

THE INFLUENCE OF INFORMATION QUALITY AND SERVICE QUALITY ON SATISFACTION OF SERVICE RECEIVING COMMUNITIES IN YOGYAKARTA RELIGIOUS COURT OFFICE

Rita Listiyanti¹, Anna Sulistyawati^{2*}

^{1,2}Magister of Management, Faculty of Economisc, University of Sarjanawiyata
Tamansiswa, Indonesia

¹rita_listiyanti@yahoo.co.id

*Corresponding Author:

²anna.watiek@gmail.com

Accepted by Editors: 27-11-2023 | Completed Revision: 17-12-2023 | Published: 18-12-2023

Abstract

The objectives of this study include: (1) To determine the magnitude of the influence of the quality of information on the satisfaction of service recipients at the Yogyakarta Religious Court Office. (2) To determine the magnitude of the influence of service quality on the satisfaction of service recipients at the Yogyakarta Religious Court Office. (3) To determine the magnitude of the influence of information quality and service quality on the satisfaction of service recipients at the Yogyakarta Religious Court Office. This type of research was quantitative research. The population in this study were all service recipients at the Yogyakarta Religious Court Office. The sampling technique used simple random sampling technique with a total sample of 100 people. Data collection techniques in this study using a questionnaire. Data analysis technique using multiple regression analysis. Based on the findings and data analysis that has been carried out in the previous chapter, the following conclusions can be drawn: (1) The quality of information has a positive effect on the satisfaction of service recipients at the Yogyakarta Religious Court Office. (2) The quality of service has a positive effect on the satisfaction of the service recipient community at the Yogyakarta Religious Court Office. (3) The quality of information and service quality has a positive effect on the satisfaction of service recipients at the Yogyakarta Religious Court Office. Variable information quality and service quality affect community satisfaction by 30.9%, while the remaining 69.1% is influenced by other variables outside the research.

Keywords: Information Quality, Service Quality, Community Satisfaction.

1. Introduction

One of the activities in government organizations is providing public services. Service is the key to success in various businesses or service activities. Considering that society's need for services is increasing, it is not surprising that service issues receive attention from both service users and service providers themselves. Government organizations that operate in the service sector and are tasked with providing services to the public are one of the organizations that continue to be in the public spotlight.

The increasingly critical nature of the public in monitoring the implementation of public services must be anticipated by improving public service standards. Therefore, city, district, provincial governments and ministries/institutions are obliged to improve public service standards. Low compliance with service standards for the public results in low service quality. Sooner or later, it will erode public trust in government officials. Decreased public trust is directly correlated to hampered investment growth. As an illustration, the results of the 2020 Ease of Doing Business (EODB) index survey show

that Indonesia is ranked 73rd with a score of 69.2. World Competitiveness Ranking 2020, Indonesia's competitiveness ranking,

Which last year was in 32nd position out of 63 countries, has decreased to 40th position. The Political Economic Risk Consultancy (PERC) survey even placed Indonesia below Vietnam, the Philippines, Thailand, Malaysia, Taiwan, South Korea, Macau, Japan, Hong Kong and Singapore with a score of 9.27 on a scale of 0-10. Indonesia's Corruption Perception Index (CPI) in 2020, Indonesia's corruption perception index score is currently at number 37 on a scale of 0-100. This score dropped 3 points from 2019 (RI Ombudsman, 2021). Based on these conditions, the government should try to improve its services in order to optimize public satisfaction with public services.

One effort that the government can make to improve the quality of its services is to optimize technology-based services. Technology and information systems are currently experiencing very rapid development. Information systems are currently very much needed by organizations, companies and individuals to obtain convenience, speed and accuracy in processing and obtaining data and/or information. By considering the various solutions offered by information systems, the application of information systems is not only limited to the fields of computers and information technology, but has also been applied in various aspects of life, including public services in government organizations (Dony Setiawan Hendyca Putra and Meilana Siswanto, 2016: 1). Therefore, the government must strive to optimize the quality of information in its agencies.

According to Nurjaya (2017) the quality of information system services is the service used by consumers from improving information systems. Information system service quality is the service that users receive from information system developers, services can be in the form of information system updates and responses from developers if the system experiences problems. According to Sihotang (2020), information quality is the quality of information output found in data systems that emphasizes the considerations of information users and is useful for the needs of the information. According to Romney & Steinbart (2014) information is said to be useful if it has 7 characteristics, namely: relevant, reliable or free from errors, complete, timely, understandable, verifiable and accessible. Therefore, if information has these 7 characteristics, the company's information system can be said to be good. Research by Shanaz Amarin and Tri Indra Wijaksana (2021) proves that information quality and service quality are related to consumer satisfaction.

Bitner and Zaithaml (2003:86) suggest that customer satisfaction is a customer's evaluation of the product or service received whether it meets the customer's needs and expectations. Quality improvement is a marketing strategy that emphasizes fulfilling customer desires. To create high service quality, an organization must offer services that customers can accept and feel in accordance with or exceed what customers expect. The higher the perceived quality of service compared to expectations,

Customers will certainly be more satisfied. Therefore, every organization must start thinking about the importance of service quality, because it is now increasingly recognized that service (customer satisfaction) is a vital aspect in order to survive in business and win the competition (Tjiptono, 2004: 145). Regarding service quality, research by Sulistyawati and Seminari (2015) shows that physical evidence, reliability, responsiveness, guarantee and empathy influence customer satisfaction.

The Yogyakarta Religious Court Office as a government organization also has an obligation to provide satisfactory services. This is in accordance with the vision of the Yogyakarta Religious Court, namely "The Realization of the Great Yogyakarta Religious Court" as well as one of the institution's missions, namely providing excellent service for the realization of judicial services. The types of services of the Yogyakarta Religious Court Office include marriage and sharia economics, Inheritance, Infaq, Grants, Waqf, Wills, Zakat and Sadaqah. Based on the measurement results of the Community Satisfaction Survey at the Yogyakarta Religious Courts for the Second Semester Period of 2021, it was concluded that community satisfaction with this agency was in the good category.

However, there are several things that need to be improved, for example the need to socialize case fees and their fairness to the public in the form of video profiles, tutorials or payment simulation so that it is hoped that the public will get it understand the costs of litigating at the Religious Courts Yogyakarta. Apart from that, the agency also needs to carry out training- training or similar activities that can provide faster service and increase the readiness and ability of service officers. One way to increase the speed of service can be achieved by maximizing the use of information technology. Based on these conditions, it would be interesting to study in more depth the "Influence of Information Quality and Service Quality on the Satisfaction of Service Recipients at the Yogyakarta Religious Court Office". So far research related to community satisfaction has been carried out internally, so this research is expected to complement the results of this research.

