

# The Quality of Regional Asset Management Information System and User Satisfaction

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**Keywords:** Regional assets management information system, system quality, user satisfaction

**Abstract:** This study aims to analyze the effect of the quality of Regional Asset Management Information System on user satisfaction in the government of South Sumatra Province. Regional Assets Management Information System (RAMIS) is an application program that is used to carry out a computerized Local Asset management process that aims to harmonize the application of local asset management policies in accordance with applicable regulations. This research was carried out by distributing 30 questionnaires to Local Asset administration officials, Asset administrators and assistants to the management of Regional Device Organization in the South Sumatra Province. Data were analyzed using Multiple Regression Analysis using SPSS. The results show that the User Satisfaction's Variable can be explained by the Variables of Reliability, Flexibility, Response Time and Ease of use variables by 27.6% while 72.4% is explained by other factors not examined in this study.

## 1 INTRODUCTION

Based on Government Regulation Number 27 of 2014 concerning Management of State/Regional Asset and the Minister of Home Affairs Regulation No. 19 of 2016 concerning Technical Guidelines for Regional Assets Management states that management of a asset must be administrative more orderly, accountable and transparent management. The head of Regional Device Organization is authorized and responsible for recording and inventorying the Regional Asset under his control. The recording of regional asset in a Regional Device Organization is very important because these records are used as objects of audit by the Supreme Audit Agency in believing the presentation of financial statements made by Regional Device Organization and Local Government

The results of this asset administration can be used in the framework of 1) the preparing of the regional government balance sheet every year, 2) planning the need for local asset procurement and maintenance every year to be used as material for preparing the budget plan, and 3) securing local asset administration. With an orderly administration, accurate numbers will be generated which will result

in the availability of adequate databases in preparing the needs of planning and budgeting and will also produce regional asset reports on the balance sheet with precise and accurate numbers. These statements is in line with the research conducted by Jolicoeur & Barrett (2005), Bond, S & Dent (1998), Peki & Hadiwidjojo (2014); Krisindarto (2012); White (2012).

In the decision making process, information is very important to make it better. For this reason, an integrated information system is needed to process data and present the information of regional assets quickly, accurately and accurately. The application of accounting information systems for local governments is regulated by Government Regulation Number 56 of 2005.

Indonesia's National Government Internal Auditor through the Regional Asset Application Team in the Deputy for Supervision of Regional Financial Management has developed a Regional Assets Management Information System (RAMIS). RAMIS application program is an application program that is used to carry out a computerized Local Asset management process that aims to harmonize the application of local asset management policies in accordance with applicable regulations. RAMIS is expected be able to support the

achievement of local government accountability. The Provincial Government of South Sumatra is one of the Regional Governments that has implemented RAMIS Version 2.0.0.1 (build: 2012.05.30) for the administration of regional property/local asset. To get the quality information, a system is needed to process data into valuable information which requires fast, precise and accurate information that results in increasingly competitive competition. The quality of an information system is a very important element, because if the information system used is good and quality, then the user of information system is satisfied. The information system should be designed appropriately to meet the needs of users so as to create user satisfaction. An information system that is capable of producing information in a timely, accurate and relevant manner and meets other criteria and measures of information quality will have an impact on the satisfaction of its users (Martini, Sari, & Wardhani, 2015).

Generally, user satisfaction is a measure of information system success. User satisfaction reflects how far the user believes in an information system provided to meet their information needs, or user satisfaction illustrates how users perceive the information system in real terms Guimaraes, et al., (2003). Although user satisfaction information systems are not economical and cannot be directly connected, user satisfaction can be measured and compared over time.

In the context of providing quality and useful information, maintaining government assets, the availability of reliable, relevant and timely financial reports that will be used as part of the financial performance assessment and operational performance of a government organization. The implementation of Regional Assets Management Information System is one of the determinants of user satisfaction with the information system which ultimately results in the loyalty of the users in the use of the information system, so the researcher is interested in analyzing the effect of regional assets management information system quality on user satisfaction in the government of South Sumatra Province.

## 2 LITERATURE REVIEW

### 2.1 User Satisfaction

Satisfaction can be interpreted as something in a person or group of people who have succeeded in

getting something they need and want (Sutardji and Maulidyah, 2006).

Jogiyanto (2007), user satisfaction is the response of user to the output of usage of information systems. The rise of satisfaction causes the system used to optimally utilized with direct interaction between the user and computer.

The measurements of user's Satisfaction that used in this research uses research from Somers et.al, (2005) reveals that "there are five dimensions of user satisfaction measurement, are: the content, accuracy, format, timeliness, and easy to use".

