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The influence Quality of information, Sistem Quality and Service Quality on Satisfaction and User Performace

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Abstract:

Research aims: This study aims to analyze the effect of information quality, system quality, and service quality on user satisfaction so that it has an impact on user performance.

Design/Methodology/Approach: This type of research is conducted using a quantitative approach, namely research using research instruments, quantitative data analysis with the aim of testing the predetermined hypothesis, The sample used was 61 Religious Teachers at Muhammadiyah Vocational Schools in Cilacap Regency. The data obtained through questionnaires were processed using PLS analysis (Partial Least Square). Testing the research model (Outer Model) was carried out in two stages, namely testing of the measurement model (Outer Model) with Convergent Validity, Discriminate Validity and structural testing (Inner Model) with Path Coefficient, Specific Indirect Value.

Research findings: The results of data analysis show that information quality has no effect on user satisfaction, system quality, service quality has a positive effect on user satisfaction, system quality has no effect on user performance, service quality affects user performance, information quality, user satisfaction has a positive effect on user performance, namely religion teacher at Muhammadiyah Vocational High School in Cilacap Regency.

Theoretical contribution/ Originality: This study examines the influence of information quality, system quality and service quality for employees
Practitioner/Policy implication: it should be that the higher the level of information quality, system quality, service quality, the higher the performance.

Research limitation/Implication: This research was only conducted in Muhammadiyah Junior High School in Cilacap Regency.

Keywords: Information Quality; System Quality; Service Quality; User Satisfaction; User Performance

Introduction

Information technology brings developments to all levels of society, organizations and companies. Many company operations have shifted from manual to information systems. The application and utilization of information systems not only serves as a supporting tool to improve company performance, but has become the main weapon to

face competition (Abubaha, 2019) Individually, the application of information systems is also useful for helping individuals complete their work (Ratnaningsih & Suaryana, 2014).

ISMUBA is an information system application that is used in the Muhammadiyah education environment. ISMUBA stands for Islam, Muhammadiyah and Arabic. ISMUBA is better known as special characteristic subjects, which are given in Muhammadiyah circles. The ismuba application is a computer and smartphone-based online application initiated by the Muhammadiyah institution at the SMK and SMA and equivalent levels. The ISMUBA application is mandatory in the environment under the Jakarta Central Primary and Secondary Education Council. Deputy Chairperson of the Muhammadiyah Primary and Secondary Education Council, Tasman Hamami said, Al-Islam, Kemuhammadiyah (AIK) and Arabic are identities or characteristics for Muhammadiyah schools

Based on the results of interviews with several heads of schools at Muhammadiyah schools in Cilacap Regency on April 7, 2019, the use of the Ismuba application has a positive impact on both the institution and students. These impacts include minimizing costs for multiplying questions, using android on students to play games, and minimizing students cheating.

However, there are several obstacles in using the Ismuba application, including the provision of supporting facilities and infrastructure, resources who understand the field of information technology (IT). Based on experience in the field, gender, age and education level can affect the level of mastery of Informatics Engineering. So that maximizing the use of IT requires special training or In House Training (IHT) which can improve the ability of Human Resources (HR).

The application of information systems in the company is possible for the success or failure of implementing the system (Istianingsih & Wijayanto, 2009). There are several models in measuring the success of implementing information systems. Researchers adopted the information system success model developed by (Delone & McLean, 2003). which was updated from the previous version in 1992.

The model shows that there are three factors that affect system user satisfaction, namely: Information Quality, System Quality and Service Quality System quality, measures the desired characteristics of an information system, including perceived ease of use, system features, response time, and flexibility. . The next factor is the quality of information. Information quality is related to content issues and information system output characteristics, such as: timeliness, accuracy, reliability, and trustworthiness. The quality of service is measured based on the quality of support provided by the information system developer, the assurance and responsiveness of the system support department, and the provision of user training.

According to Istianingsih and Utami (2009) Purwaningsih (2010) and Septianita, Winarno, and Arif (2014) there is a positive influence between service quality and information system user satisfaction. This is inconsistent with the results of Iranto and Januarti (2012)

research which states that service quality has no positive effect on user satisfaction. According to Gorla, Somers, and Wong (2010) information quality, system quality, and service quality have organizational impacts.

