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EVALUATION OF USER SATISFACTION IN THE SATUSEHAT APPLICATION

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ABSTRACT

Digital transformation in the health sector aims to provide quality, fast, easy, affordable, and measurable services to the community. User satisfaction is paramount when providing services. Key factors influencing user satisfaction include Information, System, and Service Quality. The objective of this study is to evaluate the impact of information quality, system quality, and service quality on user satisfaction with the SATUSEHAT. This research used a quantitative with a cross-sectional design technique. This research using a quota sampling method with 106 respondents. This research using multiple linear regression analysis with univariate and multivariate classical assumption tests. This research focuses on SATUSEHAT application users who actively use social media platforms like Instagram and Twitter. The evaluation aims to provide insights into the impact of information, system, and service quality of the SATUSEHAT application's user satisfaction with the SATUSEHAT application. The results explain that 56.6% of respondents were female, 43.3% were male. 54.7% of this study's respondents were undergraduates aged 19 - 34 years, 67.0% of respondents. Most of the respondents' jobs were employees, 34.9%. Service quality significantly influences SATUSEHAT application The results of the regression coefficient value for user satisfaction is 0.651, and quality of the information, with a regression coefficient of 0.113. The The study found that information, system, and service quality significantly influence user satisfaction with the SATUSEHAT application.

Keywords: SATUSEHAT, Information, System, Service, User Satisfaction.

Introduction

The development of the digital era has had an important impact on all components of human existence.[1] The majority of human mobility has been dominated by internet use. The internet provides various kinds of information easily and quickly.[2] One sector that has significantly experienced the impact of developments in the digital era is the health sector.[3,4] Digital transformation in the health sector aims to provide quality, fast, easy, affordable, and measurable services to the community.[5] The Ministry of Communication and Information continues to develop digital applications in the health sector. Based on the Decree of the Minister of Health Number HK.01.07/MENKES/1559/2022 concerning the implementation of an electronic-based government system in the health sector and the digital health transformation strategy, this is the basis for the Ministry of Health to carry out digital transformation in the health sector through One Health Data in supporting fair health policymaking.[6]

The Ministry of Health is transforming the PeduliLindungi application into SATUSEHAT as a national health data integration channel based on the Minister of Health's Decree Number HK.01.07/MENKES/133/2023 concerning National Health Data Integration.[7] The SATUSEHAT application was created to provide health services and patient/client referrals, provide health information to patients/clients, develop science and technology in making health sector policies, carry out surveillance to tackle infectious and non-communicable diseases, epidemics, and potential outbreaks, extraordinary events, and potential extraordinary events, providing promotive, preventive, curative, rehabilitative and palliative health measures as well as other purposes as long as permitted under the provisions of statutory regulations.[8]

The survey conducted by the research company We Are Social found that almost all of Indonesia's citizen is connected to the Internet.[9] Quoted on datareportal.com on August 7th, 2023, there were 212.9 million internet users and 167.0 million social media users, or the equivalent of 60.4% of the total population in Indonesia in January 2023. Social media used by the Indonesian population includes Twitter, Facebook, Instagram, TikTok, Snapchat, Messenger, LinkedIn, Pinterest, and YouTube. The high use of social media in Indonesia in utilizing online services, both in terms of service complaints and service processes, makes application users give various responses regarding the SATUSEHAT application.[10]

Reporting from the Appfollow.io page, since it was officially launched on March 1st, 2022, the SATUSEHAT application has received thousands of reviews on the AppStore or PlayStore. The SATUSEHAT application rating on AppStore is 2.6 out of 5 stars, and the SATUSEHAT application rating on PlayStore is 3.7 out of 5 stars. SATUSEHAT application users also make complaints about SATUSEHAT application services on the official SATUSEHAT application account on Twitter with the account @SATUSEHAT. The numerous complaints submitted by

users of the SATUSEHAT application on social media platforms Instagram and Twitter have prompted the author to delve deeper into the issues experienced by these users on Instagram and Twitter.

