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Analysis of the Influence of System Quality, Information Quality, Service Quality on User Satisfaction and Continuance Use Intention in the Malang Mbois Application

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ABSTRACT

The Malang Mbois application is designed to make it easier for the people of Malang City to access public information and service through one integrated application. Although it received a fairly good rating on the Play Store, some users reported problems, such as bugs, incomplete information, and data inaccuracies. The purpose of this study is to investigate the impact of system quality, information, and service on user satisfaction and long-term use of the Malang Mbois Application. This study employs the Delone and McLean models to assess system, information, and service quality, as well as the Expectation Confirmation Model to assess user satisfaction and intent to continue use. Data were collected from 81 application users using purposive sampling technique and analyzed using Stuctural Equation Modeling (SEM) method based on Partial Least Square (PLS) through SmartPLS software. Based on the results of data analysis that has been carried out using SmartPLS software, 4 hypotheses produce a path-coefficient value> 0.1, t-test value ≥ 1.96, p-value ≤ 0.05. The findings indicated that the quality of the system, the quality of information, and the services significantly affect user satisfaction. Additionally, user satisfaction strongly influences the intention of users to keep using the Malang Mbois application.

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INTRODUCTION

The existence of an information system supported by information technology in an agency today has become an obligation in determining the success goals of the agency. By implementing the system in the business process, an agency can provide positive value because it can make it easier for business processes to be effective and efficient. One of the government agencies that has the task of developing an application that can help convey information and services easily and quickly is the Communication and Information Service. Right in Malang City,

the agency developed an application called "Malang Mbois" which provides one-stop services to facilitate the activities of the people of Malang City.

The Malang Mbois application is a software that integrates various information and public services of the Malang City Government in one portal. The app integrates 31 different apps with hundreds of services (Bidang Komunikasi dan Informasi Publik, 2024). The existence of this application can help simplify the service process in Malang City which can be accessed in one application anywhere without time and distance limits. This application has a variety of complete service features such as population services, licensing, regional taxes, aspirations and complaints. There is also information about the latest news, tourist destinations, restaurants, Malang souvenir centers, MSMEs and Macito (Malang City Tour) ticket bookings (Kurniawan, 2024). The Malang Mbois application is expected to provide simple, effective, and efficient features, so that it can facilitate the community in accessing the necessary services.

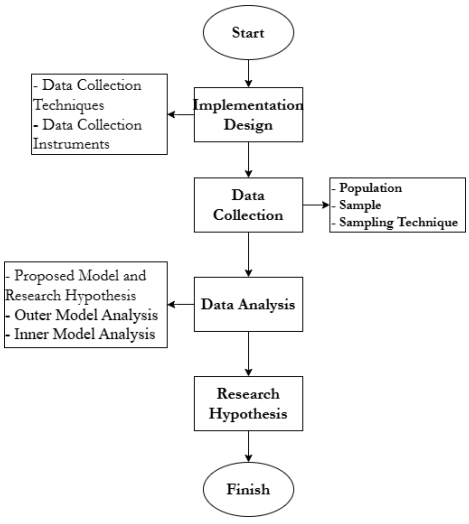
Based on ratings on the PlayStore, this application received a score of 4.4 out of a scale of 1 to 5 stars, which is classified as a high category. However, there are several reviews that come in from Malang Mbois application users who find a number of problems that occur. First, the application has a bug problem when users search for information, which interferes with its reliability. Second, information about tourist destinations is considered incomplete, thus reducing the quality of service completeness. Third, there is tour information that is displayed repeatedly, which can cause confusion for users in making choices, thus affecting the accuracy of the application.

In the research, the examination of how sustainability intentions impact the Malang Mbois application was conducted using the DeLone and McLean approach. This methodology incorporates four components: system quality, information quality, service quality, and user satisfaction. Additionally, the researcher included the Continuance Use Intention variable within the Expectation Confirmation Model (ECM). The aim of this study is to evaluate the system's influence on ensuring the Malang Mbois application significantly enhances the quality of optimal public services for the community, along with improving user interaction with the application.

