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Analysis of User Perspectives on Features of Regional Government Information System (SIPD RI) in Palu

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ABSTRACT

Penelitian ini bertujuan untuk menganalisis perspektif pengguna terhadap fitur-fitur Sistem Informasi Pemerintahan Daerah Republik Indonesia (SIPD RI) di Kota Palu, dengan menggunakan pendekatan model End-User Computing Satisfaction (EUCS). Model ini terdiri dari lima dimensi, yaitu Content, Accuracy, Format, Ease of Use, dan Timeliness. Penelitian dilakukan dengan pendekatan kuantitatif melalui penyebaran kuesioner kepada 230 responden yang merupakan pengguna SIPD RI di 41 Organisasi Perangkat Daerah (OPD) Kota Palu. Data dianalisis dengan SPSS melalui uji validitas, reliabilitas, normalitas, multikolinearitas, heterokedastisitas, dan regresi linear berganda. Hasil penelitian menunjukkan bahwa secara parsial, variabel Content, Accuracy, dan Format berpengaruh signifikan dan positif terhadap kepuasan pengguna. Sementara itu, variabel Ease of Use dan Timeliness tidak menunjukkan pengaruh signifikan meskipun kontribusinya tetap positif. Keterbatasan utama penelitian ini adalah ruang lingkup yang hanya mencakup pengguna SIPD RI di Kota Palu dan pendekatan kuantitatif kuesioner tertutup, sehingga belum menggali pengalaman dan persepsi subjektif pengguna secara mendalam. Meskipun demikian, temuan penelitian ini tetap memberikan implikasi penting, yakni mengidentifikasi aspek-aspek dalam SIPD yang perlu ditingkatkan serta memberikan masukan praktis bagi pengembang sistem dan pemerintah daerah untuk mengoptimalkan pemanfaatan SIPD RI secara berkelanjutan.

This research seeks to examine how users perceive the functionalities of the Regional Government Information System of the Republic of Indonesia (SIPD RI) as implemented in Palu City. The analysis is grounded in the End-User Computing Satisfaction (EUCS) framework, which encompasses five core dimensions: Content, Accuracy, Format, Ease of Use, and Timeliness. A quantitative approach was employed by distributing structured questionnaires to 230 respondents, all of whom are SIPD RI users across 41 Regional Government Organizations (OPD) in Palu City. Data analysis was conducted using SPSS software, encompassing assessments of instrument validity and reliability, tests for normality, multicollinearity, and heteroscedasticity, as well as the application of multiple linear regression to evaluate relationships among variables. The findings indicate that, on a partial basis, the variables of Content, Accuracy, and Format exert a significant and positive influence on user satisfaction. In contrast, Ease of Use and Timeliness do not exhibit a statistically significant impact, although their contributions remain positive. The main limitation of this study lies in its scope, which is confined to SIPD RI users within Palu City, and in its reliance on a closed-ended questionnaire, which limits the exploration of users' subjective experiences and perceptions. Nevertheless, the study provides valuable insights by identifying key aspects of SIPD RI that require improvement and offering practical recommendations for system developers and local governments to enhance the sustainable utilization of SIPD RI.

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INTRODUCTION

In the era of governmental digitalization, e-Government has emerged as a critical component in achieving effective, transparent, and accountable public administration (Iwan Ahmad Puji Santoso, 2025). These findings align with the conclusions reached by Musri et al., (2024), demonstrating that adopting e-Government systems substantially improves both transparency and accountability. In response, the Indonesian government has implemented a range of digital platforms aimed at facilitating cohesive processes in planning, budgeting, fiscal management, and reporting. Among these is the Regional Government Information System (SIPD), which is actively utilized at present. In 2019, the Ministry of Home Affairs enacted Regulation No. 70 concerning the Regional Government Information System

(SIPD), further affirmed by the Directorate General of Regional Finance through Letter No. 903/235/Keuda issued in 2021. This directive mandates that all local governments adopt SIPD as a standardized application to facilitate the implementation of the Electronic-Based Government System (SPBE) (Arif & Firmansyah, 2024). SIPD is one of the government programs that can realize good governance in the form of e-government (Cahnia et al., 2024). This system includes information related to development planning, regional finances, and regional government guidance and supervision (Akhiruddin et al., 2023).

The Government of Palu City initiated the implementation of the Regional Government Information System (SIPD) in 2020 as part of its strategy to enhance administrative performance and public service delivery. This initiative is grounded in the Minister of Home Affairs Regulation No. 70 of 2019, which provides the legal framework for the system's nationwide adoption. In 2023, the Ministry of Home Affairs introduced the most recent iteration of the system, known as SIPD RI (Regional Government Information System of the Republic of Indonesia), which has undergone pilot testing in the domains of planning and budgeting. Furthermore, starting in the 2024 fiscal year, all local governments are required to fully implement SIPD RI, including in planning, budgeting, accounting, and financial reporting (Arif & Firmansyah, 2024).

