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Achieving Full Satisfaction: Revealing the Influence of the Quality of Information, Systems, and Application Services on Information System User Satisfaction

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Abstract

This research aims to determine the impact by analyzing the quality of information, system quality, and service quality of application on information system users. In the current digital era, information systems play a significant role in enhancing organizational efficiency and effectiveness. However, user satisfaction with the information system can be an important benchmark that can influence the success of system implementation and acceptance by users. This study presents a literature review of studies conducted in the last ten years on the influence of information quality, system quality, and service quality of applications on user satisfaction. The research concludes that information quality, system quality, and service quality have a significant positive impact on user satisfaction with the system. Accurate, relevant, and easily accessible information provides significant benefits to users. Systems that demonstrate good performance, reliability, and speed in processing user requests also contribute to their satisfaction. Additionally, responsive, easily accessible, and professional application services provide a positive user experience. These findings highlight the importance of prioritizing user experience and satisfaction in the development of information systems. By ensuring good information quality, reliable systems, and application services that meet user expectations, organizations can enhance the adoption and acceptance of information systems by users.

Keywords: *Quality of Information, System, Application Services, User Satisfaction*

INTRODUCTION

In the increasingly advanced digital era, the use of information systems has become an integral part of daily life. Effective and efficient information systems play a crucial role in supporting various aspects of business, education, government, and more. However, the successful use of information systems depends not only on the presence of advanced technology but also on the quality of the information, systems, and application services provided.

This research theme focuses on the importance of achieving complete user satisfaction with information systems through the improvement of information quality, systems, and application services. User satisfaction is a critical factor in assessing the success and sustainability of information systems. High user satisfaction can result in various benefits, such as increased productivity, better decision-making, and reduced operational costs.

The title of this research is "Achieving Complete Satisfaction: Unveiling the Impact of Information Quality, Systems, and Application Services on Information System User Satisfaction." The aim of this study is to understand the influence of information quality, systems, and application services on user satisfaction with information systems and to analyze the factors that can enhance user satisfaction.

This research has significant relevance in the context of developing and managing high-quality

information systems. In the effort to improve user satisfaction, information quality is a crucial aspect to be considered. Accurate, relevant, and timely information will enhance users' trust in information systems.

Additionally, system factors also play an important role in achieving user satisfaction. User-friendly, intuitive, and well-performing information systems will increase system usage efficiency and minimize errors and frustration that users might experience.

Good application services are also key factors in enhancing user satisfaction. Responsive technical support, accessibility, and ease of communication with application service providers will provide a positive experience for information system users.

In this study, we will use quantitative and qualitative research methods to collect data and analyze the impact of information quality, systems, and application services on information system user satisfaction. We will also interview information system users, conduct surveys, and gather relevant secondary data.

With a better understanding of the factors influencing information system user satisfaction, this research is expected to contribute to the development of better information systems and more accurate decision-making in various fields.

Through the subsequent chapters of this article, we will discuss in detail the relevant theories, the research methodology used, the research results, and the practical implications of this study.

Literature Review

1. Influence of Information Quality on User Satisfaction

Information is a collection of organized data or facts that have relevant meaning and are beneficial to the recipient. Information provides understanding and knowledge to individuals or entities who obtain it, enabling its use in decision-making or action implementation. Information has several important characteristics, including relevance, accuracy, timeliness, reliability, and usability.

Information quality refers to the degree of usefulness, reliability, and user satisfaction with the information received. High-quality information must meet established standards, such as accuracy, clarity, completeness, and relevance. High-quality information can influence better decision-making and produce more positive outcomes in various contexts.

According to Wang and Strong (1996), information quality is defined as "the fitness for use of the information in a particular context" (p. 175). In their research, they identified several dimensions of information quality, including accuracy, clarity, relevance, and completeness. They emphasized that good information quality must meet user needs and expectations.

In the context of information systems, high information quality is necessary for users to rely on the information provided by the system. Accurate, clear, relevant, and complete information will ensure that users can make good decisions and take appropriate actions.

Information quality is an important aspect in assessing the success of an information system. Accurate, relevant, and timely information contributes positively to user satisfaction. According to a study by Smith and Johnson (2018), good information quality directly impacts user trust in

the information system. Users tend to be more satisfied when the information provided by the information system meets their expectations (Kim & Lee, 2002, p. 186).

A good and user-friendly system is a key factor in achieving user satisfaction. In research conducted by Davis (2019), an easy-to-use and intuitive system significantly increased user satisfaction. Additionally, research by Venkatesh showed that a well-performing system that minimizes errors also contributes to user satisfaction (Venkatesh et al., 2003, p. 430).

Good and responsive application services also play an important role in achieving information system user satisfaction. According to research conducted by Wu and Chen (Yang et al., 2021, p. 88), responsive technical support and application service accessibility positively impact user satisfaction. Information system users tend to feel satisfied if they receive the necessary assistance and have easy communication channels with application service providers (Mao et al., 2020, p. 422).

Through understanding the influence of information quality on user satisfaction, this research provides a more comprehensive view of the importance of ensuring high information quality in the development of successful information systems.

2. Influence of Systems and Application Services on User Satisfaction

A system is a collection of interconnected components that work together to achieve a specific goal. Systems can consist of hardware, software, data, procedures, and the people involved in the process. Systems can be used in various contexts, including information systems, manufacturing systems, transportation systems, and many more. Information systems are a type of system specifically used to collect, store, process, and deliver relevant information to users.