Similar research was conducted by Ari & Putri to determine the sustainability intention of E-Filling application users, by combining the two methods, a significant level of influence from the DeLone and McLean variables on the user's sustainability intention from the Expectation Confirmation Model (ECM) method was obtained (Ari & Putri, 2022). The research explores the effectiveness of the Jakarta Kini Application (JAKI) utilizing the DeLone and McLean model as detailed by Andriyanto et al. (2021). The Jakarta Kini Application (JAKI) serves as a platform for various services and information provided by the DKI Jakarta provincial government. Findings from this study reveal that the quality of the system, along with the information and services, positively influences usability and user satisfaction. Additionally, it shows that user satisfaction and usability contribute to net benefits by 59.4% (Andriyanto et al., 2021).

RESEARCH METHODS

This research employs a quantitative methodology to examine how sustainability intentions influence system usage. The analysis is conducted in multiple phases, as illustrated in figure 1.



Source: Research Results (2024)

Figure 1. Research Stages

The research was carried out through several stages of research based on figure 1, which consisted of four main steps as follows:

1. The implementation design stage is the stage that describes the research model which includes data collection techniques and research instruments.

a. Data Collection Techniques

At this stage, the researcher collects data in two ways consisting of a literature study and a questionnaire. Research in literature was carried out by seeking information sources linked to studies employing the DeLone and McLean model, particularly focusing on the variable of Continuance Use Intention to enhance the findings from various reference materials, journals, related studies, websites, and more. Data was gathered through online questionnaires distributed via Google Forms. The questionnaire included questions that aligned with the indicators for each variable.

b. Research Instruments

At this point, the researcher gathered the research tools based on the DeLone and McLean model questionnaire, focusing on the Continuance Use Intention variable. The study incorporates 5 variables, each accompanied by an indicator. A total of 17 indicator items were formulated into statements. The questionnaire is split into two sections: the first section requires participants to complete a profile questionnaire to confirm their usage of the Malang Mbois application. The second section includes inquiries pertinent to this research.

The research instruments presented in table 1 consist of 17 test questions, 4 System Quality questions, 4 Information Quality questions, 3 Service Quality questions, 3 User Satisfaction questions, and 3 Continuance Use Intention questions (DeLone & McLean, 2003).

Table 1 Research Instruments

No	Indicator	Question
	System Quality	
1	Ease Of Use	I feel that the Malang Mbois Application is easy to use
2	Response Time (Kecepatan Akses)	I feel that the Malang Mbois application has a fast response time speed
3	Reliability (Kehandalan)	I feel that the Malang Mbois application can run well without any problems
4	Flexibility (Fleksibiltas)	I feel that the Malang Mbois Application is flexible to use
	Information Quality	
1	Accuracy (Keakuratan)	The information offered by the Malang Mbois Application seems to be consistently accurate
2	Relevance (Relevan)	The information available through the Malang Mbois Application satisfies my requirements
3	Completeness	I find the information provided by Malang Mbois to be comprehensive
4	Timeliness (Ketepatan Waktu)	I believe that the information from the Malang Mbois Application is delivered promptly
	Service Quality	
1	Asurance	I feel that the Malang Mbois application has the ability to answer user questions
2	Responsiveness	I feel that the Malang Mbois Application has a fast response
3	Empathy	I feel that the Malang Mbois Application has the ability to care about users
	User Satisfaction	
1	Efficiency	I feel that the Malang Mbois Application is efficient in its use
2	Effectiveness	I feel that the Malang Mbois application is effective to use
3	Satisfaction	I feel satisfied in using the Malang Mbois Application
	Continuance Use Intention	
1	Intend to continue using rather than quitting	I intend to continue using the Malang Mbois App instead of quitting
2	Intend to continue using the system rather than using another system	I intend to use the Malang Mbois App from other apps
3	Intend to increase usage in the future	I intend to continue to increase the use of the Malang Mbois Application

Source: (DeLone & McLean, 2003).

In this study, researchers used the attitude scale of the Likert model in table 2, which consists of statements that can be categorized as favorable and unfavorable statements.

Table 2. Likert scale

Answer	Criteria	Score
Strongly Agree	SS	5
Agree	S	4
Neutral	N	3
Disagree	TS	2
Strongly disagree	STS	1

Source: (Sugiyono, 2017)

2. The stages of data collection include population determination, sampling and sampling techniques.
   a. Research Population and Sample

At this point, the researcher identifies the population and the research sample. The population refers to a group of items that possess specific attributes and serve as subjects for research that is deemed interesting (Suriani & Jailani, 2023). In this investigation, the chosen population consists of users of the Malang Mbois application. This group includes residents of Malang who utilize this application for managing permits and other services, as well as visitors to Malang City seeking car rentals, tourist attractions, and local souvenirs. According to the information gathered, the total number of users for the Malang Mbois application is 419 individuals.