### 2.2 Quality

Gaspersz (2002) defines quality as the totality of the characteristics of a product (goods and or services) that support the ability to meet the specified needs. Quality is often interpreted as anything that satisfies customers or conforms to requirements or needs. Service and service companies place more emphasis on the quality of the process, because consumers are usually directly involved in the process. Whereas companies that produce products emphasize results, because consumers are generally not directly involved in the process.

### 2.3 Information System

McLeod (2001) stated that the system is a group of elements that are integrated with the same intention to achieve goals. In line with this argument O'Brien (2005) stated that the system is a group of components that are interconnected, working together to achieve a common goal by receiving input and producing output in a regular transformation process.

Information systems is explained by O'Brien (2005) as follows: "Information systems are any combination of information from people, hardware, software, computer networks, data communications (network communication) and databases that collect, change and disseminate information in a form of organization. Whereas in the opinion of Gordon B. Davis (1991) state that information systems explain the process of inputting data to output data. Information system is a system that receives data input and instructions, processes the data in accordance with the instructions and outputs it.

An information system is formed by supporting components as stated by McLeod (2009), among others: 1) Hardware Includes physical devices from a PC (personal computer), as follows processor,

RAM, hard drive, mainboard, input devices in the form of mouse, keyboard etc, 2) Software, An operating system that manages computer processes, and functions as an interface that connects users. 3). Communication and Network Tools and methods for connecting data transmission between computers. 4). Database, A set of tables containing data that are interrelated with data storage. 5) Database Person The person or party responsible for the development, data processing and use of information systems.

RAMIS is an application program that is used to carry out a computerized Local Asset management process that aims to harmonize the application of local asset management policies in accordance with applicable regulations. RAMIS is expected to be able to support the achievement of local government accountability.

## 2.4 Quality of Information System

System quality means the quality of a combination of hardware and software in an information system. The focus is on the performance of the system, which refers to how well the hardware capabilities, software, policies, procedures of the information system can provide information on user needs. According to Swanson (1974) in Jogiyanto (2007: 12) states to measure the quality of the system, the measurements used are the reliability of the computer system, online response time and the ease of using the terminal.

In this study, we used 4 of the 8 indicators which is used by Hamilton and Chervany (1981). The indicators of the quality of Regional Assets Management Information System (RAMIS) in this study as follows 1) Ease of Use, An information system can be said to be quality if the system is designed to meet user satisfaction through the ease of using the information system which ultimately has an influence on individual users in carrying out their work; 2) Flexibility, The flexibility of an information system shows that the applied information system has good quality. The intended flexibility is the ability of the information system to make changes in relation to meeting user needs. Users will feel more satisfied using an information system if the system is flexible in meeting user needs; 3) Response Time, Access speed is one indicator of the quality of information systems. If access to information systems has optimal speed, then it is worth mentioning that the information systems implemented have good quality. Access speed will increase user satisfaction in using information systems to facilitate individual work

processes; 4) Reliability (System Reliability), A qualified information system is a reliable information system. If the system is reliable, the information system is suitable for use. The reliability of this information system is the resilience of information systems from damage and errors. The reliability of information systems can be seen from the information system that serves the needs of users without any problems that can interfere with the convenience of users in using information systems;

## 3 RESEARCH METHODOLOGY

This research tried to analyze the influence of the Quality of RAMIS on User Satisfaction at Regional Device Organization in the Government of South Sumatra Province. This evaluation was carried out based on the user's satisfaction criterion expressed in De Lone and McLean's model. To do so, 10 Government Units of the Government of South Sumatra Province. were involved. The study period was from September to November in 2017. Research population included Asset administration official, Asset's administrator and Assistant in charge of the Asset in Regional Device Organization in the South Sumatra Province.

To collect data, 30 questionnaires have been distributed to Asset administration official, Asset's administrator and Assistant in charge of the Asset in Regional Device Organization in the South Sumatra Province, but only 25 questionnaires were accepted. 5 questionnaires were not accepted, because the surveys were incomplete, therefore were considered unusable for this research.

The study data were collected using a self-designed questionnaire developed based on the users' satisfaction criterion following DeLone and McLean's model. The collected data were put into the SPSS software 20 version.

