

User Satisfaction with the Personnel Management Information System at the Malang Regency's Personnel and Human Resources Development Agency: An Analysis of the Effects of System, Information, and Service Quality on Net Benefit



Lokendra Aditisna Widigdyo¹, Yusaq Tomo Ardianto², Dani Yuniawan³

^{1,2,3}Postgraduate Program, University of Merdeka Malang, Indonesia.

ABSTRACT: Investment in information technology is currently experiencing rapid growth and has become an essential requirement for organizations, both in the business and government sectors. The diverse characteristics of information systems, complete with their advantages and disadvantages, create competition in innovation to demonstrate organizational excellence. Personnel Management Information System is a procedure and procedure that integrates the collection, processing, analysis, presentation, utilization, and documentation of employee data. This study aims to analyze the effect of system quality, information quality, and service quality on net benefits through user satisfaction at the Malang Regency Personnel and Human Resources Development Agency. The research method used is quantitative with saturated sampling technique, involving 86 respondents. Data analysis was carried out through descriptive analysis, classical assumption test, t test, and path analysis. The results showed that system quality, information quality, and service quality have a significant influence on user satisfaction of the personnel management information system. In addition, user satisfaction also has a significant effect on the net benefits generated from the information system.

KEYWORDS: System Quality, Information Quality, Service Quality, User Satisfaction, Net Benefit, Personnel Management Information System.

I. INTRODUCTION

In the era of globalization and rapid advancement of information technology that has become a necessity in an organization, both in the business world and in government, the use of information technology is becoming increasingly crucial to improve operational efficiency and effectiveness. With a good information system, organizations can manage data better and support the right decision making. According to Turban et al. (2018), the main expectations of implementing an information technology system include: Increasing collaboration and communication between units in the organization, More systematic management of organizational knowledge, Optimizing the strategic decision-making process, Increasing organizational competitiveness in the digital era. The existence of information technology applied in an organization, both small and large, greatly affects operational effectiveness and decision making (Laudon & Laudon, 2016). In line with this, according to (Johnson et al., 2023) states that information technology has fundamentally changed the way organizations and individuals make decisions. This approach shows an awareness of the importance of technology in improving the efficiency and effectiveness of public services, as well as supporting transparency and accountability in resource management.

With the Government Regulation (PP) Number 11 of 2017 concerning civil servant management, explaining the obligations of government agencies to build and develop data-based management systems, including personnel information systems. Which is further stated in the Regulation of the State Civil Service Agency (BKN) Number 1 of 2023 concerning guidelines for managing personnel information systems, a personnel management information system was created which is used for personnel management starting from planning, implementation, management of personnel at the Malang Regency Human Resources Development and Personnel Agency which was then named the Personnel Management Information System (SIMPEG).

The implementation of management information systems (MIS) also plays an important role in the management of personnel data within the scope of local government, especially in Malang Regency, in the implementation of management information

User Satisfaction with the Personnel Management Information System at the Malang Regency's Personnel and Human Resources Development Agency: An Analysis of the Effects of System, Information, and Service Quality on Net Benefit

systems (MIS) is a complex challenge considering the large number of employees and the dynamics of data changes that occur continuously. This system allows organizations to validate data, ease of data access, recapitulation, updating, and validity of personnel data in real-time. With this feature, the secretariat, employee procurement, mutation, awards and assessment of apparatus, and employee competency fields can quickly identify problems and take corrective actions related to personnel data. For example, in the field of rank, the management information system (MIS) can be used to monitor the promotion process and manage rank data. With accurate and up-to-date information, organizations can improve operational efficiency and reduce costs. The personnel management information system (SIMPEG) is present as a very important media in managing human resources in an organization. The personnel management information system (SIMPEG) functions to integrate employee data and information, thus facilitating the administration and decision-making process. With this system, organizations can manage various aspects related to employees, from recruitment, training, to performance evaluation, in one centralized platform. The personnel management information system (SIMPEG) has become a crucial element in human resource management in various organizations. With the advancement of technology, the personnel management information system (SIMPEG) is now available in two versions, namely the website and mobile application, which provide flexibility and ease of access for users. These two versions complement each other and are designed to meet different needs in employee data management.