The problems often experienced by SATUSEHAT application users are that the application is usually logged out if it has not been used for several days, the vaccine certificate does not appear even though the user has updated it, and users do not get an OTP code from the Ministry of Health so users cannot log in to the application. Based on these problems, the SATUSEHAT application is only superior in appearance.[11] On the other hand, the Ministry of Health should improve features so the application can be used more optimally.[12] For this reason, the Ministry of Health also provides WhatsApp as a public complaint service platform if they encounter problems using the application.[13]

The WhatsApp platform has received many complaints indicating that system services are not running well, so the SATUSEHAT application has not achieved the efficiency and effectiveness of the application's benefits. Three important indicators influencing user satisfaction: information quality, system quality, and service quality.[14,15] An essential factor in determining the goals of an application is the satisfaction users themselves. User satisfaction is the most critical measurement in seeing the success of a system.[16,17] To increase user satisfaction, user involvement is necessary to enhance both enjoyment and comfort in using the technology.[18]

The study results show that the overall use of PeduliLindungi gets a positive response from users. The attractiveness score to stimulate user satisfaction with this application is relatively high, indicating that users feel comfortable and happy using SATUSEHAT. However, one aspect needs to be improved, such as the novelty where users may feel dissatisfied with the experience of the SATUSEHAT application.[19] These results show that system quality positively and significantly influences user satisfaction in the clinical information system, with a strong influence of 70.22%. Information quality positively and significantly influences user satisfaction in the clinical information system, with a strong influence of 67.40%.[20] Service quality has a positive and significant influence on user satisfaction with the clinical information system, with a strong influence of 63.52%.

This research is regarding the influence by system quality, service quality, and information quality on Mobile JKN application satisfaction of BPJS health member at Jabodetabek area.[21] The research results stated that partially or simultaneously, system, service, and information quality significantly affected BPJS health participant satisfaction with the JKN mobile application. System quality, service quality, and information quality has a 72% influence on BPJS member satisfaction, and be left over 28% is determine by other variables not mentioned by research.[22]

Previous studies have evaluated user satisfaction in health applications using quality metrics like system, information, and service quality, they often rely on traditional survey methods, missing

real-time insights from social media users. This study addresses this gap by analyzing user feedback specifically from Instagram and Twitter, providing a more dynamic and current assessment of the SATUSEHAT application's user satisfaction. This research aims to assess the impact of system quality, information quality, and service quality on user satisfaction with the SATUSEHAT application among Indonesian residents who actively use the application and engage on social media platforms Instagram and Twitter. The research hypothesizes that information quality, system quality, and service quality significant user satisfaction with the SATUSEHAT application. The primary objective is to evaluate user satisfaction by analyzing feedback from users on these social media platforms.[23]

Methods

This research using a quantitative with a cross-sectional design[24]. This research was conducted on SATUSEHAT application users through social media platforms, Instagram and Twitter, and data was processed using SPSS software. This study received ethical approval under the number 0923-12.026/DPKE-KEP/FINAL-EA/UEU/I/2024. Respondents were recruited by reviewing tweets and comments from SATUSEHAT application users on Instagram and Twitter. The author then contacted them directly via direct message and provided a link to the questionnaire. The inclusion criteria consisted of SATUSEHAT users who actively engaged with social media, particularly Instagram and Twitter, to share their ratings and comments on the official @SATUSEHAT account. The representative size was calculated using the Bernoulli formula, as the total population was unknown, and the resulting sample size was determined to be 106. A Quota Sampling technique was applied to select respondents.[25]

This result using the normality test by Kolmogorov-Smirnov test. If the significance value (sig) is greater than 0.05, the data is considered to be normally distributed.[25] The multicollinearity test was performed by examining the Variance Inflation Factor (VIF) and tolerance values. Multicollinearity is considered absent if the VIF value is less than 10.00 and the tolerance value is greater than 0.100.[26] The heteroscedasticity test was conducted using the Breusch-Pagan Test (BPT), with the criterion that heteroscedasticity occurs if the significance (sig) value is under than 0.05. However, if the sig value is greater than 0.05, heteroscedasticity is not present.[27]

The selection of respondents was carried out by distributing Google forms to users of the SATUSEHAT application based on their activeness in making comments and tweets on social media, Instagram, and Twitter related to the SATUSEHAT application. In this research, the hypothesis that has been formulated will be tested to determine the influence between the variables studied. The variables in this research are information quality (X1), system quality (X2), service quality (X3), and SATUSEHAT application user satisfaction (Y) outcome assessment using a questionnaire to see respondents' satisfaction with the SATUSEHAT application. User satisfaction

assessments are seen in the feedback responses given by users after using the SATUSEHAT application. Following to Delone and McLean, user satisfaction has several indicators, including information and overall satisfaction.[26] This research uses two indicators based on the theory of user satisfaction, Delone and McLean, by developing them into several statements regarding overall user satisfaction, user satisfaction with the performance present by the SATUSEHAT application, user satisfaction when using the SATUSEHAT application, user satisfaction with the SATUSEHAT application services.