Nevertheless, despite being normatively supported by robust regulatory frameworks, the implementation of SIPD in the field continues to face significant challenges. Insights obtained through interviews with Activity Technical Implementation Officers (PPTK) at the Regional Financial and Asset Management Agency of Palu City indicate that the SIPD RI system often encounters operational disruptions, especially during peak usage periods. In addition, the help desk feature intended to serve as a responsive and efficient communication channel often fails to function as expected. User complaints submitted through the system rarely receive timely responses and, in some cases, go unanswered entirely, compelling users to escalate their concerns directly to the central authorities. This issue aligns with the official statement from the Directorate General of Regional Development (Ditjen Bina Bangda), which acknowledges that although SIPD RI was developed as a general-purpose application to support processes ranging from planning to reporting, its implementation is still hindered by numerous bugs, system errors, and slow responses from IT support (Ditjen, 2023). As a result, such challenges impede operational effectiveness and contribute to reduced levels of user satisfaction with the system.

In light of these conditions, it is therefore essential to conduct an evaluation of the success of SIPD RI implementation in Palu City, particularly from the users' perspective. In the context of information systems, the success of a system is typically reflected through three key aspects: system quality, the benefits derived, and the level of user satisfaction (Guimaraes et al., 2004). This indicates that the success of an information system is not solely determined by the sophistication of the technology employed, but also by the level of user satisfaction and acceptance. In line with this, Doll & Trokzadeh, (1988) assert that end-user satisfaction is a key indicator in evaluating the success of an information system. To assess the extent to which the system meets user expectations and needs, a comprehensive analysis of user satisfaction is required, employing the End-User Computing Satisfaction (EUCS) framework.

Various previous studies have employed the EUCS model to evaluate information systems. One such study was conducted by Akhiruddin et al., (2023) who analyzed user satisfaction with SIPD in Ogan Komering Ilir Regency using the five EUCS dimensions: content, accuracy, format, ease of use, and timeliness. The study demonstrated that all five dimensions had a significant influence on user satisfaction. Meanwhile, Rahayu et al., (2025) investigated user satisfaction with the official websites of local government agencies in Sorosutan Subdistrict. The findings revealed that content, format, ease of use, and timeliness had a significant impact on user satisfaction, whereas accuracy did not show a significant influence. A contrasting finding was presented by Musa et al., (2024) in their study on the financial application of Public Service Agencies (Badan Layanan Umum/BLU), which concluded that only content and accuracy had a significant impact on user satisfaction, while the remaining three dimensions did not.

Building on prior studies, it is apparent that there has been no dedicated investigation assessing user satisfaction with the implementation of SIPD RI, particularly in the context of Palu City. This study addresses that gap by focusing on a geographical and system-specific analysis that differentiates it from previous research conducted in other areas or involving alternative information systems. The primary

objective of this research is to evaluate user satisfaction with the SIPD RI system in Palu City, specifically assessing the extent to which its features meet user requirements and expectations through the lens of the End-User Computing Satisfaction (EUCS) model, which comprises five key dimensions. Additionally, this study aims to identify the most influential dimensions contributing to user satisfaction and provide actionable insights for future improvements of the system.

User satisfaction with an information system constitutes evaluative feedback from individuals following their interaction with the system based on their specific needs. Such perceptions are inherently subjective and illustrate how well users feel the system meets their expectations. As a key metric in assessing and improving information systems, user satisfaction provides valuable insights into the system's strengths and areas requiring enhancement. (Indrayani, 2023). The End-User Computing Satisfaction (EUCS) model is a commonly adopted framework for assessing user satisfaction. It provides a systematic approach by evaluating the extent to which users' actual experiences with an information system align with their initial expectations (Arditama & Setyadi, 2025; Santoso et al., 2024). The EUCS framework comprises five fundamental dimensions namely, content, accuracy, format, ease of use, and timeliness that collectively represent critical aspects of user satisfaction in end-user computing environments. (Kiasati & Zulaikha, 2023). The content dimension refers to how complete and relevant the information provided by the system is in addressing user needs. The accuracy dimension measures the degree to which the system outputs are correct, consistent, and dependable. Format concerns the clarity and organization of the system's interface and data presentation, which affect users' ability to interpret information effectively. Ease of use captures how intuitively users can navigate and interact with the system without excessive effort or confusion. Timeliness examines whether the system supplies necessary information within an appropriate timeframe. By applying the EUCS model, this research seeks to obtain a nuanced understanding of user evaluations of SIPD RI features and their overall satisfaction with the system.