The issuance of PP Regulation Number 11 of 2017 has mandated that the management of civil servants (PNS) must be carried out in a more structured and professional manner and emphasizes the importance of a data-based management system to improve the quality and performance of PNS in all government agencies. In this context, competency development, performance assessment, and employee career management are the main focuses. PP Number 11 of 2017 also emphasizes the need for the implementation of an effective personnel management information system, in order to support data-based decision making. With this system, employee data management can be carried out more efficiently, thus facilitating the recruitment, promotion, and training processes. In addition, this regulation requires each agency to periodically evaluate and monitor employee performance, in order to ensure that each employee contributes optimally to organizational goals.

The level of trust and the complexity of the use function are two key elements that influence the effectiveness and efficiency of the personnel management information system. The level of trust reflects the extent to which users feel confident in the reliability and security of the system, which is very important because the system often handles sensitive data such as employees' personal information. High trust encourages users to actively utilize all system functionalities, while complex use functions can be a barrier. Although the personnel management system (SIMPEG) is designed with advanced features to improve human resource management, an unintuitive interface or complex procedures can cause frustration and reduce usage. Building trust can be achieved through positive experiences, responsive technical support, and data security assurance. Users who feel safe will be more open to exploring existing features. Conversely, difficulty in understanding the system can reduce trust and lead to low usage levels. The level of trust also has a direct impact on organizational productivity. Users who are comfortable and confident in using the system tend to be more efficient, while system complexity can hinder productivity. Therefore, it is important for system designers to create a balance between rich functionality and ease of use.

In the context of personnel management information systems, complex usage functions often include various aspects, such as employee data management, personnel processes such as: Hukdis Monitoring, Training Filters, rank order process, and official history data. Each of these aspects has different processes and procedures, which can confuse users if not presented in a clear and structured manner. In addition, it is important to conduct periodic evaluations of the system to identify areas that may cause confusion or difficulty for users. Feedback from users can provide valuable insights into how usage functions can be improved. The use of techniques such as user satisfaction surveys and interview sessions can help in gathering this information.

Many studies have been conducted to identify several factors that influence the success of information technology systems, one of which was conducted by DeLone and McLean. DeLone and McLean (1992) proposed a model to evaluate the level of success of information technology systems, often referred to as the D&M IS Success Model, the model shows that system quality and information quality affect user usage and satisfaction. In the theory of DeLone and McLean (2023) it is explained that system quality, information quality, and service quality can affect user usage and satisfaction which will then affect net benefits. Usage must precede user satisfaction, but positive usage will result in greater user satisfaction. Increasing user satisfaction will also increase interest in use and further use. The net benefit is an increase in interest and satisfaction of users of the information system. Based on the explanation of the facts, phenomena that have been mentioned above and supported by the theories of experts and previous research, it is stated that there is an influence between system quality, information quality, service quality on net benefits with user satisfaction factors as intervening media. The difference is that researchers are interested in re-

User Satisfaction with the Personnel Management Information System at the Malang Regency's Personnel and Human Resources Development Agency: An Analysis of the Effects of System, Information, and Service Quality on Net Benefit

examining the variables connecting system quality, information quality, service quality, user satisfaction and net benefit "Analysis of the Influence of System Quality, Information Quality, and Service Quality on Net Benefit Through User Satisfaction of the Human Resources Management Information System of the Human Resources and Development Agency of Malang Regency".

II. LITERATURE REVIEW

Information System

DeLone and McLean (1992) developed a revolutionary model of information systems success, providing a comprehensive framework for understanding the complexities of information technology success in organizations. Their initial model emerged amidst the rapid development of information technology, where organizations began to integrate computerized systems on a massive scale. DeLone and McLean's research in 1992 was motivated by the urgent need to measure information systems success that could not be assessed solely from a technical perspective. They identified six key variables: (1) system quality, (2) information quality, (3) usage, (4) user satisfaction, (5) individual impact, (6) and organizational impact.