The method employed for sampling in this study is purposive sampling, which falls under the category of non-probability sampling. The samples chosen through the purposive sampling approach are selected based on specific criteria and various considerations. The participants included in this research are users from Malang City who have utilized the Malang Mbois application. To determine the sample size, the researcher applied the Slovin formula, aiming for a minimum sample size with a 10% margin of error.

$$n = \frac{N}{1 + N\,(e)^2} \quad \text{... (1)}$$

So that:

$$n = \frac{N}{1 + N\,(e)^2} \quad \text{... (2)}$$

$$n = \frac{419}{1 + 419 \text{ x } (0{,}1)^2}$$

$$n = \frac{419}{1 + 419 \text{ x } 0{,}01}$$

$$n = \frac{419}{1 + 4{,}19}$$

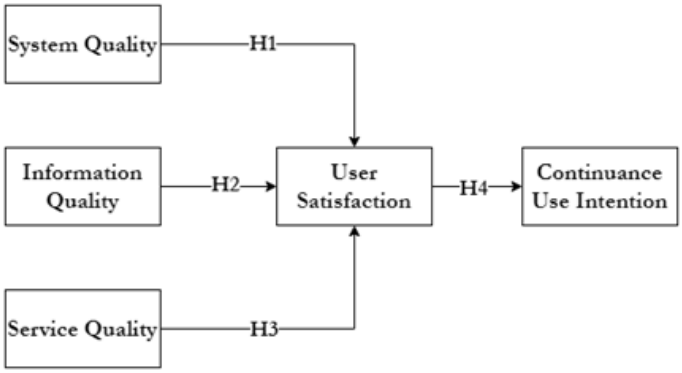
$$n = \frac{419}{5{,}19}$$

$$n = 80{,}7$$

The slovin formula presented in formula 1 is used to calculate the number of samples. The calculation of the sample using the population of 419 can be seen in formula 2. In the formula above, the results of the sample calculation are presented which resulted in as many as 80.7 samples which were then rounded to 81 respondents.

   b. Research Proposal Model and Hypothesis

The research framework put forward in this study consists of five key variables that are based on two theoretical models: the DeLone and McLean Model and the Expectation Confirmation Model. These variables encompass System Quality, Information Quality, Service Quality, Use Satisfaction, and Continuance Use Intention. Figure 2 of the research diagram displays the connections among these five variables, illustrating the flow of their relationships and the hypotheses examined in this study.



Source: Research Results (2024)

Figure 2 Research Hypothesis

According to the research proposal framework outlined earlier, the investigator will present a number of preliminary assumptions (hypotheses), as detailed below:

H1: The quality of the system (X1) significantly influences user satisfaction (Y1).

H2: The quality of information (X2) significantly affects user satisfaction (Y1).

H3: The quality of service (X3) has a notable impact on user satisfaction (Y1).

H4: User satisfaction (Y1) significantly affects the intention to continue using the service (Y2).

3. The phases of data processing from the gathered information will involve outer model analysis and inner model analysis. This will involve verifying the established hypothesis and making conclusions based on the outcomes of the data analysis.

a. Outer Model Analyze

In this research, the author employed the Partial Least Squares (PLS) technique, a form of Structural Equation Modeling (SEM), utilizing SmartPLS software. PLS-SEM serves as an alternative statistical approach that effectively examines the relationships among variables in the investigation (Yamin & Kurniawan, 2011). The PLS-SEM analysis comprises two models: the outer model, also known as the measurement model, which assesses validity and reliability, and the inner model, or structural model, which forecasts the relationships between latent variables (Ghozali & Latan, 2015; Yamin & Kurniawan, 2011).

At this point, the researcher performs an outer model evaluation that incorporates both a reliability assessment and a validity assessment. The validity assessment encompasses the procedures for measuring Average Variance Extracted (AVE) and Discriminant Validity, as detailed below:

a. Average Variance Extracted (AVE)

The Average Variance Extracted (AVE) signifies the percentage of variance in a variable that can be captured in the standard configuration. An AVE value of at least 0.5 suggests strong convergent validity (Hair et al., 2021).

b. Discriminant Validity

Discriminant validity is evaluated through cross-loading to uphold the correlation between variables, which involves comparing the AVE value with the squared correlation value between the variables. The ideal outcome is that the AVE value should exceed the square root of the squared correlation between the variables. The √AVE values can be examined using the Fornell-Larcker Criterion and Cross Loading Outputs (Hair et al., 2021).