Utilizing questionnaire data developed based on the EUCS framework and collected from 230 respondents representing 41 Regional Government Organizations in Palu City, this study applied multiple linear regression analysis to examine the extent to which each EUCS dimension influences user satisfaction with the SIPD RI system. The analysis indicates that the dimensions of Content, Accuracy, and Format exert a statistically significant impact on user satisfaction. Conversely, although Ease of Use and Timeliness do not show significant statistical effects, they still contribute positively to the overall satisfaction levels reported by users. These findings suggest that the quality of content, accuracy, and format are the most critical determinants of user satisfaction with SIPD RI, whereas ease of use and timeliness still require improvement to exert a more substantial influence on user experience. Accordingly, the implications of this study highlight key aspects of SIPD RI that need enhancement and provide practical recommendations for both system developers and local governments to optimize the sustainable use of SIPD RI. The primary limitation of this study lies in its analytical scope, which is restricted to SIPD RI users within Palu City and therefore may not represent conditions in other regions. Furthermore, the study adopts a purely quantitative approach through the use of closed-ended questionnaires, which limits the exploration of users' in-depth experiences and subjective perceptions. This article is organized into five main sections. The second section provides a review of the relevant literature and develops the research hypotheses. The third section describes the research methodology employed in the study. The fourth section reports and analyzes the empirical results. Finally, the fifth section presents the conclusions, discusses practical implications, acknowledges the study's limitations, and offers suggestions for future research directions.

LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

End-User Computing Satisfaction (EUCS) Model

The End-User Computing Satisfaction (EUCS) model, introduced by Doll and Torkzadeh in 1988, serves as a framework for evaluating the degree of satisfaction perceived by end users in their engagement with information systems (Audina, 2018; MAHESA, 2023). User satisfaction serves as a critical benchmark in assessing the effectiveness of an information system, as a system is deemed successful when it effectively fulfills user expectations and needs. This is in line with Roger (2002), as cited in Kiasati &

Zulaikha, (2023), who stated that a high-quality information system fosters both trust and satisfaction among its users.

The End-User Computing Satisfaction (EUCS) model comprises five dimensions designed to evaluate user satisfaction and analyze the extent to which each dimension contributes to that satisfaction. These dimensions include: Content, which assesses the adequacy and relevance of the information presented by the system; Accuracy, which examines the correctness and dependability of the data; Format, which pertains to user perceptions of the system's visual presentation, including layout, structure, and aesthetics; Ease of Use, which refers to the system's user-friendliness and operational simplicity; and Timeliness, which measures the system's efficiency in providing information within the expected timeframe (Indrayani, 2023). The conceptual framework based on the EUCS model is illustrated in Figure 1.

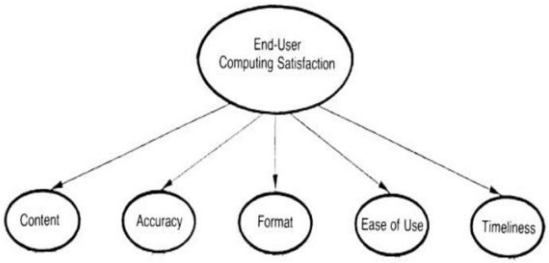

Figure 1 EUCS Model
Source : Doll dan Torkzadeh (1988)

EUCS is one of the most widely used and well-regarded models for measuring user satisfaction (MAHESA, 2023). Numerous prior studies have utilized the EUCS model as a framework for assessing user satisfaction across a range of information systems, including Pibriana & Fitriyani, (2022) on E-Learning platforms, Rahayu et al., (2025) on local government websites, Mursidi et al., (2025) on SIMDA-NG, Musa et al., (2024) on the SIKBLU system, Akhiruddin et al., (2023) on SIPD, Setiawan & Novita, (2021) on the KAI Access application, and Holtrop et al., (2025) on the Livin by Mandiri mobile banking app. In summary, prior research highlights the EUCS model as a reliable and holistic framework for investigating the key determinants of user satisfaction in the context of information systems.

Accordingly, the EUCS model has demonstrated its effectiveness and relevance in assessing user satisfaction across diverse information system environments. Through its five core dimensions, the model facilitates the identification of critical factors that shape end-user satisfaction. In the present study, the EUCS framework is utilized to examine user satisfaction with the SIPD RI system in Palu City, aiming to generate empirical evidence on both the strengths and areas for improvement of the system. The insights derived from this analysis are intended to support the ongoing refinement and advancement of SIPD RI.

Regional Government Information System (SIPD)

The Regional Government Information System (SIPD) is a digital platform developed and administered by Indonesia's Ministry of Home Affairs to support the integration of regional planning, budgeting, implementation, and reporting processes within a unified national framework. It functions as a standardized and unified system designed to link central authorities with provincial and municipal/regency governments. The system aims to promote administrative efficiency, ensure transparency and accountability, and improve the overall quality of regional governance.

The implementation of SIPD is legally grounded in Law No. 23 of 2014 concerning Regional Government and further supported by Ministerial Regulation No. 70 of 2019, which specifically regulates the deployment of regional government information systems. Under this regulatory framework, all regional administrations across Indonesia are mandated to utilize SIPD as the principal platform for managing governmental information, effectively replacing the earlier system known as SIMDA (Subroto & Uliansyah, 2023).