System Quality

According to Delone & McLean (2003) and Urbach & Mueller (2011) system quality is the quality of the combination of hardware and software in an information system. Focusing on system performance which refers to how well the hardware, software, policies, procedures of the information system can provide user needs. The quality of the information system covers various aspects, such as (a) Ease of use, (b) Integration, (c) Flexibility, (d) Access Speed, (e) Security, and (f) System Reliability.

Information Quality

According to Delone & McLean (2003) and Urbach & Mueller (2011), Information quality is the output of the use of information systems by users. This variable describes the quality of information perceived by users as measured by information accuracy, relevance, completeness, timeliness, and presentation of information (format). Several indicators used to measure information quality are: (a) Completeness (b) Relevance (c) Accuracy (d) Timeliness (e) Format.

Service Quality

According to Delone & McLean (2003) and Urbach & Mueller (2011), the quality of information system services is a service obtained by users from information system developers, services can be in the form of information system updates and responses from developers if the information system experiences problems. Some indicators of service quality are: (a) Assurance (b) Empathy.

User Satisfaction

According to DeLone and McLean (2003), it is stated that service quality has a direct impact on user satisfaction. User satisfaction increases with good service quality. Usage and user satisfaction are closely related, therefore usage must be increased to ensure user satisfaction. Positive user experience can increase user satisfaction, high system utilization rates also affect user satisfaction. Some indicators that can be used are: (a) repeat purchases (b) repeat visits (c) user surveys.

Net Benefit

According to DeLone and McLean, (2003), it is stated that net benefit is the result of using an information system that provides benefits to individuals, groups, and organizations. Usage refers to how often users use the information system. The more systems are used, the greater the net benefit. Net benefit is the result of using a system that helps individuals, groups, and organizations. User satisfaction with the results of using the system affects user performance, the more users are satisfied with the system, the greater the user feels the contribution of the system. There are five indicators used by DeLone and McLean in measuring net benefit, namely (a) effectiveness; (b) productivity; (c) user satisfaction; (d) Better decisions.

III. METHOD

This study uses quantitative research by examining factors influencing user satisfaction in Personnel and Human Resources Development at Malang Regency. Population: This research was conducted on Personnel and Human Resources Development at Malang Regency, totaling 86 employees. Sampling technique: The sampling technique used in this study was the saturated sample method, where all population members become research subjects.

User Satisfaction with the Personnel Management Information System at the Malang Regency's Personnel and Human Resources Development Agency: An Analysis of the Effects of System, Information, and Service Quality on Net Benefit

The data analysis technique used is descriptive analysis for each variable and a requirements analysis test for further hypothesis testing using multiple regression and path analysis. The analysis requirements tests performed were the normality, multicollinearity, and heteroscedasticity tests. Hypothesis testing using multiple regression analysis was carried out to determine whether the independent variables partially influence the dependent variable and to determine the linear regression equation. Path analysis was carried out to determine whether the mediating variable can mediate the independent variables on the dependent variable. Analysis of needs testing, hypothesis testing, and multiple linear regression analysis equations using the help of IBM SPSS Statistics version 26 software.

IV. RESULT AND DISCUSSION

A. Result

1. Partial test (t-test)

The basis for decision-making in this partial test is that if the significance value t is < 0.05 , H_a is accepted, whereas if the significance value t is > 0.05 , H_a is rejected. Partial test results (t-test) are presented in the following table:

Table 1. Partial Test Results Model 1

Model	Unstandardized Coefficients	Standardized Coefficients	Beta	T	Sig.
	B	Std. Error			
System Quality (X_1)	0,083	0,051	0,176	1,632	0,106
Information Quality (X_2)	0,171	0,080	0,341	2,137	0,036
Service Quality (X_3)	0,353	0,137	0,369	2,580	0,012

The system quality variable (X_1) obtained a positive t-count of 1,632 with a sig. of 0.106 > 0.05 . So, the system quality variable positively and insignificantly affects the user satisfaction variable. It shows that hypothesis 1, which is that system quality has a positive and significant effect on user satisfaction, is rejected.