To analyze the data gathered by the measuring instruments and transform the qualitative responses into the quantitative ones, the item-weighting method was used. Evaluating the respondents' views was done using 5-point Likert scale. Finally, the mean scores gained for the criteria in question were calculated using Multiple regression analysis. The use of this analysis aims to see the effect of reliability, ease of use, and flexibility, on user satisfaction. The equation model is as follows:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + e$$

Y = User satisfaction

a = Constants

- X1 = *Ease of use*
- X2 = *Flexibility*
- X3 = *Response Time*
- X4 = *Reliability*
- e = *error*

#### 4 RESULT AND DISCUSSION

The results of data processing by using SPSS v.20 software can be made multiple linear regression models with the following equation:

$$Y = 5570 + 0,190 X1 + 0,258 X2 + 0,32 X3 + 0,291 X4 + e$$

- Y = user satisfaction
- a = Constants
- X1 = *Ease of use*
- X2 = *Flexibility*
- X3 = *Response Time*
- X4 = *Reliability*
- e = *error*

This research Analysis tested four hypothesis which are, namely:

- H1 : *Ease of use* has a positive effect on user satisfaction at Regional Device Organization in the South Sumatra Province.
- H2 : *Flexibility* has a positive effect on user satisfaction at Regional Device Organization in the South Sumatra Province
- H3 : *Response Time* has a positive effect on user satisfaction at Regional Device Organization in the South Sumatra Province
- H4 : *Reliability* has a positive effect on user satisfaction at Regional Device Organization in the South Sumatra Province

The test results of the ease of use variable has an effect on user satisfaction can be proved, because it has a significance level less than 0.05 that is equal to 0.045. Thus the ease of use influences the internal user satisfaction of the RAMIS Application information system. Filling in the Inventory Card for Goods A, B, C, D and F and Making a Report on the User's Goods must be carried out continuously and the respondent can use the Asset Information System application. If all this time reporting must be made manually, and now using the RAMIS application it becomes easier, so that for the administrators of goods, the RAMIS application provides convenience for them in administering the management of regional property. Thus the Asset Information

System application will influence the attitude of respondents to their satisfaction.

Testing of the second hypothesis which states that flexibility influences user satisfaction has been proven. This is indicated by a significance value of 0.038 less than 0.05. The results of this study are consistent with several previous studies (Yuadi, 2008; DeLone and McLean, 2003; Molla and Licker, 2001). Thus RAMIS application information system is a facility that is able to attract and delight users in managing Regional Assets and can provide data quickly to users

The results of testing the third hypothesis which states that Response Time has an influence on user satisfaction is also proven. This is indicated by a significance value of 0.049 below 0.005. The results of the study are also consistent with previous studies (DeLone and McLean, 2003; Olsina, 2008) which states that functionality as a variable is considered to affect user satisfaction. Thus the results of the study indicate that the information system response time provided by the Regional Assets Management Information System (RAMIS) has been able to serve users to meet their needs.

The results of testing the last hypothesis which states that the effect of the reliability variable on user satisfaction has been proven is evident from the significance value of 0.35 below 0.05. Thus the reliability of information systems affects user satisfaction. The results of this study are consistent with previous studies (Molla and Licker, 2001; DeLone & McLean, 2003). This shows that the information system provided by the RAMIS application can provide reliable and accurate information, which is free from errors or irregularities. In addition, users feel that the information system provided by the Regional Assets Management Information System (RAMIS) can be used at any time to meet their needs.

The correlation coefficient between variables X1, X2, X3 and X4 is on table 1.

Table 1: Summary model

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,525 (a)	,276	,144	,23929

Based on table 1, the correlation coefficient between variables X1, X2, X3 and X4 to Y is 0.525. This means that the degree of relationship strength is



quite high. While the determination coefficient is obtained by R square value of 0.276 or 27.6%. This means that in this case User satisfaction can be explained by the variables X1, X2, X3 and X4. The remaining 0.724 or 72.4% is explained by other factors not examined in this study.

The results of this study are expected to help Indonesia's National Government Internal Auditor, especially the Regional Asset Application Development Team, can improve the development of the system for the convenience of users in applying the system. The better quality of Regional Assets Management Information System (RAMIS) will impact on system effectiveness in managing assets and making decisions about assets.

## 5 CONCLUSION

The purpose of this study is to explore the influence of the Quality of regional assets management information system (RAMIS) on user satisfaction in the government of South Sumatra Province. The quality of RAMIS is reliability, flexibility, response time and ease of use.

Based on the results of these studies, it can be concluded as follows: 1) Reliability, flexibility, response time and ease of use has positive effect on user satisfaction in the government of South Sumatra Province means that reliability, flexibility, response time and ease of use has a strong influence on the optimization of User Satisfaction in the Government of South Sumatra Province. meaning that the role of Reliability, flexibility, Response Time and Ease of use needed to assist the User Satisfaction to be carried out optimally.

Variables Reliability, flexibility, Response Time and Ease of use is able to explain variable User Satisfaction equal to 27.6% while 72.4% is explained by other variable.

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