The Regional Government Information System (SIPD) comprises three main components: the Regional Development Information System, the Regional Financial Information System, and various other

Local Government Information Systems. Together, these components offer critical data and information necessary to support the functions of local government. The Regional Development Information System includes data related to development planning, regional profiles, analytical studies, and planning information that inform policy-making processes. The Regional Financial Information System covers areas such as budget formulation, financial execution and management, accounting and reporting, as well as financial accountability and other fiscal data essential for effective financial governance. The third component, encompassing other Local Government Information Systems, includes essential administrative documents such as the Local Government Administration Report (LPPD), the Evaluation of Local Government Performance (EPPD), and relevant local regulations (Perda).

Content Influences User Satisfaction

Content pertains to the extent to which the information delivered by the system is complete, sufficient, and relevant to the users' needs. To ensure user satisfaction, the information provided must effectively address the requirements of end users (Holtrop et al., 2025). Studies conducted by Akhiruddin et al., (2023); Mursidi et al., (2025); Rahayu et al., (2025) have found that content has a significant effect on user satisfaction. Therefore, it is presumed that the higher the quality of SIPD content in terms of presenting clear, accurate, and easily understandable information the greater the user satisfaction will be. The hypothesis can thus be formulated as follows:

H1: Content has a significant effect on user satisfaction.

Accuracy Influences User Satisfaction

Accuracy refers to the system's ability to process input data correctly and generate outputs that are free from errors. A system that consistently delivers accurate results fosters greater user trust and enhances perceived reliability, thereby contributing to overall user satisfaction Erlika et al. (2017). Studies by Akhiruddin et al., (2023); Mursidi et al., (2025); Musa et al., (2024); Setiawan & Novita, (2021) have shown that accuracy has a significant influence on user satisfaction. Therefore, it is assumed that the higher the level of system accuracy in processing and presenting data, the greater the level of user satisfaction. The following hypothesis is proposed:

H2: Accuracy has a significant effect on user satisfaction.

Format Influences User Satisfaction

Format assesses the design of the user interface and the manner in which information is presented within the system, encompassing elements such as layout, clarity of reports, and readability of displayed content. An organized and aesthetically pleasing interface not only improves usability but also enhances user comfort and indirectly promotes efficiency in information retrieval Erlika et al. (2017). Studies conducted by Akhiruddin et al., (2023); Mursidi et al., (2025); Rahayu et al., (2025); Holtrop et al., (2025); Setiawan & Novita, (2021) have found that format significantly affects user satisfaction. Therefore, it is assumed that the better the system's visual design and the easier it is to interpret and use, the higher the level of user satisfaction with SIPD. The following hypothesis is proposed:

H3: Format has a significant effect on user satisfaction.

Ease of Use Influences User Satisfaction

Ease of use denotes the degree to which users can efficiently navigate the system and obtain the necessary information without difficulty. A system featuring an intuitive and user-friendly interface one that requires minimal learning effort can significantly contribute to higher levels of user satisfaction (Holtrop et al., 2025). Studies by Akhiruddin et al., (2023); Rahayu et al., (2025) have found that ease of use significantly influences user satisfaction. Therefore, it is assumed that the easier it is to access and operate the system, the higher the level of satisfaction experienced by users. The following hypothesis is proposed:

H4: Ease of use has a significant effect on user satisfaction.

Timeliness Influences User Satisfaction

Timeliness reflects the ability of an information system to provide the necessary data promptly. When information delivery is delayed, its relevance may be compromised, which can negatively affect users' perceptions of the system's usefulness and reduce overall satisfaction (Holtrop et al., 2025). Studies by Akhiruddin et al., (2023); Mursidi et al., (2025); Setiawan & Novita, (2021); Rahayu et al., (2025) have found that timeliness has a significant impact on user satisfaction. Therefore, it is assumed that the timely presentation of up-to-date information will enhance users' satisfaction with the system. The following hypothesis is proposed:

H5: Timeliness has a significant effect on user satisfaction.

The following hypotheses are applied in this study:

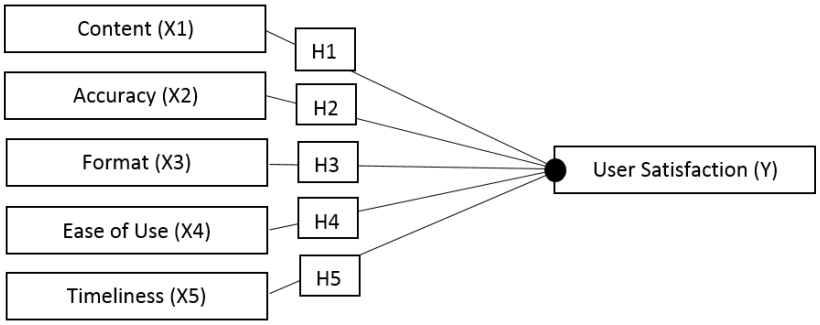

Figure 2. Research Hypotheses

RESEARCH METHOD

This research seeks to examine user perceptions of the features offered by the Regional Government Information System of the Republic of Indonesia (SIPD RI) within the context of Palu City. A quantitative approach was adopted, employing the End-User Computing Satisfaction (EUCS) model, which evaluates user satisfaction across five key dimensions: content, accuracy, format, ease of use, and timeliness. Data were obtained through a structured questionnaire and analyzed using SPSS software. The analysis involved a series of statistical tests, including validity, reliability, normality, multicollinearity, and heteroscedasticity assessments, in addition to multiple linear regression analysis to identify the influence of each dimension on overall user satisfaction.