Data was collected by distributing an online questionnaire in the Google form, which is disseminated through social media, Instagram, and Twitter, with criteria including male and female genders, junior high school, high school, higher education, and other education. The respondents were 13–18, 19–34, 35–54, and >55 years old. The respondent's employment status includes unemployed or not working, students, employees, self-employed, and health workers. The questionnaire uses a Likert scale with intervals of 1–1.75 (very low), 1.76–2.5 (low), 2.6–3.25 (high), and 3.26–4 (very high).[27]

This research instrument was tested for validity and reliability on information, system, and service quality to the satisfaction of SATUSEHAT application users on 106 respondents. The validity test determines the relationship between question items in the questionnaire using product moment correlation. The validity results showed that each question item had eight information quality, seven system quality, three service quality, and four valid user satisfaction because the p-value was <0.05 and had good reliability (Cronbach Alpha value > 0.7).[24] So, it can be concluded that the measurement model for all variables is reliable so that the instrument can be used for research. The next step is to execute data analysis in the form of univariate and multivariate data analysis, consisting of normality, multicollinearity, and heteroscedasticity tests. This research using multiple linear regression analysis. Multiple linear regression analysis is used to look for simultaneous or partial forms of influence connection the independent variable (X) and the dependent variable (Y). The regression equation model used for predictors is as follows:

$$Y = \boldsymbol{b_0} + \boldsymbol{b_1 X_1} + \boldsymbol{b_2 X_2} + \boldsymbol{b_3 X_3} + e$$

Information:

Y	= User Satisfaction
X_1	= Quality of Information
X_2	= System Quality
X_3	= Service Quality
b_0	= Constant coefficient
$b_{1.2.3}$	= Regression coefficient
e	= Error

Results

Data were collected from 106 respondents who use the SATUSEHAT application through Instagram and Twitter. Table 1 presents the sociodemographic characteristics of the respondents. The predominance of respondents were female (56.6%), held higher education degrees (54.7%), were between the ages of 19 and 34 (67.0%), and identified as students (34.9%).

Table 1. Characteristics of Respondents

Respondent Category	Amount	Percentage
Gender	**106**	**100%**
Man	46	43.4%
Woman	60	56.6%
Education	**106**	**100%**
Junior High School	6	5.7%
Senior High School	41	38.7%
Higher education	58	54.7%
Other	1	0.9%
Age	**106**	**100%**
13 – 18 years old	18	17.0%
19 – 34 years old	71	67.0%
35 – 54 years old	14	13.2%
>55 years	3	2.8%
Job status	**106**	**100%**
Not yet/not working	2	1.9%
Student/Students	30	28.3%
Employee	37	34.9%
Self-employed	26	24.5%
Health workers	11	10.4%

User satisfaction with the SATUSEHAT application was measured using a questionnaire administered to 106 respondents. The questionnaire assessed four key

variables: user satisfaction, information quality, system quality, and service quality. Each variable was evaluated through several indicators used to generate multiple statements, as shown in Table 2.

This research concluded that respondents were dissatisfied with the SATUSEHAT application. This is in line with the theory "Information system user satisfaction shows how far users are satisfied and trust the information system provided to meet their needs,"[26] that "user satisfaction can be said to be a behavior because a user will use the system repeatedly if he feels the benefits and obtains satisfaction from the system. Accounting information system user satisfaction can be seen from the user's satisfaction with the information system used to complete the user's work".[29,30,31]

Table 2. Frequency Distribution of Statement Answers Based on SATUSEHAT Application User Satisfaction Variables in 2024

Variable	Indicator	Statement	Mean
User Satisfaction		Satisfied with the SATUSEHAT application	2.54
		Satisfied with the performance of the SATUSEHAT application	2.36
		Satisfied when using the SATUSEHAT application	2.48
		Satisfied with SATUSEHAT application service	2.30
Information Quality	Completeness	More information	3.46
		Correct information	3.51
	Easy of understanding	Information is easy to understand	3.51
		Using language that is difficult to understand	2.31
	Relevance	Relevant information	2.42
		Full app features	2.41
	Security	Secure information	2.36
		Personal data is safe from theft	2.37
System Quality	Adaptability	It can be used on all smartphones	3.52
	Availability	Available by Playstore, Appstore	4.48
	Reliability	No crashes (errors)	3.50
		Quickly access the app	2.51
	Response Time	Quickly handle complaints	2.10
		Quickly process Health data	1.91
	Uses	Easy to use	2.58
Service Quality	Responsiveness	Quick response to problems	2.18
	Empathy	Provide user convenience (guide, helpdesk, FAQ)	2.37
	Assurance	Provide system assurance to meet user needs	2.14

The SATUSEHAT application has the speed to access," respondents answered strongly in agreement, as many as 41 (38.7%), while the lowest answer agreed 8 (7.5%). "The SATUSEHAT

application is fast in handling user complaints." Respondents strongly disagreed with 47 (44.3%), while the lowest answer strongly agreed with 17 (16.0%). "The SATUSEHAT application is fast in processing health data," respondents strongly disagree with 45 (42.5%), while the lowest answer strongly agreed with 10 (9.4%). The SATUSEHAT application system is fast but still slow in handling complaints and processing the health data of its users.