The reliability assessment consists of the Individual Indicator Reliability measurement stage and the Internal Consistency Reliability measurement stage.

a. Individual Indicator Reliability evaluates the reliability of individual items, based on the standardized loading factor, which indicates the strength of the correlation between each indicator and its underlying construct. As stated in 2021, a loading factor value exceeding 0.7 is considered ideal, signifying that the indicator is valid in measuring the construct (Hair et al., 2021).

Internal Consistency Reliability assesses the reliability of a variable's internal consistency through composite reliability and Cronbach's alpha values. When both composite reliability and Cronbach's alpha are ≥ 0.70, it indicates that the variable possesses good reliability (Hair et al., 2021).

b. Inner Model Analysis

After performing an outer model test that assesses the reliability and validity of the research variables, the subsequent stage is the inner model testing, which elucidates the effects of independent variables on dependent

variables. The inner model test comprises the path coefficient (β), coefficient of determination (R2), t-test using bootstrapping methods, effect size (f2), and Predictive Relevance (Q2) (Andriyanto et al., 2021; Manora et al., 2021; Rachman, 2021; Triana et al., 2023).

a. In the path coefficient (β) test, the path coefficient is utilized to gauge the influence of the relationships between variables, emphasizing the path coefficient. This coefficient indicates the strength of the relationship between variables and is evaluated with a threshold of > 0.1 to determine the path's influence on the model (Hair et al., 2021).
b. The coefficient of determination (R2) test describes the variation in the impact of independent variables on dependent variables. An R^2 value around 0.67 indicates a strong relationship, 0.33 suggests a moderate relationship, and 0.19 reflects a weak relationship (Hair et al., 2021).
c. The t-test and P-Value test, employing the bootstrapping procedure with a two-tailed test, provide significance criteria. For this study, a two-sided test with a significance level of 5% was applied to evaluate the hypothesis. A t-test result ≥ 1.96 signifies acceptance of the hypothesis, while a p-Value ≥ 0.05 leads to the rejection of the hypothesis (Hair et al., 2021).
d. The effect size test (f^2), is used to measure the strength of the effect of independent variables on dependent variables, the Effect Size value is said to have a predictive influence on variables in the structural model if it is included in three classifications including 0.02 for small effects, 0.15 for medium effects, and 0.35 for large effects (Hair et al., 2021).
e. The Predictive Relevance (Q2) test establishes whether certain variables exhibit predictive relevance with other variables within the research structural model, referred to as the Goodness of Fit Model Structural test. A Q-Square value ≥ 0 (zero) signifies that the model possesses a Predictive Relevance value (Hair et al., 2021).

RESULT AND DISCUSSION

The data of this study was obtained through filling out a questionnaire through a Google Form, which succeeded in collecting respondents from as many as 81 people. The first part of the questionnaire contains information about the respondents' demographic data including gender, gender, population status, length of use of the application and information that is often accessed when using the Malang Mbois application.

1. Demographic Analysis

Table 3 Results of Demographic Analysis

No	Category	Item	Total	Percentage (%)
1	Gender	Man	19	23%
		Woman	62	77%
2	Residency Status	Residents of Malang City	27	33%
		Residents of Malang City Domiciled Outside Malang City	6	7%
		Residents outside Malang City domiciled in Malang City	28	35%
		Tourist	20	25%
3	Length of Use of the Malang Mbois Application	< 1 Month	34	42%
		1-2 Months	19	23%
		> 2 Months	28	35%
4	Frequently accessed information	Complaints and Emergencies	1	1%
		Public Information	23	28%
		Public Service	12	15%
		Social and Economic	7	9%
		Tour	34	42%
		Environment	4	5%

Source: Research Result (2024)

Table 3 shows that 81 respondents of application users from Malang Mbois are dominated by 62 female users (77%) and the remaining male respondents are 19 people (23%). Based on the population status of the respondents, this study was dominated by residents outside Malang City domiciled in Malang City 28 people (35%), Malang City residents 27 people (33%), Malang City residents domiciled outside Malang City 7 people (7%), and tourist respondents 20 people (25%).