Literature Review and Hypotheses Development

An information system can be defined as a system within an organization which is a combination of people, facilities, technology, media, procedures and controls. Information systems are intended to get important communication channels in giving signals to management and others about events internal and external which are important and provide an information base for smart decision making (Jogiyanto, 2007).

The quality of information systems is a characteristic of inherent information about the system itself (Delone & McLean, 2003). The quality of information systems is also defined by Davis, Bagozzi, and Warshaw (1989) as perceived ease of use which is the level of how much computer technology is felt to be relatively easy to understand and use. This shows that if users of information systems find it easy to use the system, they don't need much effort to use it, so they will spend more time doing other things.

Jogiyanto (2007) explains that system quality is used to measure the quality of the technology system itself. The same opinion also reveals that system quality is a measure of the processing of the information system itself (Chen, 2010). Based on the opinion of some experts, it can be concluded that system quality is a measure of the information system itself and is focused on the interaction between users and the system.

Service quality is the user's perception of the services provided by accounting application package providers. Initially, this service quality measure was designed to measure customer satisfaction (Parasuraman, Zeithaml, & Berry, 1988). They define service quality as a comparison between customer expectations and their perceptions of the quality of customer service provided.

If information system users feel that the quality of service provided by the application system provider is good, then they will tend to feel satisfied using the system. If the higher the quality of service about ISMUBA provided, it will have a good effect on the satisfaction of the ISMUBA application users. That way a positive influence on users is due to the services provided by the ISMUBA application..

According to Jogiyanto (2007) user satisfaction is the user's response to the use of information system outputs. Doll and Torkzadeh in Somers, Nelson, and Karimi (2003) defines End-User Satisfaction (EUS) as an affective attitude towards certain application software by someone who interacts directly with a computer. This means that satisfaction arises because the system used can be used optimally by direct interaction between the person operating the system and the computer. Based on Jogiyanto (2007) and Somers, et al. (2003) it can be concluded that user satisfaction is related to user responses or

attitudes to system interactions and the use of system outputs so that they can be used optimally.

Performance is always an actual issue in organizations because performance is the key to organizational effectiveness and success. An effective organization will be supported by quality human resources. The concept of performance is basically a paradigm shift from the concept of productivity.

Quality of Information

According to Jogiyanto (2007) the quality of information measures the quality of the output of the information system. Ong, Day, and Hsu (2009) argue that the quality of information can be interpreted as measuring the quality of the content of the information system. Negash, Ryan, and Igbaria (2003) describes the quality of information regarding the value of the information output produced by the system. Based on some expert opinion, it can be concluded that the quality of information is a measurement that focuses on the output produced by the system, as well as the value of the output for users. (Jogiyanto, 2007)

Quality of Service

Service quality is measured in terms of the quality of support provided by information systems developers. uses dimensions of service quality, such as assurance and responsiveness by the system support department, as well as the provision of user training. Service quality indicators used by Delone and McLean (2003) are reliability, responsiveness, and assurance (assurance and certainty).

User Satisfaction

According to Jogiyanto (2007) user satisfaction is the user's response to the use of information system output. Somers, et al. (2003) define End-User Satisfaction (EUS) as an affective attitude towards certain application software by someone who interacts directly with a computer. This means that satisfaction arises because the system used can be used optimally by direct interaction between the person operating the system and the computer. Based on Jogiyanto (2007) and Somers, et al. (2003) it can be concluded that user satisfaction is related to user responses or attitudes to system interactions and the use of system outputs so that they can be used optimally.

User Performance

The word performance is a translation from English, namely work performance or job performance or actual performance which means work performance or actual achievement achieved by someone (Mangkunegara, 2013). According to the Big Indonesian Dictionary, performance has 3 (three) meanings, namely: achieved, Performance demonstrated, Workability (regarding equipment). Performance in Indonesian is more often defined as work performance related to labor as an expression

of ability based on knowledge, attitudes, skills and motivation to produce something. Meanwhile, according to another opinion, defining performance is the result of work, both in quality and quantity achieved by a person in carrying out the task according to the given responsibility (Mangkunegara, 2013). Simamora (2003) explains that the definition of performance is a measure of an organization's success in achieving its mission. So from some of these opinions it can be concluded that performance or performance is an action that can be seen, observed and possible to achieve the things that are expected (goals) in other words, performance can be said to be the work results in quality and quantity achieved by an employee. carry out his duties in accordance with the responsibilities assigned to him.