The quality of the SATUSEHAT application's services is categorized as low. Users rated the statement, "The SATUSEHAT application provides system guarantees to meet user needs," with the lowest mean score of 2.14, placing it in the very low category. This suggests that the application fails to provide adequate assurances to satisfy user needs. The statement, "The SATUSEHAT application provides user-friendly services in using the system (guide, helpdesk, FAQ)," received the highest mean score of 2.37. However, this is still classified as very low, indicating that the application does not offer sufficiently convenient services to its users.

Based on Table 3. A univariate test is needed to see the SATUSEHAT application user perception score on user satisfaction, information quality, system quality and service quality.

Table 3. Distribution of data from SATUSEHAT application user satisfaction questionnaires

Variable	N	Min	Max	Mean	Std. Deviation
User Satisfaction	106	3	12	2.42	2.62
Information Quality	106	16	32	2.79	4.24
System Quality	106	10	26	2.8	3.68
Service Quality	106	3	12	2.23	2.30

Table 3 presents the data distribution for all variables in this study, based on responses from 106 participants. The mean user satisfaction score was 2.42, placing it in the low category. Information quality received a mean score of 2.79, specifying that the SATUSEHAT application provides high-quality information. The system quality had a mean score of 2.8, also reflecting a high level of system performance. However, service quality received a mean score of 2.23, indicating that users perceived the service quality of the SATUSEHAT application as low.

Table 4. Bivariate Analysis Test Results

Variable	R	R Square	P-Value
Information Quality	0.397	0.158	0.000
System Quality	0.189	0.036	0.052
Service Quality	0.657	0.432	0.000

In Table 4, a bivariate analysis was carried out with the results of significant information quality receiving significance value of 0.000 and significant service quality receiving a significance value of 0.000, while the system quality was not significant receive a value of 0.052. These results prove that the quality of the system has no influence on the satisfaction by users of the SATUSEHAT application. Therefore, the quality of the system is not included in the subsequent testing.

It can be identified in Table 4 that bivariate results are obtained where information quality and service quality have an effect, while system quality has no influence. After a univariate test, a bivariate test, and a multivariate test are carried out. Multivariate analysis is utilized to see the relationship connecting several independent variables simultaneously with the dependent variables in a study.[24] In addition, the relationship between the independent variable, the dependent variable, and the dependent variable will also be partially seen. This study uses multiple linear regression analysis. It must meet the classical assumption tests (normality, multicollinearity, and heteroscedasticity) to perform multiple linear regression analysis.

The normality test conducted in this research shows that the data is normally disseminated, as indicated by the asymptotic significance (2-tailed) value of 0.200, which is greater than 0.05. The multicollinearity test by this study shows that the variables of information quality, system quality, and service quality have Variance Inflation Factor (VIF) values of 1.315, 1.183, and 1.275, respectively. The tolerance values for these variables are 0.761, 0.846, and 0.785, indicating that there is no multicollinearity among them. The results of the heteroscedasticity test indicate that there is no heteroscedasticity, as the significance (sig) value is 1, which is pronounced as 0.05. The classical assumption tests in this study have been satisfied, as the data is normally distributed, and no multicollinearity or heteroscedasticity was observed. Therefore, multiple linear regression analysis can be performed.

A multivariate test is needed to see the degree and test the prediction of the relationship between independent and dependent variables, which are influenced by other variables or not (Table 5).[28] In this research, the dependent variable is user satisfaction with the SATUSEHAT application, and the independent variables are information quality, system quality, and service quality. Variable reduction is performed by systematically eliminating variables with a significance value (sig.) greater than 0.05.

Table 5. Result of Multiple Linear Regression Analysis

Variable	β	Se (β)	P-Value
Constant	2.156	1.338	1.611
Information Quality	0.146	0.089	0.005
System Quality	-0.105	0.051	0.061
Service Quality	0.599	0.055	0.000

Dependent Variable: Satisfaction

Table 5 indicates that the independent variable, system quality, did not significant partial effect on the dependent variable, user satisfaction. As a result, it was removed from the regression model. The stepwise method was employed to refine the model and obtain the most accurate results, as presented in Table 6.