Based on the lenght of use of the Malang Mbois Application, the majority of users use it for less than 1 month, namely 34 people (42%). Meanwhile, the use of more than 2 months reached 28 people (35%), and for 1-2 months amounted to 19 people (23%). This can happen because researchers are spreading to new users and in addition the Malang Mbois application was only released in July.

Based on information that is often accessed by Malang Mbois Application users, the tourism feature is 34 people (42%), Public Information is 23 people (28%), Public Services is 12 people (15%), Social and Economic is 7 people (9%), Environment is 4 people (5%) and Complaints and Emergencies is 1 person (1%).

2. Reliability Test

This reliability assessment includes the phases of Individual Indicator Reliability and Internal Consistency Reliability (Hair et al., 2021).

a. Individual Indicator Reliability

The outer loading value can be said to be valid if it is above 0.7 (Hair et al., 2014).

Table 4 Result Outer loading

	CUI	IQ	SV	SQ	US
CUI3	0.855				
CUI1	0.847				
CUI2	0.800				
IQ1		0.834			
IQ3		0.829			
IQ2		0.796			
IQ4		0.772			
SV1			0.774		
SV2			0.827		
SV3			0.784		
SQ2				0.714	
SQ1				0.748	
SQ3				0.793	
SQ4				0.794	
US3					0.809
US1					0.815
US2					0.905

Source: Data Processing Results (2024)

Based on table 4 presented above, it shows that the outer loading values are entirely above 0.7 so that all questions can be said to be valid and ideal for use in this study.

b. Internal Consistency Reliability

A composite reliability value is considered valid and acceptable if it exceeds 0.7 (Hair et al., 2021).

Table 5 Result Composite reliability and Cronbach's alpha

Variable	Cronbach's alpha	Composite reliability (rho_c)
Continuance Use Intention	0.782	0.873
Information Quality	0.823	0.883
Service Quality	0.709	0.838
System Quality	0.764	0.848
User Satisfaction	0.797	0.881

Source: Data Processing Results (2024)

According to the test results displayed in table 5, all composite reliability values exceed 0.7, indicating that all variables are deemed acceptable and valid for this study.

3. Validity Test

In the validity test, there are two stages, namely Discriminant Validity and Average Variance Extracted (AVE) (Hair et al., 2021).

a. Average Variance Extracted (AVE)
An AVE score is said to be good if it has a minimum score of 0.5 (Hair et al., 2021).

Table 6 Result Average Variance Extracted (AVE)

Variable	Average Variance Extracted (AVE)
Continuance Use Intention	0.696
Information Quality	0.653
Service Quality	0.632
System Quality	0.582
User Satisfaction	0.713

Source: Data Processing Results (2024)

According to Table 6, all AVE values exceed 0.5, suggesting that all indicators demonstrate strong variance for this research.

b. Discriminant Validity
Discriminant Validity testing can be done in two ways as follows:
1) Nilai Fornell Larcker Criterion
The value of Discriminant Validity is considered satisfactory when the square root of the Average Variance Extracted (√AVE) for each variable exceeds the correlation between the variables. (Hair et al., 2021).

Table 7 Result Fornell Larcker Criterion

Variable	CUI	IQ	SV	SQ	US
Continuance Use Intention	0.834				
Information Quality	0.702	0.808			
Service Quality	0.654	0.767	0.795		
System Quality	0.698	0.686	0.782	0.763	
User Satisfaction	0.695	0.729	0.741	0.720	0.844

Source: Data Processing Results (2024)

According to the test results displayed in table 7, it demonstrates that all Fornell-Larcker Criterion values exceed 0.5, indicating that all indicators possess favorable variant values for use in this research.

2) Cross Loading Values
3) The Cross Loading value for the variable indicator should exceed the outer loading value of the other variables (Hair et al., 2021).

Table 8 Result Cross Loading

	CUI	IQ	SV	SQ	US
CUI1	0.847	0.645	0.629	0.729	0.636
CUI2	0.800	0.569	0.478	0.502	0.537
CUI3	0.855	0.537	0.518	0.494	0.559
IQ1	0.514	0.834	0.626	0.581	0.564
IQ2	0.525	0.796	0.572	0.475	0.518
IQ3	0.565	0.829	0.605	0.576	0.607
IQ4	0.649	0.772	0.664	0.571	0.647
SQ1	0.464	0.391	0.510	0.748	0.523
SQ2	0.555	0.514	0.611	0.714	0.404
SQ3	0.529	0.629	0.695	0.793	0.568
SQ4	0.588	0.553	0.583	0.794	0.655
SV1	0.476	0.544	0.774	0.588	0.544
SV2	0.530	0.598	0.827	0.671	0.612
SV3	0.551	0.683	0.784	0.603	0.607
US1	0.610	0.642	0.667	0.591	0.815

	CUI	IQ	SV	SQ	US
US2	0.566	0.631	0.615	0.593	0.905
US3	0.581	0.567	0.589	0.639	0.809

Source: Data Processing Results (2024)

Based on Table 8, the test results show that the outer loading value of the variable indicator is higher than that of other variables.