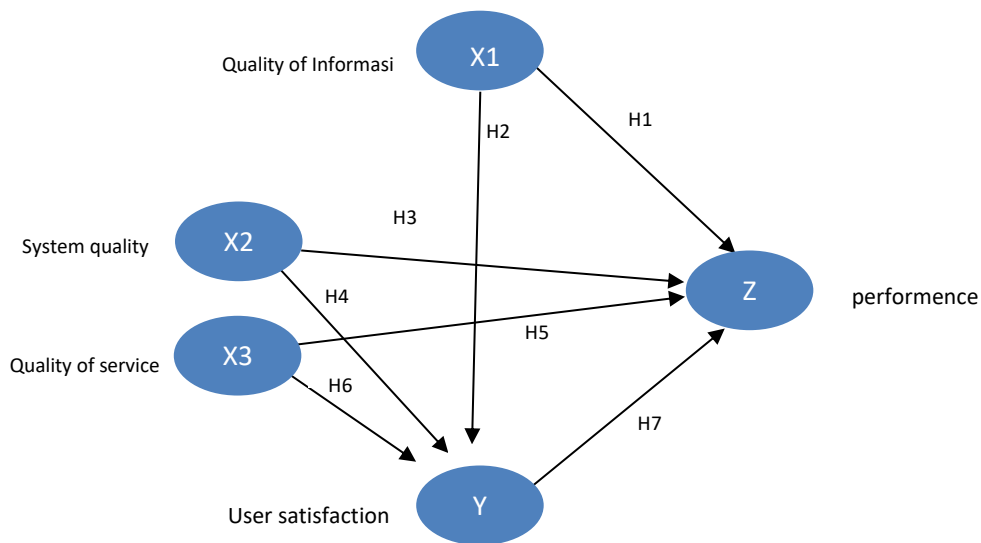


Figure 1 Research Framework

The research hypothesis is:

H₁: Information quality has a positive effect on user satisfaction.

H₂: Information quality affects user performance.

H₃: System quality has a positive effect on user satisfaction.

H₄: System quality affects user performance.

H₅: Service quality has a positive effect on user satisfaction.

H₆: Service quality has an effect on user performance.

H₇: User satisfaction has a positive effect on user performance.

Research Methods

This type of research is carried out using a quantitative approach, namely research using research instruments, quantitative data analysis with the aim of testing predetermined hypotheses (Sugiyono, 2013). The population in this research is all ISMUBA educators or teachers who work in the environment. Muhammadiyah Vocational High School Se Cilacap Regency, amounting to 61 people. The method used in determining the number of samples or the existing respondents was all taken as research respondents. Based on the census method used, there were 61 people. Data were obtained by distributing questionnaires to educators in the Muhammadiyah vocational school in Cilacap district as many as 61 educators. Meanwhile, the method of distributing questionnaires was carried out online. The data source in this study was primary data obtained from the answers to questionnaires distributed online. The variables used in this study consist of exogenous latent variables, namely systemality, information quality, service quality, the mediating variable is user satisfaction, while the endogenous latent variable is user performance. Exogenous latent variables are variables that are assumed to have an effect on endogenous latent variables. endogenous is a variable that is influenced or depends on the exogenous latent variable, while the mediating variable is a type of variable that makes an indirect relationship between the variable that lies between the exogenous latent variable and the endogenous latent variable. In other words, the mediating variable can strengthen or strengthen the relationship between variables.

In this study, the test was carried out using Partial Least Square Statistical Analysis (PLS) which consisted of two stages of testing, namely: Measurement Model Test (Outer Model) and Structural Model Test (Inner Model).

Measurement Model Test (Outer Model)

A research concept and model cannot be tested in a predictive model of relational and causal relationships if it has not passed the purification stage in the measurement model used to test the validity of the instrument construct (Jogiyanto, 2007). The results of loading factors in this study can be seen in Table 1.