Population and Sample

As an initial step in the analytical process, it is essential to identify the population relevant to the use of the SIPD RI system. The population refers to a group of objects or subjects sharing specific characteristics, which are analyzed by the researcher to draw research conclusions (Rahayu et al., 2025). The target population of this study comprises all users of the SIPD RI system across 41 Regional Government Organizations in Palu City, amounting to a total of 540 individuals. This population encompasses various organizational roles, as detailed in Table 1.

Table 1. Total Population

Position Strata	Number
Budget User	41
Budget Authority	41
Financial Administration Officer	41
Activity Technicial Implementation Officer	193
Revenue Treasurer	13
Assistant Revenue Treasurer	2
Expenditure Treasurer	42

Assistant Expenditure Treasurer	79
SIPD RI Operator	88
Total	**540**

Source of Data: Processed by the Researcher (2025)

A sample refers to a subset of the population that reflects the essential characteristics and attributes of the larger group, thereby allowing for generalizations about the population as a whole (Jannah et al., 2017). Given the unequal distribution of users across job positions within the OPDs, The sampling was carried out through the Proportionate Stratified Random Sampling method to guarantee proportional representation across all job positions, thus improving the reliability and representativeness of the findings. The sample size was determined using Slovin's formula with a 5% margin of error. This calculation resulted in a sample of 230 respondents selected for inclusion in the study.

After determining the sample, data collection was carried out by distributing closed-ended questionnaires to the selected respondents. The questionnaire was constructed based on the EUCS framework and tailored to the specific context of SIPD implementation in Palu City. Respondents' perceptions of the system's features were measured using a five-point Likert scale, as presented in Table 2.

Table 2. Likert Scale

Assessment Criteria	Score
Strongly Agree	5
Agree	4
Neutral	3
Disagree	2
Strongly Disagree	1

Source of Data: Processed by the Researcher (2025)

Empirical Model for Hypothesis Testing

This research utilizes multiple linear regression analysis to investigate both the individual and combined influences of the five dimensions drawn from the End-User Computing Satisfaction (EUCS) model namely, content, accuracy, format, ease of use, and timeliness on user satisfaction with SIPD RI in Palu City. This analytical method enables a thorough evaluation of how each independent variable contributes to the dependent variable, both separately and in combination. The general structure of the multiple linear regression model employed in this study is expressed as follows:

$$Y = a + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + \mathcal{E}$$

Y = Dependent variable (User Satisfaction)
a = Intercept (constant)
β_1- β_5 = Coefficients of regression for each predictor
X_1 to X_5 = Predictor variables (Content, Accuracy, Format, Ease of Use, Timeliness)
$\mathcal{E}$ = Error term

Operationalization of Variables

This section outlines the operational definitions and indicators for each variable used in the study. The purpose is to ensure that each variable can be measured clearly, consistently, and in alignment with the research objectives. Table 3 presents the operational variables employed in this study.

Table 3. Operationalization of Variables

Variable	Indicator	Statement	Source
Content	Completeness of information	SIPD RI information is complete and covers all required needs	(Chin & Matthew Lee, 2000; Doll & Trokzadeh, 1988; Setiawan & Novita, 2021)
	Information relevance	SIPD RI data is relevant to daily tasks.	
	Trustworthiness of information	SIPD RI information can be trusted and is accurate.	
	Ease of data search	Reports/data can be easily found in SIPD	
Accuracy	Data accuracy	SIPD RI data is accurate and free from errors.	(Chin & Matthew Lee, 2000; Doll & Trokzadeh, 1988; Rahayu et al., 2025)
	Output reliability	The system's output is reliable and in accordance with input.	
	Error detection	The system is capable of detecting/preventing input errors.	
	Information updates	Information is regularly and systematically updated.	
Format	Interface appearance	SIPD RI interface is easy to understand.	(Chin & Matthew Lee, 2000; Doll & Trokzadeh, 1988; Rahayu et al., 2025)
	Report structure	Reports are presented in a clear and structured format.	
	Format supports analysis	The data format facilitates analysis.	
	Navigation	Menu and navigation facilitate feature access.	
Ease of Use	Usability without extensive training	SIPD RI is easy to use without requiring extensive training.	(Doll & Trokzadeh, 1988; Pibriana & Fitriyani, 2022)
	Ease of understanding	SIPD features can be easily understood by new users.	
	Ease in input/searching data	Rarely experiences difficulty in data input or search.	
	Responsiveness of features	The system's features are responsive when issues arise.	
Timeliness	Access speed	Information can be accessed quickly without technical disruptions.	(Doll & Trokzadeh, 1988; Pibriana & Fitriyani, 2022; Rahayu et al., 2025)
	System disruptions	The system rarely experiences disruptions or delays.	
	Speed of obtaining information	Information is obtained in a timely manner.	
	Availability of real-time data	SIPD RI provides real-time data to support decision-making.	
Overall Satisfaction	Satisfaction with each dimension	I am satisfied with each aspect (content, accuracy, format, ease of use, and timeliness).	(Rahayu et al., 2025)

