user satisfaction and individual performance.
- Service and system quality significantly affect usage intensity, but their influence on satisfaction is limited.

TABLE II. RESULTS HYPOTHESIS

	Path coefficients
Intensitas Pengguna (Use) -> Kepuasan Pemakai (UsS)	0.308
Intensitas Pengguna (Use) -> Kinerja Individu (Ntl)	0.474
Kepuasan Pemakai (UsS) -> Kinerja Individu (Ntl)	0.244
Kualitas Informasi (IfQ) -> Intensitas Pengguna (Use)	0.146
Kualitas Informasi (IfQ) -> Kepuasan Pemakai (UsS)	0.337
Kualitas Layanan (svQ) -> Intensitas Pengguna (Use)	0.289
Kualitas Layanan (svQ) -> Kepuasan Pemakai (UsS)	0.131
Kualitas Sistem (StQ) -> Intensitas Pengguna (Use)	0.337
Kualitas Sistem (StQ) -> Kepuasan Pemakai (UsS)	0.021

The Table hypothesis testing results indicate several significant relationships. Usage Intensity significantly influences both User Satisfaction (T = 2.866, P = 0.004) and Individual Performance (T = 5.128, P = 0.000). Likewise, User Satisfaction significantly affects Individual Performance (T = 2.186, P = 0.029).

Information Quality significantly affects User Satisfaction (T = 2.821, P = 0.005), while its impact on Usage Intensity is not significant. Service Quality and System Quality both significantly affect Usage Intensity, but not User Satisfaction, indicating an indirect influence mediated through system usage. These results support the applicability of the DeLone and McLean model within public sector financial systems.

C. Discussion

The results reinforce the validity of the DeLone and McLean model within public financial information systems. The strong influence of high-quality information on user satisfaction highlights the importance of delivering accurate, timely, and relevant data. Although system and service quality enhance system usage, they do not directly impact satisfaction, indicating that frequent use alone is not sufficient to ensure satisfaction without quality information.

Usage intensity plays a key mediating role by linking system/service quality to satisfaction and performance, confirming that user interaction with SIPKD contributes to organizational effectiveness. These insights highlight the importance of not only technical quality but also user-centric development and support.

The results of this study are consistent with prior research that utilized the DeLone and McLean model in public sector systems. For instance, Putri & Rachmawati (2021) found that information quality was the most influential factor in increasing satisfaction among users of a regional tax information system. Similarly, Santoso et al. (2022) reported that service quality had a significant influence on user behavior and the overall effectiveness of financial information systems in local government contexts.

Compared to those studies, the results of this research provide a complementary perspective by highlighting that system and service quality may not directly influence satisfaction but do so indirectly through usage intensity. This detail enhances the theoretical value of the DeLone and McLean model by highlighting the mediating function of usage, especially in governmental contexts where system adoption and user training levels differ significantly.

The integration of comparative findings helps to contextualize the study within broader empirical evidence and validates the continued relevance of the DeLone and McLean framework for evaluating public sector information systems.

V. CONCLUSION

This research investigated how the quality of information systems influences user satisfaction with the Regional Financial Management Information System (SIPKD) within the East Jakarta Administrative Government, employing the DeLone and McLean model as the analytical framework. Utilizing data from 100 civil servants and analyzed through SmartPLS, the study arrives at the following conclusions :

1. Information Quality is the most significant factor influencing User Satisfaction. Accurate, relevant, and timely information greatly enhances users' contentment with SIPKD.
2. System Quality and Service Quality have a significant

influence on the intensity of system usage but do not directly impact user satisfaction. This indicates that although good system performance and service support drive more frequent usage, user satisfaction is primarily determined by the quality of the information delivered.

3. Usage Intensity plays a mediating role by positively influencing both User Satisfaction and Individual Performance. Increased system usage leads to higher satisfaction and better performance outcomes for users.

4. User Satisfaction positively affects Individual Performance, highlighting the importance of meeting user expectations to improve work effectiveness.

These results highlight the importance of enhancing information quality and promoting active use of SIPKD to increase user satisfaction and maximize the system's overall benefits. Future studies are encouraged to examine other contributing factors, such as organizational support and user training, to further enhance the system's effectiveness. Thus, the accuracy level of hypothesis acceptance in this study can be calculated as follows :

$$\text{Akurasi} = \frac{\text{Jumlah Hipotesis Diterima}}{\text{Total Hipotesis}} \times 100\% = \frac{6}{9} \times 100\% = 66,67\%$$

Figure 6 Accuracy calculation based on accepted hypotheses, resulting in 66.67%.

The Figure Explain, An accuracy rate of 66.67% suggests that the majority of the hypotheses tested in this study are statistically supported. This finding demonstrates that the DeLone and McLean model is reasonably effective in explaining the relationships among information system quality, user satisfaction, and individual performance in the context of the Regional Financial Management Information System (SIPKD) within the East Jakarta Administrative Government.

Although this study offers valuable insights, it has several limitations. Primarily, the results are derived from data collected within a single regional government, which may restrict the applicability of the findings to broader or different institutional contexts. Second, the sample is limited to civil servants who already use SIPKD, which may introduce bias related to familiarity and experience with the system. Third, the research design relies solely on quantitative data through structured questionnaires, which may not capture deeper user experiences or contextual factors. Future research is encouraged to incorporate qualitative approaches such as interviews or focus groups, and to expand the respondent base across multiple government agencies to enhance the robustness and applicability of findings.

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