Table 1 Variables, Indicators, Loading Factor

Variables	Indicators	Loading Factors ^a	Information
Quality of Information (Popoola, Chinomona, & Chinomona, 2015)	accurate (kul inf 1)	0,852	Received
	uses and benefits (kul inf 2)	0,864	Received
	appropriate (kul inf 3)	0,826	Received
	trust (kul inf 4)	0,771	Received
System Quality (Nelson, Todd, & Wixom, 2005)	System reliability (kul sis 1)	0,921	Received
	Response time (kul sis 2)	0,821	Received
	accessibility (kul sis3)	0,808	Received
	flexibility (kul sis4)	0,890	Received
	System integration (kul sis5)	0.853	Received

Table 1 Variables, Indicators, Loading Factor (cont')

Variables	Indicators	Loading Factors ^a	Information
Quality of service (Delone & McLean, 2003)	Reliability (kul lay 1)	0.744	Received
	responsiveness (kul lay 2)	0,830	Received
	certainty (kul lay 3)	0,798	Received
User satisfaction (Popoola, Chinomona, & Chinomona, 2015)	How it works (Kep peng 1)	0.908	Received
	Work process (peng peng 2)	0.899	Received
	General satisfaction (peng peng 3)	0.892	Received
User performance (Robbins & Judge, 2013)	Speed of use (last 1)	0.869	Received
	Improve performance (last 2)	0,916	Received
	make work easier (kin peng 3)	0,887	Received
	useful for my work (kin peng 4)	0,865	Received

Testing of measurement models includes:

1. Convergent Validity Test

Based on Table 1, the research model used in this study has met the prerequisites seen from the Convergent Validity (Ghozali & Latan, 2015) y looking at the value of all Loadng Factors in each construct > 0.5 so that it can be continued with the next test, namely the Discriminant Validity test.

2. Discriminant Validity Test

Based on Table 1, The Average Variant Extratd (AVE) value shows that the value of each variable construct is > 0.5 so that it meets the requirements of a research framework model seen from the Discriminant Validity test ,Furthermore, the research model will be tested with the third test, namely the reliability test.

3. Reliability Test

Reliability test is used to measure a questionnaire which is an indicator used of the variables in a research model. To find out that the latent variable construct indicators are said to be reliable, it is done by looking at the value where the Composite Reliability value must be > 0.7 (Ghozali & Latan, 2015).

Based on Table 1, all the Composite Reliability values have met the specified requirements > 0.7, meaning that the questionnaire with indicators used as measuring tools in this research model has met the reliability requirements and is reliable in the research model carried out. The results of the measurement model steps can be seen in Table 2.

Table 2 Variables, Indicators, Loading Factor Running 1AVEs and Composite Reliability

Variables	Indicators	Loading Factors ^a	AVEs ^b	Composite Reliability ^c
Quality of Information	accurate (kul inf 1)	0,852	0,688	0,898
	uses and benefits (kul inf 2)	0,864		
	appropriate (kul inf 3)	0,826		
	trust (kul inf 4)	0,771		
System Quality	System reliability (kul sis 1)	0,921	0,789	0,937
	Response time (kul sis 2)	0,821		
	accessibility (kul sis3)	0,808		
	flexibility (kul sis4)	0,890		
	System integration (kul sis5)	0.853		
Quality of service	Reliability (kul lay 1)	0.744	0,633	0,873
	responsiveness (kul lay 2)	0,830		
	certainty (kul lay 3)	0,798		
User performance	Speed of use (last 1)	0.869	0,783	0,935
	Improve performance (last 2)	0,916		
	make work easier (kin peng 3)	0,887		
	useful for my work (kin peng 4)	0,865		

AVE: Average Varian Extract

- a. Loading Factor value can be accepted if > 0.5
- b. The AVE value is acceptable if more > 0.5
- c. The Composite Reliability value is acceptable if \geq 0.6

In Table 2, it is obtained that all the loading factor values are more than 0.5. Then for the AVE value of each variable is more than 0.5, and the Composite Reliability value is also above 0.7. Then it can be concluded that the research model used in this study can be declared to meet the requirements in terms of the Convergent Valaidity, Discriminant test. Validity and Reliability so that this research model can be tested in the Structural Model test step (Inner Model).

