Influence Of Service Quality, Performance Expectations, System Quality, Information Quality On User Satisfaction In Implementation Cooperative Application At Smkn 11 Malang

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Abstract: Studies This investigate quality service, expectations performance, quality system, quality information, and satisfaction user in context application cooperative school at SMKN 11 Malang. With sample consists of 73 members cooperative school, research This detail characteristics qualities it and test it impact to satisfaction user through approach Quantitative includes survey as well as analysis statistics. Study results describe that quality service, expectations performance, quality system, quality informationally positive influence level satisfaction user in use application cooperative school. Implications, study This potential for increase management effective cooperative school, improve welfare of teachers and staff, as well increase income school at SMKN 11 Malang. Findings this too can function as guidelines for institution any other education you want repair management cooperative school they through optimization technology information.

Keywords: Quality Service; Performance Expectations; Quality System; Quality Information; Satisfaction User; Application Cooperative School.

1. Introduction

Progress Indonesian economy, incl sector cooperative, experienced significant growth. In Spirit unity and togetherness national, important for develop cooperative school as part from support country's economy. Role technology very crucial information in increase efficiency operational cooperative. Study this expand study previously with consider application mobile internet connected and plugging in variable "expectations performance" as factor assessment. Acceptance Model technology (TAM) was used for understand how user respond technology this. Application saves borrow through partnership give way more efficient in manage finance and giving more access easy for member cooperative. Study This combine method survey quantitative and description qualitative for evaluate impact use system information in cooperative school at SMKN 11 Malang.

Hope from studies this, example give guide for manager cooperative school for increase management them, the welfare of teachers and employees, as well income school at SMKN 11 Malang. Study This aim identify and analyze quality service, expectations performance, quality system, quality information, and satisfaction user application cooperative school at SMKN 11 Malang. No only that's the goal study This For evaluate impact individual from every element quality, that is quality service, expectations performance, quality system, quality information to satisfaction user application cooperative school and identify the most dominant factor in influence satisfaction user. The hope is research This can give useful guide for manager cooperative school in increase effectiveness management, welfare staff, and revenue school at SMKN 11 Malang via utilization system more information.

2. Theoretical Studies

A number of studies previously that became base do studies this, namely:

Mahendra and Affandy (2012) investigated influencing causes interest use system information on finance area and find that use system information financial management area influenced by expectations company and expectations performance [6].

DeLone and McLean (1992) research search variable bound with success system purposeful information for explain that in a manner separated satisfaction user generated of quality information and satisfaction users are also generated from quality system [1].

DeLone and McLean (2003) research about update ten year clarify that satisfaction user influenced in a manner independent and together quality service, quality information, and quality system [2].

Suhendro (2017) researched about Bank Muamalat Indonesia which is influenced by performance system to satisfaction user. The results of the research explain that variable like capacity individual, support senior management, and impact panels significant and strong to satisfaction user [8].

Gorla, Somers and Wong (2010) researched about impact organization quality service, quality information, and quality system find that organization get impact positive from quality system, quality information get impact positive from quality system, and organization impact positive with quality services (Gorla 2010) [3].
DeLone and McLean (1992) researched that system referring information from quality system, example that which it consists of from combination device software and devices hard, which focuses on effectiveness system in provide required information user [1].

Pitt, Watson and Kavan (1997) quality information something system information as attribute value, usefulness, significance, and urgency from generated information [7].

Pasolong (2019) separately direct nor no direct, fulfillment need user Good from quality service (quality information) can defined as performance individual, group, or organization [5].

Handayani (2005) in draft Expectation performance, they believe if system information will used If they feel helped for increase performance and lightening work them [4].

### 3. Method Study

Method collection information in study This involve implementation survey field with utilization questionnaire. Questionnaire spread to all over member cooperatives at SMKN 11 Malang, consisting of teachers and employees, with a total of members as many as 73 people. For distribute questionnaire, used Google Forms application.

Questionnaire This containing series related questions with use system information cooperative school, aspects quality like systems, information, and services, as well as expectation performance. Respondents requested for answer question with honest and objective maybe.

In studies this, there is a number of relevant variables:

1. Variable free covers quality service, expectations performance, quality system, quality information.
2. Variable dependent (bound) used, example satisfaction user, which reflects response from user to use system information the.