4. Uji Inner Model

a. Uji Coefficient Of Determinant (R^2)

The R^2 value has three levels in measuring the influence between variables, 0.67 means strong, 0.33 moderate, and 0.19 weak (Hair et al., 2014).

Table 9 Hasil Coefficient Of Determinant (R^2)

Variable	R^2	Information
Continuance Use Intention	0.483	Moderate
User Satisfaction	0.643	Moderate

Source: Data Processing Results (2024)

According to the findings in table 9, the results of the Coefficient Of Determinant (R^2) test indicate that the User Satisfaction variable has a value of 0.643. This suggests that the System Quality (SQ), Information Quality (IQ), and Service Quality (SV) variables can moderately explain the User Satisfaction variable, accounting for 64.3%. For the Continuance Use Intention variable, it can be interpreted that the User Satisfaction variable also moderately explains the Continuance Use Intention variable, with a value of 0.483 (48.3%).

b. Uji Effect Size (f^2)

The Effect Size value is said to have a predictive influence on variables in the structural model if it is included in three classifications including 0.02 for low effect, 0.15 for medium effect, and 0.35 for high effect (Hair et al., 2021).

Table 10 Result Effect Size (f^2)

Variable	CUI	IQ	SV	SQ	US
Continuance Use Intention					
Information Quality					0.119
Service Quality					0.055
System Quality					0.088
User Satisfaction	0.935				

Source: Data Processing Results (2024)

According to the findings from the Effect Size test shown in table 10, there are three proposed pathway relationships that indicate a small effect size value, with values less than 0.15, specifically in the IQ->US (0.119), SQ->US (0.088), and SV->US (0.055) paths, which means they exert a minor impact on the model structure. Additionally, there is one relationship in the CUI -> US hypothesis that displays a large effect size of 0.935, suggesting that this hypothesis significantly influences the model's structure.

c. Uji Predictive Relevance (**Q^2**)

Q-Square value ≥ 0 (zero) indicates that the model has a Predictive Relevance value (Hair et al., 2021).

Table 11 Result Predictive Relevance (Q^2)

Variable	Q^2predict	Information
Continuance Use Intention	0.512	Predictive Relevance
User Satisfaction	0.591	Predictive Relevance

Source: Data Processing Results (2024)

According to the outcomes of the Predictive Relevance (Q^2) analysis shown in table 11, the Q^2 values for the two dependent variables demonstrate a predictive relationship. The Q^2 value of 0.512 for the CUI variable suggests that the model accounts for 51.2% of the variance in user sustainability.

Meanwhile, the Q^2 value of 0.591 for the US variable indicates that the model explains 59.1% of the variability in user satisfaction.

5. Uji Hipotesis

The last demonstration proves the hypothesis with a path coefficient (β) limit of > 0.1 to assess the influence of the path on the model which can be presented in table 12 in the Origunal Sample column (O). The t-test value ≥ 1.96, it can be said that the hypothesis is accepted which is presented in the Tstatistics column. If the p-value is less than or equal to 0.05, we can conclude that there is a significant relationship between the variables in the p-value column. (Hair et al., 2021)

Table 12 Hypothesis Test Results

	Original sample (O)	**Sample mean (M)**	**Standard deviation (STDEV)**	**T statistics (|O/STDEV|)**	**P Values**
Information Quality -> User Satisfaction	0.329	0.332	0.144	2.290	0.022
Service Quality -> User Satisfaction	0.261	0.257	0.126	2.076	0.038
System Quality -> User Satisfaction	0.291	0.294	0.131	2.218	0.027
User Satisfaction -> Continuance Use Intention	0.695	0.703	0.056	12.487	0.000

Source: Data Processing Results (2024)

According to the findings of the hypothesis testing displayed in Table 12, it can be inferred that the analysis results are aligned with the previously formulated hypothesis, as detailed below:

H1: System Quality (SQ) has a positive impact on User Satisfaction (US) in the Malang Mbois Application.