2. Theoretical Background

2.1 Information Quality

Information is the most important thing in a company, with reliable information it will be useful in making decisions for its users. Etymologically, information comes from ancient French, namely Information (1387) which is taken from the Latin Informational, which means "outline, concept and idea". According to Tata Sutabri (2012: 22) information is data that has been classified or processed or interpreted. for use in the decision-making process.

Meanwhile, according to Gordon B. Davis in Bambang Hartono's book (2013:15) "information is data that has been processed into a form that is meaningful to the recipient and is of real or perceived value in current or prospective

Based on the definitions above, it can be concluded that information is data that has been processed so that it has meaning and can be used in making decisions.

Quality information depends on the information provided, if the information provided is accurate and relevant then the information is quality and can be useful for consumers. According to Tata Sutabri (2012:34) the quality of information depends on three things, namely information must be accurate, timely and relevant. Meanwhile, according to Lippeveld Sauborn and Bodart in Bambang Hartono's book (2013:17) there are eight criteria for determining the quality of information, namely relevance, completeness and breadth, truth, measurability, accuracy, clarity, flexibility and timeliness.

Meanwhile, according to McLeod (1995) in Azhar Susanto (2013:38) says that quality information must have the characteristics of being accurate, timely, relevant and complete. From the data above it can be concluded that information can be said to be of

quality depending on several things, namely accurate, relevant, complete, correct, orderly, clear and timely.

2.2 Information Quality Dimensions

According to Tata Sutabri (2012:33) the quality of information depends on three things:

1). Akurat (accuracy)

Information should be error-free and not misleading. Accurate also means that the information must clearly reflect its intent.

2). On time (timeliness)

Information that comes to the recipient must not be late. Information that is outdated has no value anymore, because information is a basis for making a decision, where if the decision is made too late it will have fatal consequences for the organization

3). Relevance

This information has benefits for the user. The relevance for each person is different.

This is different, according to Lippeveld Sauborn and Bodart in Bambang Hartono's book (2013:17), there are eight criteria for quality information, namely:

1) Relevance

Information is provided or presented for use. Therefore, information of high value is relevant to needs.

2) Completeness and breadth

Information will have higher value if it is presented completely in a broad scope. Information that is piecemeal, let alone not arranged systematically, will certainly not have much meaning.

3) Truth

The truth of information is determined by its validity or can be proven, information comes from data and factual data.

4) Measurable

Information from data or measurement results and recording of facts. So, high-value information is information that, if traced back to the data, the data can be measured according to the facts.

5) Accuracy

Accuracy in measuring and recording facts will determine the accuracy of the data and the value of the information produced.

6) Clarity

Information can be presented in various forms of text, tables, graphs, charts, etc. However, whatever form is chosen, the important thing is that it is easy for users to understand its meaning.

7) Flexibility

Good information is easy to change the form of presentation according to the needs and situations faced.

8) Punctuality

Good information is information that is presented right when it is needed. Information that arrives late becomes information that arrives late becomes stale information that no longer has any value.

Another case, according to McLeod (1995) in Azhar Susanto (2013:38), there are

four dimensions of information quality, namely:

- 1) Accurate, which means that the quality of the information truly reflects the existing situation and conditions.
- 2) Relevant, which means that the information needed is in accordance with needs.
- 3) Timely, which means that information is available when the information is needed.
- 4) Complete, which means that the information produced is as complete as desired and needed

2.3 Quality Of Service

According to Wyckof in Nasution (2015: 47), service quality is the expected level of excellence and control over this level of excellence fulfills customer desires. Furthermore, according to Zeithaml et.al. (1990: 19), service quality can be defined as "The extent of discrepancy between customers' expectations or desires and their perceptions". This opinion can be interpreted as saying that service quality is the magnitude of the difference between users' expectations or desires and their level of perception.

Service is a translation of the term service in English which, according to Kotler, quoted by Tjiptono, is: means "every action or deed that can be offered by one party to another party, which is basically intangible (not physically tangible) and does not result in ownership of something" (Tjiptono, 2004: 6). Then Sutopo and Sugiyanti (2007:25) stated that service has the meaning of "helping prepare (or take care of) what someone needs".

As a product, service has unique characteristics, which make it different from other products. According to Husaeni (2015:1) service has five basic characteristics as follows:

- 1) Intangible
- 2) Cannot be separated (inseparability)
- 3) Changing / varying (variability)
- 4) Not long lasting (perishability)
- 5) No ownership (unownership)

Service quality refers to customer assessments about the core of the service, namely the service provider himself or the entire service organization, most people are now starting to show demands for excellent service, they no longer just need quality products but they prefer to enjoy the comfort of service (Roesanto, 2000 in Tasunar, 2006:44). Therefore, in formulating strategies and service program, the organization must be oriented towards customer interests and pay close attention to the quality dimensions (Suratno and Purnama, 2004:74).

Service quality is the expected level of excellence and control over this level of excellence to meet customer expectations (Tjiptono, 2008: 59). Thus, there are two main factors that influence service quality, namely expected service and perceived service. If the perceived service is in accordance with the expected service, then the quality of the service in question is perceived as good or positive. On the other hand, if the perceived service is worse than the expected service, then the quality of the service is perceived as negative or not good (Tjiptono, 2008: 121). In this case, the total quality of a service consists of three main components (Arief, 2007: 118), namely as follows:

- 1) *Functional quality*, namely components related to the quality of the service output received by customers.

- 2) *Technical quality*, namely components related to the quality of how a service is delivered.
- 3) *Corporate quality*, namely the profile, reputation, general image and special attractiveness of a company.

From the understanding and explanation above, it can be concluded that service quality is a condition relates to the extent to which the service provider can provide services that meet customer expectations.

2.4 Service Quality Indicators

According to Kotler (2007: 89) there are five indicators of service quality, namely:

- 1) **Physical Evidence (Tangibles)**
Physical evidence is the company's ability to demonstrate its existence to external parties, for example building facilities, personnel, equipment and tools, technology and communication media.
- 2) **Reliability**
Reliability is the company's ability to provide services as promised promptly and satisfactorily. Performance must be in accordance with customer expectations, which means punctuality, equal service to all customers without error, a sympathetic attitude and accuracy.
- 3) **Responsiveness (Responsiveness)**
Responsiveness is the ability to help and provide fast (responsive) and appropriate service to customers by conveying clear information. Leaving consumers waiting without a clear reason causes a negative perception of service quality.
- 4) **Guarantees and Certainty (Assurance)**
Guarantee and certainty, namely knowledge of politeness and the ability of employees to foster a sense of trust in customers towards the company, for example communication, security, competence and courtesy.
- 5) **Empathy**
Empathy is providing sincere and individual or personal attention given to customers by trying to understand consumer desires, the company has knowledge about customers, understands customer needs and is able to provide comfort for customers.