The information quality (X_2) obtained a positive t-count of 2,137 with a sig. of 0.036 < 0.05 . So, information quality is positive and significantly affects the user satisfaction variable. It shows that hypothesis 2, which is that information quality has a positive and significant effect on job satisfaction, is accepted.

The service quality (X_3) obtained a positive t-count of 2,580 with a sig. of 0.012 < 0.05 . So, service quality is positive and significantly affects the user satisfaction variable. It shows that hypothesis 3, which is that service quality has a positive and significant effect on job satisfaction, is accepted.

Table 2. Partial Test Results Model 2

Model	Unstandardized Coefficients	Standardized Coefficients	Beta	t	Sig.
	B	Std. Error			
System Quality (X_1)	0,057	0,028	0,176	2,064	0,042
Information Quality (X_2)	0,041	0,044	0,119	0,934	0,353
Service Quality (X_3)	0,008	0,076	0,011	0,099	0,921
User Satisfaction (Y_1)	0,467	0,059	0,676	7,882	0,000

The system quality variable (X_1) obtained a positive t-count of 2,064 with a sig. of 0.042 < 0.05 . So, the system quality variable positively and significantly affects the net benefit variable. It shows that hypothesis 3, which is that system quality has a positive and significant effect on net benefit, is accepted.

The information quality variable (X_2) obtained a positive t-count of 0,934 with a sig of 0.353 > 0.05 . So, the information quality variable positively and insignificantly affects the net benefit variable. It shows that hypothesis 4, which is that information quality has a positive and significant effect on net benefit, is rejected.

The service quality variable (X_3) obtained a positive t-count of 0,099 with a sig of 0.921 > 0.05 . So, the service quality variable positively and insignificantly affects the net benefit variable. It shows that hypothesis 5, which is that service quality has a positive and significant effect on net benefit, is rejected.

User Satisfaction with the Personnel Management Information System at the Malang Regency's Personnel and Human Resources Development Agency: An Analysis of the Effects of System, Information, and Service Quality on Net Benefit

The user satisfaction (Y_1) obtained a positive t-count of 7,882 with a sig. of $0.000 < 0.05$. So, the user satisfaction variable positively and significantly affects the net benefit variable. It shows that hypothesis 6, which is that user satisfaction positively and significantly affects net benefit, is accepted.

2. Path Analysis

Table 3. Path Analysis Results

Variable	Direct Effect	Indirect Effect	Total Effect	Information
Information Quality (X_2) – User Satisfaction (Y_1) – Net Benefit (Y_2)	0,119	$0,341 \times 0,676 = 0,230$	$0,119 + 0,230 = 0,349$	Indirect effect > direct effect, $0,230 < 0,119$
Service Quality (X_2) – User Satisfaction (Y_1) – Net Benefit (Y_2)	0,011	$0,369 \times 0,676 = 0,249$	$0,011 + 0,249 = 0,26$	Indirect effect > direct effect, $0,249 > 0,011$

The indirect effect of information quality variable on the net benefit variable through the user satisfaction variable is $0.230 >$ direct effect 0.119 . This means that the user satisfaction variable can become an perfect mediating variable for the information quality variable on the net benefit variable.

The indirect effect of service quality variable on the net benefit variable through the user satisfaction variable is $0.249 >$ direct effect 0.011 . This means that the user satisfaction variable can become an perfect mediating variable for the service quality variable on the net benefit variable.

B. Discussion

1. The Influence of System Quality on User Satisfaction

System Quality does not affect User Satisfaction of the personnel management information system at the Human Resources Development and Personnel Agency of Malang Regency, meaning that System Quality has not been able to overcome information system disruptions quickly so that it has not been able to provide satisfaction to users in carrying out tasks. This confirms that System Quality is unable to increase User Satisfaction. This finding is in line with previous research conducted by Hartiwi, L. I. A. I., & Rokhayati, H (2023), System Quality is unable to increase User Satisfaction. In contrast to previous research conducted by Utomo, Ardianto, Sisharini (2017), that System Quality, information quality and service quality together are able to contribute to user satisfaction.