Results and Discussion

Model Fit Test (Goodness of Fit) R-Square

Based on the Calculate Borthsrapping, the R-Square value is obtained. The R-square value is used to determine how much influence of all the latentxogen variables, the mediating latent variables used in this research model together on endogenous variables. In Table 3, it is obtained that the R-Square value on the performance variable obtained is 85.8%. This shows that system quality, information quality, and service quality have an effect of 85.8% on user performance, while 15% of the performance is influenced by other factors not examined.

Table 3 Variabel, R-Square

No	Variable	R-Square
1	User satisfaction	0,723
2	Performance	0,847

Structural Model Test (Inner Model)

The structural model test (Inner Model) is used to prove the hypotheses used in the research model. Hypothesis testing is done by running a Calculate Bothrapping based on a model that has met the test requirements of the measurement model or the previous outer model in the research model used. The results of the Calculate Both trapping are used to determine the effect of exogenous latent variables on endogenous latent variables. The steps taken in the Structural Model test (Inner Model) are as follows.

Hypothesis testing

Path Coefficient

The Path Coefficient or signigance is used to determine the effect of exogenous latent variables on endogenous latent variables, either directly or through mediating latent variables, by looking at the P value (probability value). The p-value on the results of the Calculate Bothrapping can be seen in Table 4.

Table 4 Original Sample Value, P Value

No	Direction of Variable Influence	Original Sample	P Value	Supported or not supported
1	Quality of information → User satisfaction	0,195	0,142	Not Supported
2	Quality of information → performance	0,347	0,000	Supported
3	System quality → User satisfaction	0,487	0,000	Supported
4	System quality → performance	0,151	0,085	Not Supported
5	Quality of service → User satisfaction	-	0,013	Supported
6	Quality of service → performance	0,274	0,001	Supported
7	User satisfaction → performance	0,258	0,004	Supported

The effect of information quality on user satisfaction

Based on the Path Coefficient test, the p value obtained is 0.142 > 5% so that hypothesis 1 is rejected, meaning that the quality of information has no effect on user satisfaction (Y). ISMUBA application system user satisfaction is not influenced by the quality of information presented in the ISMUBA application, which means that if there is an increase in the quality of information generated by the ISMUBA application, this will not affect user satisfaction. So that to increase the satisfaction of school users can increase other factors. Referring to the age data of the Muhammadiyah Vocational High School Religious Teachers in Cilacap Regency who have not been able to fully receive the full use of the

quality of information presented by the ISMUBA application, they tend to feel safe with the manual method without the ISMUBA application. They state that user satisfaction of the application system is strongly influenced by the quality of information presented in the application with a positive direction, which means that if there is an increase in the quality of the system used by the application, this will increase user satisfaction of the application system.

The results of research by Istianingsih and Utami (2009) Purwaningsih (2010) Iranto and Januarti (2012) and (Winarno, 2012) provide empirical evidence that information quality has a positive effect on user satisfaction. The higher the quality of information generated by the information system, it is predicted that it will affect the higher user satisfaction.

The ISMUBA application which is expected to make it easier for teachers to access questions, material with an online system for students, still needs to be socialized to all users, namely Vocational School Religion Teachers in Cilacap Regency. The hope is that after socialization and awareness from users, the ISMUBA application can be used as online learning in the Muhammadiyah school environment, so that user satisfaction can be achieved.

Effect of information quality on user performance

Based on the Path Coefficient test. In the results of hypothesis testing 2, the value of P value <5% with a value of (0.000) so that hypothesis 2 is accepted, the conclusion is that the quality of information has a positive effect on user performance. This means that this study proves that the quality of information (X1) can increase user performance (Z) in this case, the information quality of the ISMUBA application can improve the performance of religious teachers at Muhammadiyah Vocational High Schools in Cilacap Regency. The information quality of the ISMUBA application can improve user performance, because the information generated from the ISMUBA application is very accurate and can provide complete data or information that required by users, so the higher the level of information quality in the ISMUBA application, it can improve the performance of the Muhammadiyah Vocational School Religion Teachers in Cilacap Regency.

Effect of system quality on user satisfaction

Based on the Path Coefficient test, the results of testing hypothesis 3 obtained a P value at Specific Indirect <5%, which is 0,000, so hypothesis 3 is accepted, meaning that System Quality (X2) has a positive effect on user satisfaction (Y) the system quality of the ISMUBA application has an effect. positive on user satisfaction.