Gasperz (2011: 235-236) stated that there are several dimensions that must be considered in order to improve service quality for maximum achievement, namely:

- 1) **Timeliness of service**, things that need to be considered here are related to waiting time and processing time.
- 2) **Service accuracy**, which is related to service reliability and freedom from errors
- 3) **Politeness and friendliness in providing services**, especially those who interact directly with external customers. The image of services and the service industry is largely determined by the people and companies who are at the forefront of direct service to external customers.
- 4) **Responsibilities related to receiving orders and handling complaints** from external customers.
- 5) **Completeness**, regarding the scope of services and availability of supporting facilities and other complementary services.
- 6) **Ease of obtaining services**, related to the number of officers serving.
- 7) **Variations in service models**, related to innovation to provide new service patterns and features in other services.

- 8) Personal service, related to flexibility, handling special requests, etc.
- 9) Convenience in obtaining services, related to location, room, place of service, accessibility, vehicle parking, availability of information, instructions and other forms.

2.5 Customer Satisfaction

In general, satisfaction is a person's feeling of joy or disappointment that arises after comparing the performance (results) of the product in question against the expected performance (or results). If performance falls below expectations, customers are dissatisfied. The concept of consumer satisfaction according to Tjiptono (2004:311) is influenced by consumer expectations which are consumer desires and benefits. Apart from that, it is also influenced by the value of the product or the benefits it can provide by consumers if they consume the product. The consumer's opinion regarding what he receives is called the expected quality value. Consumers will be satisfied if the actual quality they receive is better than what they expected.

Customer satisfaction is an emotional response to the evaluation of a product or service consumption experience. Customer satisfaction is an evaluation of the chosen alternative as at least exceeding customer expectations. As stated by Engel et.al, (2005) that customer satisfaction is an effective response to a specific consumption experience or an evaluation of the perceived suitability or non-conformity between previous expectations and the product's actual performance after use.

The following are indicators measuring user satisfaction:

- 1) Efficiency
User satisfaction can be achieved if the information system can help the user's work efficiently. This can be seen from how the organization's information system can provide solutions to users' work and tasks efficiently. An information system can be said to be efficient if a user's goals can be achieved by doing the right things.
- 2) Effectiveness
The effectiveness of an information system in meeting user needs can increase user satisfaction with the system. The effectiveness of an information system can be seen from the needs or goals that users have and can be achieved according to predetermined expectations or targets.
- 3) User Satisfaction
User satisfaction can be measured through the sense of satisfaction felt by users in using existing information systems. The sense of satisfaction felt by users indicates that the existing information system has succeeded in meeting user needs (Petter Stacie, W. DeLone and E. R. McLean, 2008).

2.6 Consumer Satisfaction Dimensions

Based on the opinion of Shemwell, Yavas & Bilgin (1998: 165), the justification for the dimensions of consumer satisfaction can be derived from the dimensions of service quality. The five dimensions of satisfaction assessment include:

- 1) Reliability satisfaction is the conformity between expectations and acceptance - of the ability to carry out promised services accurately and reliably.
- 2) Responsive satisfaction (responsiveness) is the conformity between expectations and acceptance of the ability to help customers and provide services quickly.
- 3) Confidence satisfaction (assurance) is the conformity between expectations and acceptance of knowledge and abilities to generate trust and confidence.

- 4) Empathy satisfaction is the conformity between expectations and acceptance of the conditions for caring, providing personal attention to customers.
- 5) Tangible satisfaction is the conformity between expectations and acceptance of physical appearance, equipment, personnel and communication media.

2.7 Research Framework

The rationale for this research can be described as follows:

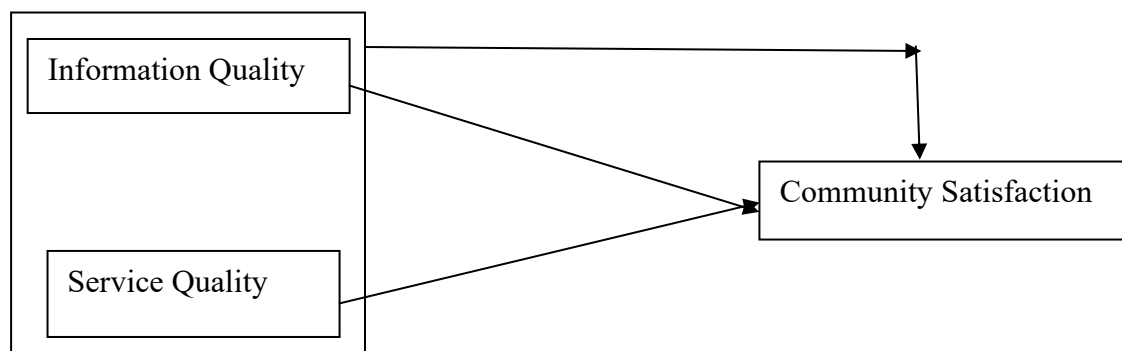


Figure 1. Research Framework

2.8 Hypothesis

The hypotheses proposed in this research include:

- 1) The quality of information has a positive effect on the satisfaction of the people receiving services at the Yogyakarta Religious Court Office.
- 2) Service quality has a positive effect on the satisfaction of the people receiving services at the Yogyakarta Religious Court Office.
- 3) The quality of information and the quality of service have a positive effect on the satisfaction of the people receiving services at the Yogyakarta Religious Court Office.

3. Methods

The subject of this research is the community receiving services at the Yogyakarta Religious Court Office, while the object of this research is the quality of information, service quality and satisfaction of the community receiving services at the Yogyakarta Religious Court Office. Data collection methods are a methodological issue that specifically discusses the technicalities of data collection. Data collection can use primary data and secondary data. Data collection used in this research used a questionnaire. Questionnaire research aims to obtain primary data by distributing a list of questions (questionnaires) or in the form of written statements to respondents to obtain information directly from respondents, the answers have been provided, respondents just have to choose. The analysis in this research uses multiple regression analysis which is used to determine the influence of the independent variables on the dependent variables together

4. Results and Discussion

4.1 Questionnaire Validity and Reliability Test Results

Research instrument testing is needed to obtain real survey research results, so a valid and reliable questionnaire is needed. Therefore, before being used in the main

research, the instrument was tested by testing the validity and reliability of the questionnaire. Research results are valid if there are similarities between the data collected and the data that actually occurs on the object under study.