2. The Influence of Information Quality on User Satisfaction

Information Quality affects User Satisfaction of the personnel management information system at the Human Resources Development and Personnel Agency of Malang Regency, meaning that Information Quality is able to guarantee security from malware and hacking threats so that it can provide satisfaction to users in carrying out tasks. This confirms that Information Quality can increase User Satisfaction. This finding is in line with previous research conducted by Hidayatullah, Khourouh, Windhyastiti, Patalo, Waris (2020), that the more complete the information available, the easier it is to understand the features, and the relevance or accuracy of the application, the higher the user satisfaction will be. The study also strengthens previous research conducted by Utomo, Ardianto, Sisharini (2017), that system quality, information quality, and service quality together can contribute to user satisfaction.

3. The Influence of Service Quality on User Satisfaction

Service Quality has an effect on User Satisfaction of the personnel management information system at the Human Resources Development and Personnel Agency of Malang Regency, meaning that Service Quality is able to present accurate information so that it can provide satisfaction to users in carrying out tasks. The results of the study related to Service Quality show that respondents are satisfied with the use of the application and have the intention to use it on another occasion. This finding is in line with previous research conducted by Hidayatullah, Alvianna, Sugeha, Astuti (2022), that respondents have been satisfied with the use of the application, they also intend to use the application on another occasion. The study also strengthens previous research conducted by Utomo, Ardianto, Sisharini (2017), that system quality, information quality and service quality together can contribute to user satisfaction.

User Satisfaction with the Personnel Management Information System at the Malang Regency's Personnel and Human Resources Development Agency: An Analysis of the Effects of System, Information, and Service Quality on Net Benefit

4. The Influence of System Quality on Net Benefit

System Quality affects the Net Benefit of the personnel management information system at the Human Resources Development and Personnel Agency of Malang Regency, meaning that System Quality is able to overcome information system disruptions quickly so that it can provide net benefits to users and help increase the productivity of personnel tasks. This confirms that System Quality has a significant influence, this finding is in line with previous research conducted by Khofifah Rizkia Syahfitri, Rina Trisnawati, Fatchan Ahyani (2022), which also showed that System Quality has a positive contribution to Net Benefit. Thus, it can be concluded that improving System Quality can have a direct impact on the benefits obtained by users, so it is important to continue to pay attention to and improve aspects of quality in the development of information systems. This finding is in line with previous research conducted by Imana, A. A. (2021), also stating that there is a significant influence of user satisfaction on the results of the Net Benefit obtained can be accepted, or in other words there is a significant influence of User Satisfaction on the Net Benefit obtained.

5. The Influence of Information Quality on Net Benefit

Information Quality does not affect the Net Benefit of the personnel management information system at the Human Resources Development and Personnel Agency of Malang Regency, meaning that Information Quality has not been able to guarantee security from malware and hacking threats so that it can provide net benefits to users and help increase the productivity of personnel tasks. This confirms that Information Quality is unable to increase Net Benefit. This finding is in line with previous research conducted by Khofifah Rizkia Syahfitri, Rina Trisnawati, Fatchan Ahyani (2022), which shows that the use of information systems that is carried out routinely is generally followed by an increase in knowledge obtained by users. However, each system user has a different opinion, which can be caused by the difference between expectations and inspiration obtained from interactions with the system. different from previous research conducted by Hidayatullah, Alvianna, Sugeha, Astuti (2022), showing that Information Quality directly has a significant effect on Net Benefit. This difference in findings indicates that other factors may play a role in determining the impact of Information Quality on Net Benefit.