Source of Data: Processed by the Researcher (2025)

Data Analysis

Following the data collection phase, data analysis was performed to address the research objectives. Adopting a quantitative approach, the study utilized SPSS software for data processing. The analytical procedures undertaken comprised the following stages:

1. Validity test, this test was performed to verify that each questionnaire item accurately measures the construct it is intended to represent. An item is deemed valid when it demonstrates a strong correlation with the underlying concept being evaluated.
2. Reliability test, aimed at verifying the consistency of the questionnaire. A reliable instrument yields stable responses when administered repeatedly under similar conditions.
3. Normality test, performed to determine whether the residuals in the regression model are normally distributed, which is a key assumption for the validity of linear regression analysis.
4. Multicollinearity test, this test was utilized to identify potential high correlations among the independent variables within the regression model. The presence of multicollinearity can distort the reliability of coefficient estimates and hinder the accurate interpretation of each predictor's individual contribution.
5. Heteroscedasticity test, this test was conducted to evaluate whether the variance of the residuals remains consistent across different values of the independent variables.

RESULTS AND DISCUSSION

Research Findings

The research employed SPSS software to evaluate the measurement instruments through validity and reliability assessments, carry out classical assumption tests including normality, multicollinearity, and heteroscedasticity and perform multiple linear regression analysis. The results of these statistical tests are detailed in the subsequent sections:

Validity Test

Validity was assessed by correlating each questionnaire item with the total score. The Corrected Item-Total Correlation method was employed, where the computed r-value (r-count) is compared with the r-table value. An item is considered valid if its r-count exceeds the critical r-table value. In this study, with 230 respondents and a significance level of 5%, the critical r-table value is 0.1294. Table 4 presents the validity test results for the research instrument.

Table 4. Validity Test Results

Variable	r_{hitung}	r_{tabel}	Description
C1	0,819	0,129	Valid
C2	0,807	0,129	Valid
C3	0,772	0,129	Valid
C4	0,787	0,129	Valid
A1	0,812	0,129	Valid
A2	0,815	0,129	Valid
A3	0,831	0,129	Valid
A4	0,809	0,129	Valid
F1	0,845	0,129	Valid
F2	0,838	0,129	Valid
F3	0,805	0,129	Valid
F4	0,824	0,129	Valid
E1	0,898	0,129	Valid
E2	0,888	0,129	Valid
E3	0,894	0,129	Valid
E4	0,901	0,129	Valid
T1	0,885	0,129	Valid
T2	0,872	0,129	Valid
T3	0,899	0,129	Valid
T4	0,885	0,129	Valid
Y1	0,750	0,129	Valid

Variable	r_{hitung}	r_{tabel}	Description
Y2	0,722	0,129	Valid
Y3	0,727	0,129	Valid
Y4	0,717	0,129	Valid
Y5	0,712	0,129	Valid

Source: Primary Data, SPSS-25 Output (Processed in 2025)

Table 4 indicates that all research variables comprising 25 statements were considered valid, as all calculated r values were greater than the table r values.

Reliability Testing

This study establishes that the instrument is considered reliable if the Cronbach's alpha coefficient exceeds 0.60, indicating internal consistency, where a respondent's answers to various items are stable over repeated testing. The outcomes of the instrument reliability assessment are summarized in Table 5.

Table 5. Results of Reliability Testing

Variable	*Cronbach's Alpha*	Description
C	0,808	Reliable
A	0,833	Reliable
F	0,847	Reliable
E	0,918	Reliable
T	0,908	Reliable
U	0,775	Reliable

Source: Primary Data, SPSS-25 Output (Processed in 2025)

Based on the reliability calculation, all variables are deemed reliable, as their Cronbach's Alpha values exceed the minimum acceptable threshold of 0.60.

Normality Test

The Kolmogorov-Smirnov test was applied to evaluate the normality of the data distribution. The findings from this test are shown in Table 6.

Table 6. Normality Test Results

One-Sample Kolmogorv-Smirnov Test	
	Unstandardized Residual
Asymp. Sig. (2-tailed)	0,200

Source: Primary Data, SPSS-25 Output (Processed in 2025)

The resulting significance value is 0.200, which exceeds the 0.05 threshold. Accordingly, it can be concluded that the data follow a normal distribution.