4.1.1 Questionnaire Validity Test Results

Validity tests are carried out to determine the accuracy and accuracy of the items of the research tool in carrying out their functions. In a research study, this validity test is needed to find out the accuracy and accuracy of the measuring tool in capturing the symptoms or parts to be measured. This validity test is used to determine the accuracy and accuracy of measuring instruments in providing an overview of the object to be studied so that it shows the true nature of the symptoms to be measured.

The item selection criteria are based on total item correlation, if the significance value is less than 0.05 then the question item is valid. The data obtained in the field was then processed using SPSS 25 software tools.

Table 1. Validity of the Information Quality Questionnaire

Items	r count	sig	information
X1.1	0,867	0,000	valid
X1.2	0,705	0,000	valid
X1.3	0,560	0,001	valid
X1.4	0,579	0,001	valid
X1.5	0,758	0,000	valid
X1.6	0,732	0,000	valid
X1.7	0,794	0,000	valid
X1.8	0,719	0,000	valid
X1.9	0,490	0,006	valid
X1.10	0,584	0,001	valid

Source: processed data, 2022

The validity of the information quality questionnaire can be seen in Table 1, all question items have a significance of less than 0.05. All questions on the information quality questionnaire were declared valid.

Table 2. Validity of the Service Quality Questionnaire

Items	r count	sig	information
X2.1	0,774	0,000	valid
X2.2	0,717	0,000	valid
X2.3	0,801	0,000	valid
X2.4	0,790	0,000	valid
X2.5	0,782	0,000	valid
X2.6	0,701	0,000	valid
X2.7	0,696	0,000	valid
X2.8	0,628	0,000	valid
X2.9	0,485	0,007	valid
X2.10	0,666	0,000	valid
X2.11	0,712	0,000	valid
X2.12	0,825	0,000	valid
X2.13	0,644	0,000	valid
X2.14	0,769	0,000	valid
X2.15	0,474	0,008	valid

X2.16	0,699	0,000	valid
X2.17	0,474	0,008	valid
X2.18	0,452	0,012	valid
X2.19	0,513	0,004	valid
X2.20	0,399	0,029	valid

Source: processed data, 2022

The validity of the price questionnaire can be seen in Table 2. All question items have a significance of less than 0.05. All questions on the service quality questionnaire were declared valid.

Table 3. Validity of the Community Satisfaction Questionnaire

Items	r count	sig	information
Y.1	0,551	0,002	valid
Y.2	0,631	0,000	valid
Y.3	0,721	0,000	valid
Y.4	0,736	0,000	valid
Y.5	0,709	0,000	valid
Y.6	0,844	0,000	valid
Y.7	0,458	0,011	valid
Y.8	0,716	0,000	valid

Source: processed data, 2022

The validity of the price questionnaire can be seen in Table 3. All question items have a significance of less than 0.05. All questions on the community satisfaction questionnaire were declared valid.

4.1.2 Questionnaire Reliability

Reliability is a measure of the stability and consistency of respondents in answering ha! which relate to question constructs which are dimensions of a variable and are arranged in the form of a questionnaire. Reliability testing can be carried out jointly on all question items for more than one variable, but it is better if the reliability test is instead carried out on each variable on the worksheet different so that it can be seen which variable constructs are unreliable. Reliability testing is only carried out on valid question items, where valid items are obtained through validity testing. The reliability test criterion is that the reliability of a variable construct is said to be good if it has a Cronbach Alpha's value > 0.60 . The results of calculating the reliability of questions for research variables can be seen in Table 4.

Table 4. Reliability Level of Research Variables

Variable	<i>Cronbach's Alpha</i>	<i>N of items</i>
Information Quality (X1)	0,872	10
Service Quality(X2)	0,930	20
Community satisfaction (Y)	0,832	8

Source: processed data, 2022

In Table 4, the results of the reliability test on respondents from the question items on these three variables can be seen that the value with Cronbach's Alpha is greater than 0.6. The question items on the variables of information quality, service quality and community satisfaction can be said to be reliable.

4.1.3 Respondent Characteristics

Based on the results of research conducted on the community receiving services at the Yogyakarta Religious Court Office, the characteristics of the respondents can be described as follows:

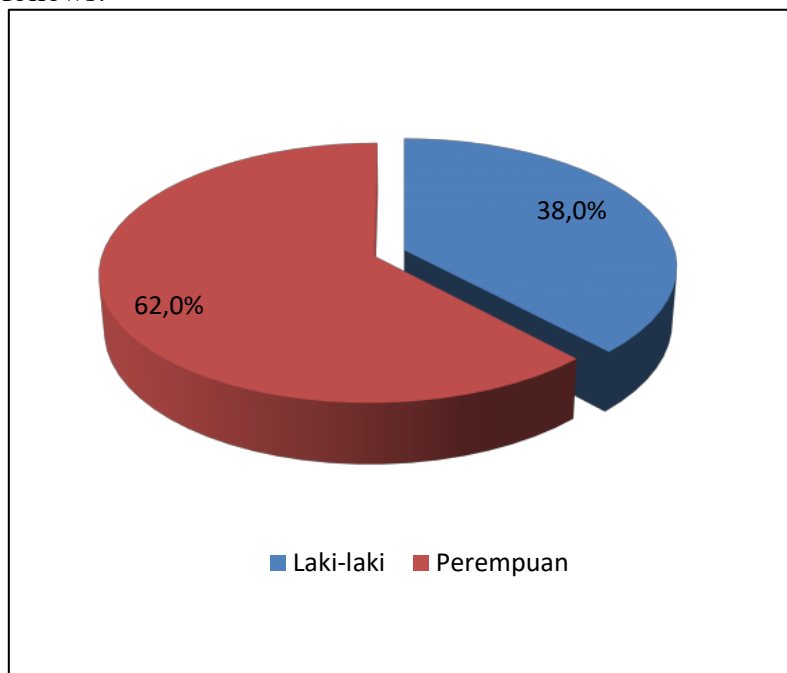


Figure 2. Graph of Respondent Characteristics Based on Gender

The characteristics of respondents based on gender can be seen in Figure 2. Based on these percentages, it is known that 38.0% of respondents were male (38 people), while 62.0% of respondents were female (66 people). The percentage of female respondents is greater than male respondents.