The results of the internal model analysis presented in Table 12 indicate that the connection between System Quality (SQ) and User Satisfaction (US) is validated, evidenced by a t-test value of 2.218, which exceeds the critical value of 1.96, and a path coefficient of 0.291 that is greater than the minimum threshold of 0.1. Furthermore, a p-value of 0.027 is less than or equal to 0.05, indicating significance. It shows a positive influence with a sample mean (M) value of 0.294. Thus, it can be concluded that System Quality (SQ) significantly positively influences User Satisfaction (US) (Andriyanto et al., 2021; Manora et al., 2021; Rachman, 2021; Triana et al., 2023).

H2: Information Quality (IQ) positively influences User Satisfaction (US) in the Malang Mbois Application.

The findings from the internal model analysis in Table 12 reveal that the relationship between Information Quality (IQ) and User Satisfaction (US) is confirmed, with a t-test value of 2.290, surpassing the threshold of 1.96, and a path coefficient of 0.329 that exceeds the minimum of 0.1. The p-value of 0.022 is less than or equal to 0.05, demonstrating significance. There is a positive influence indicated with a sample mean (M) value of 0.332. This suggests that Information Quality (IQ) has a substantial positive impact on User Satisfaction (US) (Andriyanto et al., 2021; Manora et al., 2021; Siregar, 2021; Utomo et al., 2020).

H3: Service Quality (SV) positively contributes to User Satisfaction (US) in the Malang Mbois Application.

The internal model analysis results in Table 12 indicate that the relationship between Service Quality (SV) and User Satisfaction (US) is confirmed, with a t-test value of 2.076 that exceeds the threshold of 1.96, and a path coefficient of 0.261 is also above the minimum threshold of 0.1. The p-value of 0.038 is less than or equal to 0.05, indicating statistical significance. There is a positive influence evidenced by a sample mean (M) value of 0.257. This suggests that Service Quality (SV) has a significant positive effect on User Satisfaction (US) (Andriyanto et al., 2021; Giovani & Prehanto, 2022; Putranti et al., 2019; Utomo et al., 2020).

H4: User Satisfaction (US) positively influences Continuance Use Intention (CUI) in the Malang

Mbois Application.

The results from the internal model analysis shown in Table 12 demonstrate that the relationship between User Satisfaction (US) and Continuance Use Intention (CUI) is confirmed, as indicated by a t-test value of 12.487 that greatly exceeds the threshold of 1.96 and a path coefficient of 0.695 surpassing the minimum threshold of 0.1. The p-value of 0.000 is less than or equal to 0.05, confirming significance. It reflects a very strong positive influence demonstrated by a sample mean (M) value of 0.703. Therefore, it can be concluded that User Satisfaction (US) has a significantly strong positive effect on Continuance Use Intention (CUI) (Ari & Putri, 2022; Devrinno et al., 2023; Ubaidillah et al., 2023; Yusuf et al., 2023).

CONCLUSION

Following an analysis of the DeLone and McLean model along with Continuance Use Intention, the variables derived from the Expectation Confirmation Model were utilized to assess user satisfaction and the intention to continue using the Malang Mbois application. The researcher conducted this study by distributing questionnaires to 81 participants. From this, it can be concluded that all four formulated hypotheses were accepted. The conclusions are as follows:

1. The quality of the system significantly and positively impacts user satisfaction, indicating that enhanced system quality contributes positively to user satisfaction with the Malang Mbois application.
2. The quality of information significantly and positively affects user satisfaction, suggesting that high-quality information leads to greater user satisfaction when using the Malang Mbois application.
3. The quality of service significantly and positively influences user satisfaction, demonstrating that superior service quality results in increased user satisfaction with the Malang Mbois application.
4. User satisfaction has a notably strong positive effect on Continuance Use Intention, which implies that satisfied users are inclined to use the Malang Mbois application again in the future.

For future research, it is recommended to employ a combination of the DeLone and McLean model along with the variable of continuance use intention, potentially enhancing the model by incorporating the Perceived Usefulness variable from the Expectation Confirmation Model to bolster its influence on continuous use intention.

Recommendations for the Malang City Communication Office include an ongoing improvement of the features and usability of the Malang Mbois application, engaging directly with user feedback, and ensuring a responsive service to effectively meet community needs.

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