Multicollinearity Test

This stage seeks to detect any potential multicollinearity among the independent variables in the regression model. The results of the analysis are displayed in Table 7.

Table 7. Multicollinearity Test Results

Variable	Tolerance Value	VIF Value	Description
C	0,975	1,025	No Multicollinearity
A	0,993	1,007	No Multicollinearity
F	0,979	1,021	No Multicollinearity

E	0,957	1,045	No Multicollinearity
T	0,960	1,041	No Multicollinearity

Source: Primary Data, SPSS-25 Output (Processed in 2025)

Table 7 shows that all independent variables meet the criteria for non-multicollinearity, as evidenced by tolerance values above 0.1 and VIF values below 10.

Heteroscedasticity Test

To assess heteroscedasticity in the regression model, the Glejser test was employed. A Sig. value above 0.05 denotes homoscedasticity, while a value below this threshold indicates heteroscedasticity. The test outcomes are shown in Table 8.

Table 8. Heteroscedasticity Test Results

Variable	Sig. Value	Description
C	0,108	No Symptoms Identified
A	0,999	No Symptoms Identified
F	0,596	No Symptoms Identified
E	0,470	No Symptoms Identified
T	0,276	No Symptoms Identified

Source: Primary Data, SPSS-25 Output (Processed in 2025)

The results indicate that the model is free from heteroscedasticity, as all independent variables exhibit significance values exceeding 0.05.

Multiple Linear Regression Analysis

Multiple linear regression analysis was conducted to evaluate the effect of the independent variables on the dependent variable, both individually (partial effects) and collectively (simultaneous effects). This analysis yields a regression model with coefficient estimates that reflect the direction and strength of each predictor's influence on user satisfaction. Additionally, the model includes t-test results to determine the statistical significance of each effect, where a variable is deemed significant if its p-value is less than 0.05. The regression outcomes, including coefficient estimates and t-test results, are presented in Table 9:

Table 9 Multiple Linear Regression Results, and T-Test Results

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	T	Sig.
1	(Constant)	-5.445	.826		-6.595	.000
	X1	.591	.032	.536	18.597	.000
	X2	.271	.030	.258	9.027	.000
	X3	.623	.030	.605	21.029	.000
	X4	.030	.025	.035	1.205	.229
	X5	-.050	.026	-.057	-1.947	.053

Source: Primary Data, SPSS-25 Output (Processed in 2025)

The regression equation obtained is as follows:

User Satisfaction = –5.445 + 0.591(Content) + 0.271(Accuracy) + 0.623(Format) + 0.030(Ease of Use) – 0.050(Timeliness)

As shown in the table above, the Content variable yields a significance value of 0.000, which is below the 0.05 threshold, thereby supporting the acceptance of hypothesis H1. Similarly, the

Accuracy variable also demonstrates a significance value of 0.000, confirming the acceptance of H2. The Format variable presents the same result, with a significance value of 0.000, indicating that H3 is accepted. In contrast, the Ease of Use variable has a significance value of 0.229 exceeding the 0.05 threshold leading to the rejection of H4. Likewise, the Timeliness variable records a significance value of 0.053, which is also above 0.05, resulting in the rejection of H5.

F-Test

An F-test was subsequently performed to assess the joint effect of all independent variables on the dependent variable. This test is intended to determine whether the predictors, when considered collectively, have a statistically significant influence. A significance value below 0.05 indicates that the simultaneous effect is significant. The results of the F-test are summarized in Table 10.

Table 10 F-Test Results

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1041.073	5	208.215	202.239	.000[b]
	Residual	230.619	224	1.030		
	Total	1271.691	229			

Source: Primary Data, SPSS-25 Output (Processed in 2025)

The findings indicate that the variables content, accuracy, format, ease of use, and timeliness jointly exert a significant influence on user satisfaction, as evidenced by a significance value below the 0.05 threshold.

Coefficient of Determination

The multiple linear regression analysis also produced the coefficient of determination, which serves as a crucial metric for evaluating how well the model accounts for the variation in the dependent variable. In this study, the coefficient of determination (R^2) was found to be 0.815, suggesting that 81.5% of the variance in user satisfaction can be explained by the independent variables included in the model. The remaining 18.5% is influenced by other factors not examined in this research.

Table 11 Coefficient of Determination

Coefficient of Determination	Percentage
0,815	81,5%

Source: Primary Data, SPSS-25 Output (Processed in 2025)

Discussion

The Content variable encompasses various modules, functions, and types of information provided by the system. The results indicate that Content has a significant and positive effect on user satisfaction. This finding is consistent with previous studies, including Pibriana & Fitriyani, (2022) on E-Learning at MTs N 2 Palembang, Rahayu et al., (2025) on the local government websites of Sorosutan Subdistrict, Mursidi et al., (2025) on SIMDA-NG, Musa et al., (2024) on the SIKBLU system at Universitas Negeri Gorontalo, and Akhiruddin et al., (2023) on SIPD.