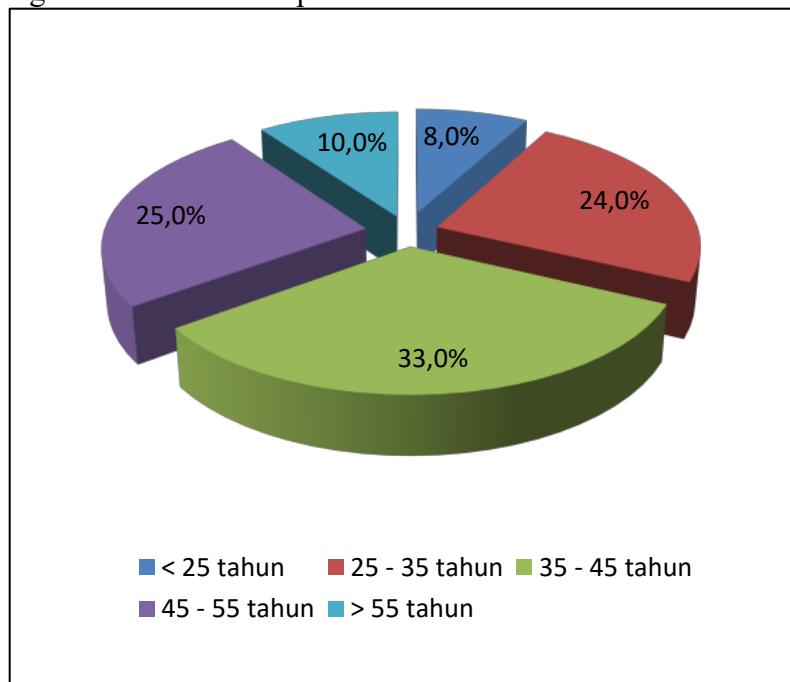


Figure 3. Graph of Respondent Characteristics Based on Age

The characteristics of respondents based on age can be seen in Figure 3. Respondents aged less than 25 years were 8.0% (8 people), respondents aged 25–35 years were 24.0% (24 people), respondents aged 35 – 45 years as many as 33.0% (33 people), respondents aged 45 - 55 years as many as 25.0% (25 people) and respondents aged more than 55 years as many as 10.0% (10 people). This shows that the majority of respondents are aged 35 - 45 years and are relatively mature.

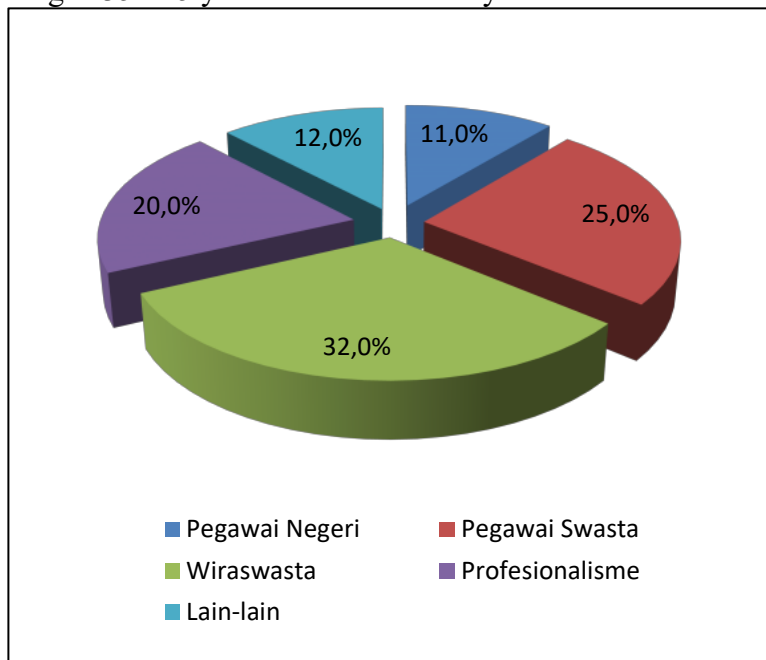


Figure 4. Graph of Respondent Characteristics Based on Occupation

The characteristics of respondents based on work can be seen in Figure 3. Respondents who are civil servants are 11.0% (11 people), respondents who are private employees are 25.0% (25 people), respondents who are self-employed are 32.0% (32 people), respondents in professional professions (doctors, lecturers, lawyers, etc.) were 20.0% (20 people) and respondents in other professions (laborers, household members, etc.) were 12.0% (12 people). This shows that the majority of respondents work as entrepreneurs.

4.2 Classic Assumption Test Results

4.2.1 Normality Test Results

The normality test was carried out using the Kolmogorov Smirnov technique from the SPSS 25 for Windows program. The results of the normality test for data distribution can be seen in Table 5.

Table 5. Normality Test Results

Variable	Z	p	Information
Information Quality (X1)	0,078	0,136	Normal
Concern for the environment (X2)	0,080	0,118	Normal
Community satisfaction (Y)	0,074	0,199	Normal

Source: processed data, 2022

Based on the table above, it can be seen that all variables have a p value greater than 0.05 so that information quality, service quality and community satisfaction are normally distributed.

4.2.2 Multicollinearity Test

Whether there are symptoms of multicollinearity, analysis is carried out on the correlation between the independent variables, where analysis is used on the Tolerance and VIF (Variance Inflation Factor) values. The SPSS default for the tolerance number is 0.10 and all variables that will be included in the regression model calculation must have a tolerance above 0.10 or close to 1. When viewed using VIF, if the VIF is greater than 10, then the variable has a VIF value around that number. 1, meaning that the independent variables in the regression model are free from multicollinearity problems. The table showing the tolerance and VIF values is as follows:

Table 6. Multicollinearity Test Results

Variable	Tol	VIF	Information
Information Quality (X1)	0,606	1,651	There are no symptoms of multicollinearity
Service Quality (X2)	0,606	1,651	There are no symptoms of multicollinearity

Source: processed data, 2022

In the table above it can be concluded that the tolerance value of all independent variables is above 0.10, so that all variables have met the tolerance threshold requirements. Meanwhile, the VIF values of all independent variables show numbers below 10. It can be concluded that the regression model equation does not contain multicollinearity problems, so it is suitable for use for Analysis of whether there is a heteroscedasticity problem or not is carried out using a scatterplot where the X and Y axes are predicted and the X and residual axes.

4.2.3 Heteroscedasticity Test

The results of the heteroscedasticity test can be seen in the following graph: Heteroscedasticity Test for further analysis.

Figure 5. Scatterplot graph

Based on Figure 4. above, the points in the scatterplot spread to the left and right of point 0 on the X axis and spread below and above point 0 on the Y axis, and also do not

form a particular pattern, this shows that in the regression model there are no symptoms heteroscedasticity.

4.3 Results Description of Research Variables

4.3.1 Information quality

The information quality variable consists of 10 question items. The frequency distribution for each question item can be seen in the following description.