The research states that if users are sure of the quality of the system used, they will use the system more often, because the results of the processing of the information are satisfactory. If the information generated by the information system is more accurate, punctual, and has good reliability, it will further increase user satisfaction and trust.

The good quality of the ISMUBA application system is supported by good conditions of information technology. In this case, in order to produce a good quality ISMUBA application system, it must be supported by good device conditions as well. Due to the continuous use of the ISMUBA application for input and output of data and information, the use of this application makes it very easy for teachers because with our application system as teachers can upload material, questions, assignments neatly and safely and whenever we need our data it will be safe and secure. can be accessed again or used again, this application can also be used as a question bank or material bank for a school when the use of online learning is just looking for in the application, the teacher's class material can be adjusted.

Effect of system quality on user performance

In testing hypothesis 4, Table 4 obtained p value > 5%, namely 0.085 so that hypothesis 4 is rejected, it can be concluded that system quality (X2) has no effect on user performance (Z). The quality of the ISMUBA application system has no effect on the performance of religious teachers at Muhammadiyah Vocational High Schools in Cilacap Regency. The reliability of the ISMUBA application system does not increase teacher performance, because the quality of the more modern or better application systems is difficult for users to understand and use. With new features users find it difficult to run the application. The ISMUBA application with features that are always changing cannot make this ISMUBA application something that can be used in decision making.

The quality of the information system is a characteristic of the inherent information about the system itself. as perceived ease of use which is the level of how much computer technology is felt to be relatively easy to understand and use. This shows that if users of information systems feel that using the system is easy, they do not require a lot of energy and time to use it, so they will be happier working and feel satisfied.

Supported by previous research, there is a significant effect of system quality (X1) and information quality (X2) variables on partial user satisfaction according to the results of research. The research states that if users are sure of the quality of the system used, they will use the system more often, because the results are satisfactory processing of information. If the information generated by the information system is more accurate, punctual, and has good reliability, it will further increase user satisfaction and trust.

Based on the Path Coefficient test, a value of <5% is obtained, so that the hypothesis 5 is accepted, which states that service quality (X3) has a positive effect on user satisfaction (Y). The quality of ISMUBA application services can be seen from the reliability of applications that are able to provide accurate, correct and reliable information. This makes religious teachers at Muhammadiyah Vocational High Schools in Cilacap Regency as satisfied users. With the ISMUBA application, teachers can easily store data that can be used again at any time, such as uploading material, questions or assignments that can be done at any time. Lessons can be planned for one semester or even one academic year at the same time. Materials, questions and assignments can be used again in subsequent years with revisions, so it is very efficient and time-saving.

Research of Istianingsih and Utami (2009) Purwaningsih, (2010) give evidence that service quality has a positive and significant effect on user satisfaction, the results of these studies support that service quality affects user satisfaction.

Effect of service quality on user performance

Based on the Path Coefficient test, the P value was obtained $<5\%$, namely 0.001, so that hypothesis 6 was accepted. This means that service quality (X3) affects user performance (Z). The service quality of the ISMUBA application which consists of the reliability of the ISMUBA application, seen from this application, can provide data according to user needs, the speed of the ISMUBA application's response and the ease of access. Users can use a smartphone or computer anywhere to access the ismuba application. So that this application can improve the performance of religious teachers at Muhammadiyah Vocational High Schools in Cilacap Regency. Moreover, supported by their educational background, the majority of whom are S1, can easily master the operation of the application. With the ISMUBA application, it can make work complete faster, on time, very helpful when the job has to be on target.

The effect of user satisfaction on user performance

Based on the Path Coefficient test, the p value is $<5\%$, so that hypothesis 7 is accepted. User satisfaction (Y) has a positive effect on user performance (Z). The existence of the ISMUBA application can help the work of religious teachers at Muhammadiyah Vocational High Schools throughout Cilacap Regency, users can also get information on time, can be accessed anywhere, with all that, user performance will increase because the convenience provided can streamline time for users.

The results of this study prove the effect of job satisfaction on employee performance. The higher job satisfaction will increase employee performance. This result is in accordance with Stiven, Utama, and Santoso (2014) who state that high job satisfaction will also have a good effect on employee performance. The results of this study are in line with Saputra, Bagia, & Yulianthini (2016) which states that if an employee's satisfaction increases, it will have a positive impact on performance.