### 4. Findings and Elaboration

#### 4.1 Validity Test Results

Test results validity against 35 items measuring statement variable quality service, expectations performance, quality system, quality information, and satisfaction user show that mark recount for 35 grains statement obtain mark on number provision rtable (0.2272) or mark probability (sig. 2-tail) for 35 items questionnaire produce mark probability under number 0.05. Comparison This show that respondents understand over 35 items questionnaire submitted by researchers. Can concluded all item questionnaire on the study it is considered valid.

#### 4.2 Reliability Test Results

Cronbach's Alpha Value explain that for the five variables studied that represent over 35 items questionnaire study produce mark on number cut-off (0.6). Comparison This show that respondents consistent in answered 35 items questionnaire submitted by researchers. All item questionnaire stated reliable and capable used.

#### 4.3 Assumption Test Results Classic

4.3.1 Multicollinearity Test

For identify signs multicollinearity, us can inspect VIF (Variance Inflation Factor) value. In order to get considered No experience problem multicollinearity, the VIF value must be is below 5.

<table>
<thead>
<tr>
<th>Variable Free / Independent</th>
<th>Collinearity Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tolerance</td>
</tr>
<tr>
<td>1</td>
<td>Quality Service</td>
</tr>
<tr>
<td>2</td>
<td>Performance Expectations</td>
</tr>
<tr>
<td>3</td>
<td>Quality System</td>
</tr>
<tr>
<td>4</td>
<td>Quality Information</td>
</tr>
</tbody>
</table>

The VIF calculation results show that all variable independent, like quality service, expectations performance, quality system, quality information own VIF value below 5. This indicate that no there is signs multicollinearity in variables.

4.3.2 Autocorrelation Test

From the results calculations, the Durbin Watson value is 1.967, which is above -2 and below 2. Can concluded, that the regression model No There is signs autocorrelation.

4.3.3 Heteroscedasticity Test

![Heteroscedasticity Test](https://example.com/image)
Picture above is picture scatterplot that explains that pattern formed from scattered dots scattered, according results analysis statistics irregularity pattern on show free happen heteroscedicity, meaning perception respondents can be measured.

4.3.4 Normality Test

![Normal P-P Plot of Regression Standardized Residual](image)

From the graph, it can be seen with Good that the diagonal line is approximated scattered dots around him. this indicate that the data is in studies this own distribution that is close to normal.

4.4 Multiple Linear Regression Results

Table 2: Conclusions from the Results of Multiple Linear Regression Analysis

<table>
<thead>
<tr>
<th>Variable</th>
<th>Information</th>
<th>Coefficient Regression (b)</th>
<th>t count</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>X1</td>
<td>Quality service</td>
<td>0.398</td>
<td>2.435</td>
<td>0.018</td>
</tr>
<tr>
<td>X2</td>
<td>Expectation</td>
<td>1.103</td>
<td>6.806</td>
<td>0.000</td>
</tr>
<tr>
<td>X3</td>
<td>Quality system</td>
<td>0.529</td>
<td>4.680</td>
<td>0.000</td>
</tr>
<tr>
<td>X4</td>
<td>Quality information</td>
<td>0.217</td>
<td>1.462</td>
<td>0.148</td>
</tr>
</tbody>
</table>

Constanta 0.271
Adjusted R Square 0.874
R 0.935
F count 117,762
N 73
Sig. F 0.000

Dependent variable = Satisfaction User (Y)

Y = \alpha + bX_1 + bX_2 + bX_3 + bX_4 + e

Y = 0.271 + 1.103 X_4 + 0.398 X_3 + 0.529

\textit{X}_i + 0.217 \textit{X}_2 + e

Y = Satisfaction User
X1 = Quality Service
X2 = Performance Expectations
X3 = Quality System
X4 = Quality Information
\alpha = Number Constant
\beta_1..\beta_3 = Coefficient Regression
e = Variable bully

4.4.1 Constant value regression of 0.271 indicates that when variable free assumed constant or the value is 0, then Still There is or there is Satisfaction user application cooperative at SMKN 11 Malang City.

4.4.2 Coefficient value regression (b3) quality service with the value of 0.398 explains existence of influence positive satisfaction user from quality service. The t test results explain that mark probability X3 (0.018) < tolerance error researcher by 5%.