Table 7. Descriptive Statistics of Respondents' Answers on Information Quality

No	Items	STS	TS	RR	S	SS	Amount	Average
1	This office has provided accurate service information.	0	18	39	37	6	100	3,31
		0%	18%	39%	37%	6%	100%	
2	The information system in this office has provided error-free information.	1	29	24	42	4	100	3,19
		1%	29%	24%	42%	4%	100%	
3	The information system in this office has provided convincing information	0	27	29	38	6	100	3,23
		0%	27%	29%	38%	6%	100%	
4	The information system in this office has provided information that meets the needs of the community.	4	10	40	40	6	100	3,34
		4%	10%	40%	40%	6%	100%	
5	The information presented in this office is relevant to the needs of people from various circles.	2	24	29	35	10	100	3,27
		2%	24%	29%	35%	10%	100%	
6	The information system in this office has succeeded in providing timely information.	7	6	46	31	10	100	3,31
		7%	6%	46%	31%	10%	100%	
7	The information system in this office provides up-to-date information.	5	20	22	46	7	100	3,3
		5%	20%	22%	46%	7%	100%	
8	The information system in this office provides complete information	3	12	44	34	7	100	3,3
		3%	12%	44%	34%	7%	100%	
9	The information system in this office already provides detailed information	0	20	33	32	15	100	3,42
		0%	20%	33%	32%	15%	100%	
10	Complete documents required for each service in this office can be seen on the notice board and website	1	26	20	47	6	100	3,31
		1%	26%	20%	47%	6%	100%	
Average		23	192	326	382	77	1000	3,3
		2%	19%	33%	38%	8%	100%	

Source: processed data, 2022

Based on Table 7, it can be seen that the quality of information has the lowest average value, namely question number 7 "The information system in this office has provided information that is free from errors" with an average value of 3.19. Respondents do not fully believe that the information provided is free from errors.

4.3.2 Service quality

The service quality variable consists of 20 question items. The frequency distribution for each question item can be seen in the following description.

Table 10. Descriptive Statistics of Respondents' Answers on Service Quality

No	Items	STS	TS	N	S	SS	Amount	Average
1	This office has adequate building facilities.	3	16	47	33	1	100	3,13
		3%	16%	47%	33%	1%	100%	
2	The number of employees in this office is adequate	4	21	38	35	2	100	3,1
		4%	21%	38%	35%	2%	100%	
3	This office has adequate supplies and equipment.	1	21	50	25	3	100	3,08
		1%	21%	50%	25%	3%	100%	
4	This office has used adequate technology in providing services to the community	1	26	42	27	4	100	3,07
		1%	26%	42%	27%	4%	100%	
5	This office has utilized adequate communication media to provide services to the community	1	21	49	25	4	100	3,1
		1%	21%	49%	25%	4%	100%	
6	Service at this office is always on time	0	13	52	29	6	100	3,28
		0%	13%	52%	29%	6%	100%	
7	This office is committed to providing the same service to all communities without error	0	19	54	21	6	100	3,14
		0%	19%	54%	21%	6%	100%	
8	The attitude of the employees in this office is full of sympathy	1	18	49	27	5	100	3,17
		1%	18%	49%	27%	5%	100%	
9	The service provided by this office is always accurate.	2	17	52	27	2	100	3,10
		2%	17%	52%	27%	2%	100%	
10	This office is committed to providing fast service.	1	21	51	24	3	100	3,07
		1%	21%	51%	24%	3%	100%	
11	This office is committed to providing fast service.	1	24	49	24	2	100	3,02
		1%	24%	49%	24%	2%	100%	
12	The employees in this office are always polite and courteous in serving the public.	2	20	49	26	3	100	3,08
		2%	20%	49%	26%	3%	100%	
13	The employees in this office	1	20	44	33	2	100	3,15

	are able to foster a sense of trust in employees	1%	20%	44%	33%	2%	100%	
14	The employees in this office are always good at communicating with various levels of society.	2	19	46	30	3	100	3,13
		2%	19%	46%	30%	3%	100%	
15	This office has an adequate security system	3	23	39	32	3	100	3,09
		3%	23%	39%	32%	3%	100%	
16	The employees in this office are competent in meeting the needs of the community	0	13	32	47	8	100	3,50
		0%	13%	32%	47%	8%	100%	
17	The employees in this office always understand the wishes of the community.	0	13	42	41	4	100	3,36
		0%	13%	42%	41%	4%	100%	
18	Employees in this office understand the needs of people from various circles	0	15	31	47	7	100	3,46
		0%	15%	31%	47%	7%	100%	
19	The employees in this office are able to provide comfort to people who need help	1	16	39	39	5	100	3,31
		1%	16%	39%	39%	5%	100%	
20	The employees at this office always provide attentive service.	0	12	43	39	6	100	3,39
		0%	12%	43%	39%	6%	100%	
Average		24	368	898	631	79	2000	3,19
		1%	18%	45%	32%	4%	100%	

Source: processed data, 2022

Based on Table 8, it can be seen that the quality of service has the lowest average value, namely question number 11 "This office always conveys clear public service information." with an average value of 3.02. Respondents still felt that there were officers who conveyed information that was unclear.

4.3.3 Community Satisfaction

The quality variable consists of 8 question items. The frequency distribution for each question item can be seen in the following description.

Table 11. Descriptive Statistics of Respondents' Answers Variable Community Satisfaction

No	Items	STS	TS	RR	S	SS	Amount	Average
1	Services at this office can help people's needs efficiently	3	25	43	27	2	100	3,00
		3%	25%	43%	27%	2%	100%	
2	Services at this office are available	0	32	39	26	3	100	3,00
		0%	32%	39%	26%	3%	100%	
3	The performance of the service system in this office is satisfactory	2	29	30	34	5	100	3,11
		2%	29%	30%	34%	5%	100%	
4	The services at this office are	0	40	23	36	1	100	2,98

	effective in providing services in an organized manner	0%	40%	23%	36%	1%	100%	
5	The service system in the office is easy to understand	7	13	54	20	6	100	3,05
		7%	13%	54%	20%	6%	100%	
6	The service system in this office is very good	2	21	52	22	3	100	3,03
		2%	21%	52%	22%	3%	100%	
7	The service system in the office makes things easier for people.	2	29	36	33	0	100	3,00
		2%	29%	36%	33%	0%	100%	
8	I am satisfied with the service at this office	4	20	45	26	5	100	3,08
		4%	20%	45%	26%	5%	100%	
Average		20	209	322	224	25	800	3,03
		3%	26%	40%	28%	3%	100%	

Source: Primary data processed, 2022

Based on Table 9, it can be seen that public satisfaction has the lowest average value, namely question number 4 "Services in this office are effective in providing services in an organized manner" aspect with an average value of 2.98. Respondents did not feel that the services provided were effective and organized

4.4 Hypothesis Test Results

Based on the classical assumption test above, it is proven that the proposed regression model meets the classical assumptions, namely having a normal distribution and homogeneity and is free from symptoms of multicollinearity.