Table 6. Final Multiple Linear Regression Analysis Using Stepwise Method

Variable	β	Se (β)	P-Value
Constant	0.510	1.032	0.623
Information Quality	0.113	0.048	0.021
Service Quality	0.651	0.085	0.000

Based on Table 6, the multiple linear regression equation is as follows:

$$Y = 0.510 + 0.113X_1 + 0.651X_3 + e$$

The final model includes two significant variables: Information Quality (X_1) and Service Quality (X_3). The R-squared value is 0.478, meaning that 47.8% of the variance in User Satisfaction is described by these two variables, while the continue to exist 52.2% is influenced by other factors.

Discussion

The results of this study indicate that most respondents are dissatisfied with the SATUSEHAT application. User satisfaction can be seen as a behavior, as users are more likely to continue using a system if they perceive its benefits and derive satisfaction from it. In the context of accounting information systems, user satisfaction is reflected in how satisfied users are with the system in fulfilling their work-related needs. This study shows that information quality significantly impacts user satisfaction, which is consistent with Satyadarma's research, which also found that information quality plays a significant role in user satisfaction. User satisfaction is achieved when the information provided is timely, consistent, accurate, and precise. Improving the reliability and quality of the information provided is expected to enhance user satisfaction with the system. High-quality information has a positive effect on user satisfaction, as more comprehensive, accurate, and relevant information leads to greater satisfaction with the overall system.[29]

The study results conclude that service quality has a significant impact on user satisfaction. A well-functioning service system that meets users' needs and desires, while ensuring accuracy in delivery, is crucial in aligning with user expectations. Moreover, the research confirms that information quality also significantly influences user satisfaction. These findings are consistent with previous studies, demonstrating that high-quality information positively affects user satisfaction, further reinforcing the importance of delivering accurate, relevant, and reliable information.[32] Other research that is in line states that user satisfaction can be achieved if the

information provided is updated, consistent, accurate, and precise. Increasing the trust of information system users is expected to increase user satisfaction with the information system. This also reinforces the idea that information quality positively affects end-user satisfaction.[22] The more complete, accurate, and relevant the information From the research results, it can be concluded that information influences user satisfaction.[31]

The results of this research are in line with research by states that information quality has a significant effect on user satisfaction. User satisfaction can be achieved if the information provided is updated, consistent, accurate and precise. Increasing the trust of information system users is expected to increase user satisfaction with the information system. This is also reinforced by the results, that information quality has a positive effect on end-user satisfaction. The more complete, accurate and relevant the information available, the higher the level of user satisfaction with the information system as a whole.[31] The system quality in the SATUSEHAT application is the lowest in the response time variable with the statement "fast application processing health data" which means that the SATUSEHAT application is slow in processing health data. The highest mean value is found in the usability variable with the statement "easy to use application".

This research demonstrates that service quality significantly influences user satisfaction. The service system has a significant impact on user satisfaction. Additionally, highlights that high service quality fulfills user needs and desires and ensures accurate delivery to meet user expectations.[32,22] The influence of information quality, system quality, service quality on SATUSEHAT application user satisfaction of the multiple linear regression test, the final result obtained is that there is an influence of information quality and service quality on user satisfaction. The results of this research are in line with states that there is a simultaneous influence of information quality, system quality and service quality on user satisfaction of the SATUSEHAT application.[31] This is enough to illustrate that the quality provided by the SATUSEHAT application can provide satisfaction to its users even though it is still in the low category and there are several things that need to be improved in the SATUSEHAT application system.[33]

xxx This study's limitations include relying only on Instagram and Twitter feedback potentially missing input from non-users. Its cross-sectional design limits causal analysis, and the sample may not represent the overall user base. Additionally, satisfaction was measured through self-reports, and specific application features were not analyzed.

Conclusion

Based on the findings of this study, information quality, system quality, and service quality have been shown to significantly influence user satisfaction when considered simultaneously. Any improvements in these factors will strongly impact overall user satisfaction. Specifically,

information quality has a positive and significant effect on user satisfaction, indicating that higher-quality information enhances user satisfaction with the SATUSEHAT application. Similarly, service quality positively affects user satisfaction, demonstrating that better service delivery through the SATUSEHAT application increases user satisfaction levels. The findings imply that enhancing the quality of information and service in the SATUSEHAT application can significantly boost user satisfaction. This suggests that targeted improvements in these areas could lead to higher user engagement and a better overall experience with the app.

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Conflict of Interest There

The authors of this study have no conflicts of interest.

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