4.4.3 Coefficient value regression (b1) variable expectation performance of 1.103 indicates satisfaction user influenced by expectations performance own influence significant positive. The t test results explain that mark probability variable X1 (0.000) < level error study by 5%.

4.4.4 Satisfaction users who are influenced by quality system that has mark coefficient regression (b2) of 0.529 explains existence positive and significant. The t test results explain that mark probability variable X2 (0.000) < tolerance error researcher by 5%.

4.4.5 Coefficient value regression (b4) quality information with the value of 0.217 explains that member cooperative Already normal accept information in manual form or technology information. The t test results explain that mark probability X4 (0.148) > tolerance error researcher of 0.05 (\alpha=0.05).

Correlation between variable free, that is quality service, expectations performance, quality system, quality information with variable bound, that is satisfaction user, get be measured use analysis coefficient correlation double. As a result, the value of R (Coefficient Correlation) of 2,518 indicates that there is correlation of 93.5% between variable quality service, expectations performance, quality system, and quality information with variable satisfaction user. This figure reflect exists strong relationship between variable independent chosen by the researcher and variable tied to it. Besides that, is, R² value (adjusted) or mark coefficient determination 0.874 reflects that quality service, expectations performance, quality system, quality information in a manner together give contribution amounting to 87.4% against satisfaction user. The rest, that is other variables that could influence of 12.6% no including in studies this

4.5 Hypothesis Test Results

4.5.1 Hypothesis Test I
Quality Service in a manner significant affects Y, with mark coefficient regression amounting to 0.398. Because that, hypothesis II claims that quality service can influence satisfaction user proven in a manner statistics.

4.5.2 Hypothesis Test II
Performance Expectations contribute in a manner significant on Y with mark coefficient regression with value 1.103. With So, you can state that hypothesis I, which indicates that Performance Expectations have influence statistics to level satisfaction users, proven right.

4.5.3 Hypothesis Test III
Quality System influential significant against Y, who has coefficient regression of 0.529. With thus, variable satisfaction users who have get influence of variables quality system can concluded that in hypothesis III has proven in a manner statistics.
4.5.4 Hypothesis Test IV
Variable satisfaction user in accordance results analysis No influenced in a manner significantly by quality information that has coefficient regression of 0.217. With so, can concluded in a manner analysis that satisfaction user influenced by quality information in hypothesis IV does not prove in a manner statistics.

4.5.5 Hypothesis Test V
On studies Here, hypothesis V is tested using the F test with objective for evaluate influence together variable quality service, expectations performance, quality system, and quality information to satisfaction user application cooperative at SMKN 11 Malang. The F test results explain that mark Fcount is 117.762 with level significance 0.000. For level significance 5% of mark Ftable with degrees freedom df =73 is 2.73. Comparison between Fcount (117.762) and Ftable (2.73) indicate that Fcount > Ftable. Besides that, value significance F (0.000) < 5%.

Therefore, that's satisfaction user (Y) directly together influenced in a manner significant and strong by variable quality service, expectations performance, quality system, and quality information.

4.5.6 Hypothesis Test VI
Quality information that has coefficient regression with value 0.529, no influence variable Y. Temporary that's expectations performance, quality service, and quality system influential significant with mark coefficient regression consecutive are 1.103, 0.529, and 0.398. Therefore, hypothesis VI can be We conclude that satisfaction user in a manner statistics influenced in a manner significant by quality service, expectations performance, and quality system can accepted.

5. Conclusion
Result of hypotheses to consider influence quality service, expectations performance, quality system, quality information show that in a manner together satisfaction user application influenced in a manner significant by the third variable this. By more details, satisfaction user in a manner positive influenced expectation performance, p That show that satisfaction user obtained from quality good system. Besides that, is satisfaction user achieved with quality good service. However, satisfaction user No influenced by variables quality information, indicates that accuracy and precision information in taking decision Possible Not yet adequate, and usage system Not yet reach optimal results. Lastly, on the level individual satisfaction user obtained from quality system ok. Although results This relevant, necessary remembered that satisfaction user applications that are affected by manifold possible variables not yet considered. Although method data collection through survey useful, however own limitations Because Possible No always reflect actual situation or Possible No Enough flexible

References