4.4.1 Multiple Linear Regression Analysis

Multiple linear regression analysis was used to determine the magnitude of the influence of information quality and service quality variables on community satisfaction. The results of calculations using the SPSS 25.0 program obtained the following regression coefficient values.

Table 12. Regression Coefficient t Test Results
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6,664	2,874		2,319	,023
	X1	,227	,079	,314	2,892	,005
	X2	,158	,057	,302	2,784	,006

a. Dependent Variable: Y

Source: processed data, 2022

The calculation results in Table 10 show the following equation:

$$Y = 6,664 + 0,2227X1 + 0,158X2$$

- 1) The regression constant (a) is 6.664, meaning that if there were no independent variables consisting of information quality and service quality and responsibility for the environment, the amount of community satisfaction would be 6.664.
- 2) The information quality regression coefficient (b1) is 0.222, meaning that information quality has a positive influence on public satisfaction. If the quality of information increases by 1 unit, then public satisfaction will increase by 0.222 units. Likewise, vice versa, the quality of information decreased by 1 unit, so public

satisfaction decreased by 0.222 units.

- 3) The service quality regression coefficient (b2) is 0.158, meaning that service quality has a positive influence on community satisfaction. If service quality increases by 1 unit, community satisfaction will increase by 0.158 units. Likewise, on the other hand, service quality decreased by 1 unit, so community satisfaction decreased by 0.158 units

The t test is used to determine the effect of each independent variable on the dependent variable. The t test is carried out by comparing the significance level with (5%).

- 1) The significance level for the information quality variable (X1) is 0.005 or smaller than 0.05 so that there is a significant influence between information quality and public satisfaction.
- 2) The significance level for the service quality variable (X2) is 0.006 or smaller than 0.05 so that there is a significant influence between service quality and public satisfaction.

4.4.2 F Test Results

The F test is used to analyze the influence of leadership style and motivation together on employee performance. The results of the F test can be seen in the following table:

Table 13. F Test Results
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	867,476	2	433,738	21,650	,000 ^b
	Residual	1943,274	97	20,034		
	Total	2810,750	99			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Source: processed data, 2022

So, The F test is carried out by comparing the significance level with (5%). In the F test the significance level is 0.000 or smaller than 0.05 so that there is an influence of information quality and service quality together on public satisfaction. Source: processed data, 2022

4.4.3 Results Coefficient of determination

The coefficient of determination (R²) essentially measures how far the model's ability is to explain variations in the dependent variable. The results of the coefficient of determination can be seen in the following table:

Table 14. Results of Determination Coefficient
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,556 ^a	,309	,294	4,476

a. Predictors: (Constant), X2, X1

Source: processed data, 2022

The results of data processing obtained an R² value of 0.309, which means that the information quality and service quality variables on community satisfaction are 30.9%,

while the remaining 69.1% is influenced by other variables outside the research.

4.5 Discussion

4.5.1 Quality of information and public satisfaction

The results of this research show that information quality has a positive and significant influence on public satisfaction. If the quality of information increases, public satisfaction will also increase. Likewise, vice versa, the quality of information decreases, so public satisfaction also decreases. The application of information systems is not only limited to the fields of computers and information technology, but has also been applied in various aspects of life, including public services in government organizations (Dony Setiawan Hendyca Putra and Meilana Siswanto, 2016: 1). The government must strive to optimize the quality of information in its agencies. Information quality is the quality of information output found in a data system that emphasizes the considerations of information users and is useful for the needs of the information (Sihotang, 2020).

4.5.2 Quality of service and community satisfaction

The results of this research show that service quality has a positive and significant influence on community satisfaction. If service quality increases, public satisfaction will also increase. Likewise, conversely, the quality of service has decreased, so public satisfaction has also decreased. The results of this research are in line with Sulistyawati and Seminari (2015) that physical evidence, reliability, responsiveness, assurance and empathy influence customer satisfaction. Information system service quality is the service that users receive from information system developers, services can be in the form of information system updates and responses from developers if the system experiences problems. Quality improvement is a marketing strategy that emphasizes fulfilling customer desires. To create high service quality, an organization must offer services that customers can accept and feel in line with or exceed what customers expect. The higher the perceived service quality compared to expectations, the more satisfied the customer will be.

4.5.3 Quality of information, quality of service and community satisfaction

The results of this research show that information quality and service quality have a positive and significant influence on community satisfaction. If the quality of information and service quality increases, public satisfaction will also increase. Likewise, vice versa, the quality of information and service quality has decreased, so public satisfaction has also decreased.

Customer satisfaction is a customer's evaluation of the product or service received whether it meets the customer's needs and expectations (Bitner and Zaithaml, 2003: 86). Quality improvement is a marketing strategy that emphasizes fulfilling customer desires. Every organization must start thinking about the importance of service quality, because now it is increasingly recognized that service (customer satisfaction) is a vital aspect in order to survive in business and win the competition (Tjiptono, 2004: 145).

5. Conclusion

Based on the findings and data analysis carried out in the previous chapter, the following conclusions can be drawn:

1. The quality of information has a positive effect on the satisfaction of the people

- receiving services at the Yogyakarta Religious Court Office.
2. Service quality has a positive effect on the satisfaction of the people receiving services at the Yogyakarta Religious Court Office.
 3. The quality of information and the quality of service have a positive effect on the satisfaction of the people receiving services at the Yogyakarta Religious Court Office.