6. The Influence of Service Quality on Net Benefit

Service Quality does not affect the Net Benefit of the personnel management information system at the Human Resources Development and Personnel Agency of Malang Regency, meaning that Service Quality has not been able to present accurate information so that it has not provided net benefits for users and helped in increasing the productivity of personnel tasks. This confirms that Service Quality is unable to increase Net Benefit. This finding is in line with previous research conducted by Hartiwi, L. I. A. I., & Rokhayati, H (2023), that Service Quality has no effect on Net Benefit. In contrast to previous research conducted by Khofifah Rizkia Syahfitri, Rina Trisnawati, Fatchan Ahyani (2022), it shows that Information Quality is able to increase Net Benefit.

7. The Influence of User Satisfaction on Net Benefit

User Satisfaction has an effect on the Net Benefit of the personnel management information system at the Human Resources Development and Personnel Agency of Malang Regency, meaning that User Satisfaction is able to provide satisfaction to users in carrying out tasks so that it has not been able to provide net benefits to users in increasing the productivity of personnel tasks. The results of this study indicate that User Satisfaction is proven to be able to increase Net Benefit. This finding is in line with previous research conducted by Pangestu, I. D., Fahrullah, F., & Sari, N. W. W. (2023), which also indicated a positive relationship between User Satisfaction and Net Benefit obtained. In addition, previous research conducted by Imana, A. A. (2021) also stated that User Satisfaction has a significant influence on Net Benefit. This finding confirms the importance of user satisfaction in increasing the benefits obtained from the system or service used.

8. The Influence of Information Quality on Net Benefit through User Satisfaction

Information Quality does not affect Net Benefit through User Satisfaction of the personnel management information system at the Human Resources Development and Personnel Agency of Malang Regency, meaning that Information Quality has not been able to guarantee security from malware and hacking threats so that it has not been able to provide net benefits to users and does not contribute to increasing the productivity of personnel tasks, therefore, it has not been able to provide satisfaction to users in carrying out tasks. This confirms that good Information Quality functions as a driver of User Satisfaction, unable to increase Net Benefit. In previous research by Khofifah Rizkia Syahfitri, Rina Trisnawati, Fatchan Ahyani (2022), User Satisfaction could not mediate between Information Quality and Net Benefit. This is different from the results of previous research

User Satisfaction with the Personnel Management Information System at the Malang Regency's Personnel and Human Resources Development Agency: An Analysis of the Effects of System, Information, and Service Quality on Net Benefit

conducted by Hidayatullah, Alvianna, Sugeha, Astuti (2022), that Service Quality has a direct and significant effect on Net Benefit.

9. The Influence of Service Quality on Net Benefit through User Satisfaction

Service Quality does not affect Net Benefit through User Satisfaction of the personnel management information system at the Human Resources Development and Personnel Agency of Malang Regency, meaning that Service Quality has not been able to present accurate information so that it has not provided net benefits to users and does not contribute to increasing the productivity of personnel tasks, therefore, it has not been able to provide satisfaction to users in carrying out tasks. This confirms that Service Quality does not have a significant effect. This finding is in line with previous research conducted by Hidayatullah, Alvianna, Sugeha, Astuti (2022), which also showed that Service Quality did not have a significant effect on Net Benefit, this indicates that the system in the application cannot provide direct benefits. In contrast to the results showing that Information Quality plays an important role, in accordance with the expert theory of the information system success model issued by DeLone and McLean (2003), that these benefits must be achieved through User Satisfaction first. Information Quality functions as a driver of User Satisfaction, which ultimately increases Net Benefit.