Conclusion

Based on the discussion of the research results using the Structural Equation Model-Partial Least Square (SEM-PLS) analysis tool which aims to determine the effect of system quality, information quality and service quality on user satisfaction and their impact on user performance.

The quality of information on the use of the ISMUBA application does not affect user satisfaction as expected, because it turns out that the ISMUBA application has not been fully used by teachers, especially teachers at Muhammadiyah Vocational Schools in Cilacap Regency. Teachers as users have not been able to take advantage of the

information generated by the ISMUBA application to facilitate work so that it does not affect their satisfaction, teachers still feel unfamiliar with the application because teachers are still complacent with the manual system that has been used so far. periodically so that later the ISMUBA application can be used properly, the system provided by the ISMUBA application can be useful and provide user satisfaction.

In this study, the quality of information has a positive influence on user performance. This means that this study proves that the quality of information can improve user performance, in this case the quality of information on the ISMUBA application can improve the performance of religious teachers at SMK Muhammadiyah Cilacap Regency. The information quality of the ISMUBA application can improve user performance, because the information generated from the ISMUBA application is very accurate and can provide complete data or information needed by users, so that the higher the level of information quality in the ISMUBA application can improve the performance of Religion Teachers at SMK Muhammadiyah in Cilacap Regency.

The quality of the system has a positive effect on user satisfaction, the quality of the ISMUBA application system has a positive effect on user satisfaction. The quality of a good ISMUBA application system, supported by good information technology conditions will also be able to increase user satisfaction. need our data to be secure and re-accessible or reused. In the Ismuba application, each teacher has their own account, and there the teacher has a data base that can be used as a permanent document and can be used at any time by the teacher concerned.

System quality doesn't have much effect on user performance. The quality of the ISMUBA application system has no effect on the performance of religious teachers at Muhammadiyah Vocational Schools in Cilacap Regency. Here, the reliability of the ISMUBA application system cannot fully improve teacher performance, because the quality of a more modern application system is sometimes difficult for users to understand and use, it takes adjustment stages for users to use the application according to their needs. ISMUBA applications with ever-changing features cannot make this ISMUBA application something that can be used in decision making

Service quality has a positive influence on user satisfaction. The quality of ISMUBA application services can be seen from the reliability of applications that are able to provide accurate, correct and reliable information because with accurate information users will feel that the ISMUBA application can help all their work. This makes religious teachers at SMK Muhammadiyah Cilacap Regency as satisfied users. With the ISMUBA application, teachers can easily store data that can be reused at any time, such as uploading materials, questions or assignments that can be done at any time

Service quality affects user performance. ISMUBA application service quality which consists of ISMUBA application reliability seen from this application can provide data according to user needs, ISMUBA application response speed and ease of access for users. Users can use a smartphone or computer anywhere to access the Ismuba application. So

that this application can improve the performance of religious teachers at SMK Muhammadiyah Cilacap Regency.

User satisfaction has a positive influence on user performance. This means that with the ISMUBA application it can help the work of religious teachers at Muhammadiyah Vocational Schools throughout Cilacap Regency, users can also obtain timely information, can be accessed anywhere, with all of that user performance will increase because of the ease of use. given can streamline time for users. In this case, information is really needed by users, when users really need it. Applications can be accessed with gadgets owned by user, it is very helpful in the work of users who need timely information.

Suggestion

To be able to introduce the ISMUBA application, periodic socialization is needed to users, especially vocational religious teachers in Cilacap Regency, so that later it can increase user satisfaction in using the ISMUBA application, about the advantages and benefits of the ISMUBA application. new for Religion teachers in Cilacap Regency in particular and the community in general. Improving the quality of information on the ISMUBA application.

In the future, the ISMUBA application can be used by users to be able to improve user performance, namely religious teachers at SMK in Cilacap Regency in particular. The information generated is information that is indeed needed by users so that user satisfaction will increase thanks to the help of the ISMUBA application. Automatically when user satisfaction increases, the performance of the user will also increase because users feel that it is easier for their work to use the ISMUBA application.

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Isnaeningsih, Fitriati, Pujiharto, & Astuti

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