Based on the research results obtained, several things are recommended as follows:

1. For the Chairman of the Yogyakarta Religious Court to improve the quality of information and quality of service by providing additional training, courses and training so that employee abilities can increase. The Chairman of the Yogyakarta Religious Court should maintain the information system in terms of supporting equipment, hardware and so on.
2. Employees should be able to work professionally by improving the quality of information and the quality of services provided and work seriously so that public satisfaction continues to increase.
3. For researchers, the results of this research can be used as a reference for subsequent research by adding other factors that influence community satisfaction

References

- Arief, M. 2007. *Services Marketing & Service Quality. How to Manage Service Quality to Satisfy Customers*. Malang: Bayumedia Publishing.
- Azhar Susanto. 2013. *Accounting Information Systems*. Bandung: Lingga Jaya.
- Bambang Hartono. 2013. *Computer Based Management Information Systems*. Jakarta: Rineka Cipta
- Bitner, M. J. and Zeithaml, V. A., 2003, *Service Marketing* (3rd ed.), Tata McGraw Hill, New Delhi
- Dedi Suhendro. 2016. The Influence of System Quality, Information Quality, Service Quality and Performance Expectations on User Satisfaction in Implementing Information Technology Systems in Cooperatives in Pematangsiantar City. *JURASIK (Journal of Information Systems & Informatics Engineering Research)*, ISSN 2527-5771 Volume 1, Number 1, July 2016, p. 33-40.
- Dony Setiawan Hendyca Putra and Meilana Siswanto. 2016. The Influence of System Quality, Information Quality and Service Quality on User Satisfaction of the Kalisat Regional Hospital Management Information System, Jember Regency. 2016 BOPTN Fund Research and Community Service Results Seminar, ISBN: 978-602-14917-3-7.
- Edi Kurniawan; Zulkarnain; and Alvi Purwanti Alwie. 2022. The Influence of Electronic Service Quality (E-Servqual) on Public Trust and Satisfaction with the Public Information Media (E-PPID) of the Riau Representative Financial Audit Agency. *Journal of Competitiveness* (Vol. 8 No. 3 October 2022) p.ISSN: 2407-800X e.ISSN: 2541-4356, p. 350-358
- Engel, J.F., Blackwell, R.D., and Miniard, P.W. 2005. *Consumer Behavior*. Budiyanoto's translation. Jakarta: Binarupa Aksara
- Gaspersz, V. 2011. *Quality Management in the Service Industry*, Jakarta: PT. Gramedia Pustaka Utama.
- Hasnah Rimiyati and Dewi Amalia Yunitasari. 2020. The Influence of Information Quality and Service Quality on Customer Satisfaction and Repurchase Intention

- on the Shopee Online Shopping Site (Study on Indonesian Shopee Users). Accessed from <http://repository.umy.ac.id/handle/123456789/35628?show=full>.
- Husaeni, M. 2015. Preparing an Excellent Service Strategy from a Reengineering Perspective in Business and Bureaucracy, Jakarta: Erlangga
- Irene. 2009. Health Business Marketing Management. Yogyakarta: Mitra Cendikia Press
- Kotler, P. 2007. Marketing Management. Volumes 1 and 2 (Translation: Hendra Teguh and Rony A Rusly). Jakarta: Prehalindo.
- Laynita Sari, Cut Dwi Gita Subakti, and Renil Septiano. 2022. The Influence of Service Quality and Information Quality on User Satisfaction of the Accounting Information System at the Padang City Cold Water Health Center. JEMSI (Journal of Information Systems Management), Volume 3, Issue 4, March 2022 E-ISSN: 2686-5238, P-ISSN 2686-4916, p. 396-404.
- Lupiyoadi, R. 2013. Services Marketing Management. Jakarta: Salemba Empat.
- Nasution, N. 2015. Integrated Service Management. Bogor: Ghalia Pustaka.
- Nurjaya, D. 2017. Pengaruh kualitas sistem informasi dan pelayanan terhadap manfaat bersih dengan menggunakan model DELONE dan MCLEAN (Studi kasus di Rumah Sakit Panti Rapih Yogyakarta).
- Indonesian Ombudsman. 2021. Due to poor government services, public trust is declining, investment in Indonesia is threatened. Retrieved from <https://ombudsman.go.id/perbangunan/news/r/pwk--akibat-pejalan-Pem-buruk-kebelian-publik-merosot-investasi-di-indonesia-terancam>.
- Richard, O. 1993. Cognitive, Affective and Attributes & Bases for the Satisfaction Response. Journal of Consumer Research, Vol. 20 (December) p. 418–430.
- Riduwan, 2004, Methods and Techniques for Compiling a Thesis, Alfabeta: Bandung.
- Romney, M. B., & Steinbart, Paul John. 2014. accounting information systems (third bell). Salemba Four
- Shanaz Amarin and Tri Indra Wijaksana. 2021. The Influence of System Quality, Information Quality, and Service Quality on Consumer Satisfaction (Study of Berrybenka Application Users in Bandung City). Business Management Analysis Journal (BMAJ) Vol. 4 No. April 1, 2021, p. 37-52.
- Shanaz Amarin; and Tri Indra Wijaksana. 2021. The Influence of System Quality, Information Quality, and Service Quality on Consumer Satisfaction (Study of Berrybenka Application Users in Bandung City). Business Management Analysis Journal (BMAJ) Vol. 4 No. April 1, 2021, p. 37-52.
- Shemwell, D. J.; Yavas, U. & Bilgin, Z. 1998. Customer Service Provider relationships: an empirical test of models of service quality, satisfaction and relationship oriented outcomes, International Journal of Service Industry Management, Vol 9 No. 2 p. 155–168.
- Sihotang, Samuel Juice. 2020. The influence of system quality, service quality and information quality on user satisfaction of agency level financial application systems (SAKTI). 11
- Sugiyono. 2008. Business Research Methods. Bandung: CV. Alfabet
- Suharsimi Arikunto. 2006. Research Procedures: A Practical Approach, Revised Edition IV. Jakarta: PT Rhineka Cipta.
- Sulistiyawati, N.M.A. and Seminary, N.K. 2015. The Influence of Service Quality on Customer Satisfaction at the Indus Ubud Gianyar Restaurant. Unud Management E-Journal, Vol. 4, no. 8, 2015 : 2318-2332.

- Suryabrata, S. 2000. *Research Methodology*. Jakarta: Raja Grafindo Persada.
- Sutarman. 2012. *Introduction to Information Technology*. Jakarta: Bumi Literacy.
- Sutopo and Sugiyanti. 2007. *Excellent Service*. Jakarta: LAN.
- Tasunar, N. 2006. Service Quality as a Strategy for Creating Satisfaction at Morodemak Fish Landing Bases (PPI). *Indonesian Journal of Marketing Science*, Vol. V, No. May 1, 2006, p. 41-62.
- Tata Sutabri. 2012. *Information Systems Analysis*. Andy. Yogyakarta
- Tjiptono, F. 2004. *Services Management*, Yogyakarta: Andi.
- Tjiptono, F. 2008. *Marketing Strategy*. Yogyakarta: Andi.
- Umar, H. 2008. *Marketing Research and Consumer Behavior*, Jakarta: PT Gramedia Pustaka
- Wibisono, D. 2003. *Business Research*. Jakarta: Gramedia Pustaka Utama.
- Zeithaml, V. A., A. Parasuraman, and Leonard L. Berry. 1990. *Delivering Quality Services*. New York: Free Press.