V. CONCLUSION

Based on the results of research on the user satisfaction with the personnel management information system at the Malang Regency's personnel and human resources development agency: an analysis of the effects of system, information, and system quality on net benefit, the following conclusions are drawn:

1. System quality has not been able to quickly resolve information system disruptions, so it has not been able to provide satisfaction to users in carrying out tasks.
2. Information quality is able to guarantee security from malware and hacking threats so that it can provide satisfaction to users in carrying out tasks.
3. Quality of Service is able to present accurate information so that it can provide satisfaction to users in carrying out tasks.
4. System Quality is able to overcome information system disruptions quickly so that it can provide net benefits to users and help in increasing the productivity of employee tasks.
5. Information Quality has not been able to guarantee security from malware and hacking threats so as to provide net benefits to users and help in increasing employee task productivity.
6. Service Quality has not been able to present accurate information so that it has not provided net benefits for users and helped in increasing employee task productivity.
7. User Satisfaction is able to provide satisfaction to users in carrying out tasks so that it has not been able to provide net benefits to users and helps in increasing the productivity of employee tasks.
8. Information quality has not been able to guarantee security from malware and hacking threats, so it has not been able to provide net benefits to users and does not contribute to increasing employee task productivity, therefore, it has not been able to provide user satisfaction in carrying out tasks.
9. Service Quality has not been able to present accurate information so that it has not provided net benefits for users and has not contributed to increasing the productivity of employee tasks, therefore, it has not been able to provide satisfaction to users in carrying out tasks.

REFERENCES

- 1) DeLone, W. H., & McLean, E. R. (1992). Information systems success: The quest for the dependent variable. *Information Systems Research*, 3(1), 60-95. <https://doi.org/10.1287/isre.3.1.60>
- 2) DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: A ten-year update. *Journal of Management Information Systems*, 19(4), 9-30. <https://doi.org/10.1080/07421222.2003.11045748>
- 3) Hartiwi, L. I. A. I., & Rokhayati, H. (2023). Analisis kualitas sistem, kualitas informasi dan kualitas layanan terhadap kepuasan pengguna pada sistem aplikasi keuangan tingkat instansi satuan kerja. *Jurnal Manajemen*, 20(1), 18-37. <https://doi.org/10.25170/jm.v20i1.4457>
- 4) Hidayatullah, A., Alvianna, N., Sugeha, F., & Astuti, R. (2022). The impact of system quality on net benefits: An empirical study. *Journal of Information Technology Management*, 13(2), 15-30.

User Satisfaction with the Personnel Management Information System at the Malang Regency's Personnel and Human Resources Development Agency: An Analysis of the Effects of System, Information, and Service Quality on Net Benefit

- 5) Hidayatullah, A., Khourouh, U., Windhyastiti, P., Patalo, F., & Waris, A. (2020). Measuring the quality of information systems: A comprehensive approach. *International Journal of Information Systems and Project Management*, 8(1), 5-21. <https://doi.org/10.12821/ijispm080101>
- 6) Imana, A. A. (2021). Analisis pengaruh kualitas sistem, kualitas informasi, kualitas layanan terhadap kepuasan pengguna aplikasi ISD.
- 7) Pangestu, I. D., Fahrullah, F., & Sari, N. W. W. (2023). Measuring net benefits of information systems: A case study. *International Journal of Information Systems and Project Management*, 11(1), 37-52. <https://doi.org/10.12821/ijispm110103>
- 8) Syahfitri, K. R., Trisnawati, R., & Ahyani, F. (2022). The impact of service quality on customer satisfaction in online services. *International Journal of Business and Management Sciences*, 10(2), 101-114.
- 9) Turban, E., Volonino, L., & Wood, G. R. (2018). *Information technology for management: On-demand strategies for performance, growth and sustainability* (11th ed.). John Wiley & Sons.
- 10) Urbach, N., & Mueller, B. (2011). Structural equation modeling in information systems research: Updated guidelines. *Journal of Information Technology Theory and Application*, 12(2), 5-40.
- 11) Utomo, H. B., Ardianto, E., & Sisharini, S. (2017). Information quality assessment in information systems: A case study of public services. *Journal of Information Technology Management*, 28(3), 31-45.



There is an Open Access article, distributed under the term of the Creative Commons Attribution – Non Commercial 4.0 International (CC BY-NC 4.0) (<https://creativecommons.org/licenses/by-nc/4.0/>), which permits remixing, adapting and building upon the work for non-commercial use, provided the original work is properly cited.