The Accuracy variable refers to data precision and system functionality. The findings demonstrate that Accuracy has a significant and positive impact on user satisfaction. This result aligns with the studies of Pibriana & Fitriyani, (2022) on E-Learning at MTs N 2 Palembang, Mursidi et al., (2025) on SIMDA-NG, Musa et al., (2024) on the SIKBLU system at Universitas Negeri Gorontalo, Setiawan & Novita, (2021) on the KAI Access application, and Akhiruddin et al., (2023) on SIPD.

The Format variable encompasses design elements, report layout, and the ease with which users can read and comprehend the information presented. The results indicate that Format has a significant and positive influence on user satisfaction. This finding is consistent with prior studies, including Pibriana & Fitriyani, (2022) on E-Learning at MTs N 2 Palembang, Rahayu et al., (2025) on the local government websites of Sorosutan Subdistrict, Mursidi et al., (2025) on SIMDA-NG, Setiawan & Novita, (2021) on the KAI Access application, Holtrop et al., (2025) on the Livin by Mandiri application, and Akhiruddin et al., (2023) on SIPD.

The Ease of Use variable encompasses the simplicity of entering data, processing information, and retrieving necessary content factors that are essential to system usability. The results indicate that Ease of Use exerts a positive but statistically insignificant influence on user satisfaction. This finding is consistent with previous studies by Pibriana & Fitriyani, (2022) on E-Learning at MTs N 2 Palembang, Mursidi et al., (2025) on SIMDA-NG, and Setiawan & Novita, (2021) on the KAI Access application.

The Timeliness variable refers to how promptly and accurately the system delivers the required information. The results indicate that the influence of the Timeliness variable on User Satisfaction is positive but not statistically significant. This finding is consistent with the studies conducted by Pibriana & Fitriyani, (2022) on E-Learning at MTs N 2 Palembang, Setyaningsih & Setiawan, (2023) on online transportation applications, Kanthi et al., (2024) on BRImo, and Nurul Khatimah Ismatullah, (2023) on the Hospital Management Information System (SIMRS) at the Mataram City Hospital.

The variables Content, Accuracy, Format, Ease of Use, and Timeliness collectively exert a significant and positive influence on User Satisfaction. This finding is consistent with prior research by Pibriana & Fitriyani, (2022) on E-Learning at MTs N 2 Palembang, Rahayu et al., (2025) on the official website of the Sorosutan Subdistrict Government Office, Setiawan & Novita, (2021) on the KAI Access application, and Holtrop et al., (2025) on the Livin by Mandiri application.

Based on the research findings, users of the SIPD RI system in Palu City can be considered generally satisfied, particularly with regard to the dimensions of content, accuracy, and format, which were found to have a significant influence on user satisfaction. This indicates that users perceive the information provided by SIPD RI to be sufficiently comprehensive, the data presented to be accurate, and the format to be clear and easily understood. However, the ease of use and timeliness dimensions did not exhibit a significant impact, suggesting that challenges remain in terms of system usability and the speed of information access. Therefore, although the system is generally perceived as adequate, improvements in these two areas are necessary to enhance overall user satisfaction.

Thus, the EUCS model serves as an appropriate approach for analyzing user satisfaction with the SIPD RI system. Its five dimensions have proven effective in measuring the influence of various system aspects on user satisfaction. The application of this model provides a solid foundation for explaining the system's success and guiding the sustainable development of SIPD RI.

CONCLUSION

The results of the analysis indicate that three variables Content, Accuracy, and Format have a significant and positive influence on user satisfaction with SIPD RI in Palu City. These dimensions are perceived to adequately meet user needs in terms of information completeness, accuracy, and ease of understanding the system's interface. Conversely, the variables Ease of Use and Timeliness do not exhibit a statistically significant impact, although they still contribute positively. This suggests the presence of technical constraints or a need for further user training to facilitate optimal system utilization. Collectively, all five variables significantly influence user satisfaction, as reflected by the coefficient of determination (R^2) of 81.5%. This implies that the majority of the variance in user satisfaction can be explained by the proposed model. Overall, these findings suggest that SIPD RI is generally performing well in addressing user needs, yet improvements are still necessary, particularly in terms of user-friendliness and the timeliness of information delivery.

The implications of this study provide practical insights for system developers and local governments to identify areas in SIPD that require enhancement, thereby supporting the system's sustainable utilization. However, this research has several limitations. The scope of analysis was restricted to SIPD RI users in Palu City, which may limit the generalizability of the findings to other regions.

Moreover, the study employed a purely quantitative approach using structured questionnaires, which may not fully capture the depth of user experiences and subjective perceptions. Future studies are encouraged to expand the geographical scope and adopt qualitative or mixed-method approaches to gain a deeper understanding of the factors influencing user satisfaction and the success of SIPD RI implementation in various local government contexts across Indonesia.

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