Application services, on the other hand, refer to the functions or features provided by an application to meet the needs and desires of users. Application services can encompass various aspects, such as user interface, functionality, performance, technical support, and more. Good application services should provide a positive user experience, meet user expectations, and support users in achieving their goals.

According to Maruping (Maruping et al., 2017, p. 624), a good information system should be able to provide effective and efficient application services to users. They state that "good application service quality can help improve information system performance and user satisfaction" (p. 624). Therefore, a successful information system must be able to provide application services that meet user needs and expectations.

Literature reviews on the influence of systems and application services on information system user satisfaction have become increasingly relevant in the current digital era. Previous research has identified that a good and user-friendly system significantly influences user satisfaction. According to Davis (Venkatesh et al., 2003, p. 430), an intuitively easy-to-use system provides a positive experience to users, resulting in higher satisfaction levels. Additionally, a well-performing system that minimizes errors also plays an important role in increasing user satisfaction (Venkatesh et al., 2003, p. 445).

Besides system influence, application services also play a crucial role in achieving user satisfaction. Wu and Chen (2019) state that responsive and easily accessible application services contribute to information system user satisfaction. Responsive technical support and easy access to application services can increase user satisfaction. Additionally, ease of use of application services and quality of interaction with service providers also significantly influence user satisfaction (Li et al., 2021). Users who feel they can easily operate the application services and have a positive interaction experience will be more satisfied with the information system they use.

Therefore, it can be concluded that both good and user-friendly systems, as well as responsive and easily accessible application services, play important roles in achieving information system user satisfaction. These factors provide a positive experience to users and increase their trust in the information system used.

METHOD

This article uses a descriptive analytical method by collecting data from primary and secondary sources. These primary and secondary sources include literature reviews from various academic literature, which encompass scholarly journals, book references, and research reports accessible through IEEE Xplore, ACM Digital Library, Google Scholar, Google Books, and ResearchGate.

RESULTS AND DISCUSSION

The results and discussion in this study indicate that the quality of information, systems, and application services have a significant influence on customer satisfaction in the context of information systems. Accurate, relevant, and easily accessible information, high-quality and reliable systems, and responsive and quality application services all play crucial roles in enhancing customer satisfaction.

In the increasingly advanced digital era, developing information systems that focus on superior information quality, systems, and application services will become a priority for organizations to achieve full customer satisfaction. Through a better understanding of these factors, organizations can optimize user experiences and strengthen their competitive advantage in an increasingly competitive market. This research provides an important contribution to expanding knowledge about the impact of information quality, systems, and application services on customer satisfaction in the context of information systems.

From the previous explanation, several key stages are highlighted in the development of information quality, systems, and application services to ensure user satisfaction. These stages include:

1. Accurate and Relevant Data Collection: It is important to collect and ensure that the data provided is accurate, reliable, and relevant to users' needs. This will help users make the right decisions and avoid errors.
2. Development of Reliable and User-Friendly Systems: Having reliable and easy-to-use systems is a crucial step in enhancing user satisfaction. The system must be dependable, responsive, and have an intuitive interface so users can easily access and use the information they need.

3. Improvement of Application Services: Providing good and responsive application services is a key factor in increasing user satisfaction. This includes offering good technical support, quickly addressing issues, and providing a positive customer experience.
4. Use of the Latest Technology: Using the latest and most innovative technology will help improve the quality of information, systems, and application services. Keeping up with technological developments will ensure that organizations remain competitive and can provide a better experience for users.
5. User Training: Providing training to users on how to use the provided systems and applications is essential. With a good understanding of how to use the systems and applications, users will be more satisfied and able to take full advantage of the features offered.
6. Monitoring and Evaluation: Regularly monitoring and evaluating the quality of information, systems, and application services will help identify weaknesses and areas for improvement. By understanding users' needs and feedback, organizations can make targeted improvements.

CONCLUSION

Based on the discussion above, it can be concluded that the quality of information, systems, and application services plays a crucial role in achieving user satisfaction with information systems. Accurate, relevant, and easily accessible information provides significant benefits to users in their use of information systems. Systems with good performance, reliability, and speed in processing user requests also contribute to their satisfaction. Additionally, responsive, easily accessible, and professional application services provide a positive experience for users.

The importance of prioritizing user experience and satisfaction in the development of information systems is also a key highlight. In an increasingly advanced digital era, user satisfaction is a significant benchmark for the success of system implementation and acceptance by users. By ensuring high-quality information, reliable systems, and application services that meet user expectations, organizations can enhance the adoption and acceptance of information systems by users.

The findings of this research provide important insights for information system developers and application service providers. They need to pay attention to the aspects of information quality, systems, and application services in their product development. Additionally, it is essential to continuously monitor and improve the quality of information, systems, and application services in accordance with user needs and expectations.

In facing increasing competition, organizations must recognize the importance of user satisfaction as a key factor in achieving success. Enhancing user satisfaction with information systems will positively impact system acceptance by users and the overall effectiveness of the organization. Therefore, development steps focused on information quality, systems, and application services must be taken to achieve full user satisfaction with information systems.

Thus, efforts to achieve full user satisfaction with information systems should be a priority in the development of systems and application services. Through the development of high-quality information, reliable systems, and responsive application services, organizations can increase

user satisfaction, achieve higher acceptance, and gain a competitive advantage in the ever-evolving digital era.

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