

**ANALYSIS OF USER SATISFACTION ON SRIKANDI APPLICATION AT THE  
SECRETARIAT GENERAL OF REGIONAL REPRESENTATIVE COUNCIL  
REPUBLIC OF INDONESIA**

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**ABSTRACT**

This Study aims to analyze the user satisfaction of the SRIKANDI application at Secretariat General Regional Representative Council at Secretariat General of the Regional Representative Council Republic of Indonesia. The implementation of the SRIKANDI application is part of the government's effort to support digital archive management and improve administrative efficiency in public institutions. During the adaptation of the application still needs to be improved from several aspects. This Research applies quantitative approach using the End User Computing Satisfaction (EUCS) model. The data were collected through an online questionnaire from 85 respondents and analyzed using PLS-SEM. The analysis result show that three variables, which content, Format, and Timeliness are influences the user satisfaction of the SRIKANDI application. Meanwhile, the variables of accuracy and ease of use do not show a significant influence on user satisfaction. These findings of the study suggest and recommend to improving the the quality of documents uploaded to be more organized and properly managed by classified, improving the interface of the application, upgrade the server capacity and conducting regular system maintenance.

**Keywords:** User Satisfaction, SRIKANDI application, EUCS.

## **ABSTRAK**

*Penelitian ini bertujuan untuk menganalisis tingkat kepuasan pengguna aplikasi SRIKANDI pada Sekretariat Jenderal Dewan Perwakilan Daerah Republik Indonesia. Implementasi aplikasi SRIKANDI merupakan bagian dari upaya pemerintah dalam mendukung pengelolaan arsip digital serta meningkatkan efisiensi administrasi pada instansi publik. Namun, dalam proses adaptasi penggunaannya, aplikasi ini masih memerlukan perbaikan pada beberapa aspek. Penelitian ini menggunakan pendekatan kuantitatif dengan model End User Computing Satisfaction (EUCS). Data penelitian dikumpulkan melalui penyebaran kuesioner secara daring kepada 85 responden dan dianalisis menggunakan PLS-SEM. Hasil analisis menunjukkan bahwa tiga variabel, yaitu content, format, dan timeliness, memiliki pengaruh terhadap kepuasan pengguna aplikasi SRIKANDI. Sementara itu, variabel accuracy dan ease of use tidak menunjukkan pengaruh yang signifikan terhadap kepuasan pengguna. Temuan penelitian ini memberikan rekomendasi untuk meningkatkan kualitas pengelolaan dokumen yang diunggah agar lebih terstruktur dan terorganisasi melalui sistem klasifikasi yang lebih baik, melakukan perbaikan pada tampilan antarmuka aplikasi, meningkatkan kapasitas server, serta melakukan pemeliharaan sistem secara berkala.*

**Kata Kunci:** *Kepuasan Pengguna, Aplikasi SRIKANDI, EUCS.*

## INTRODUCTION

The rapidly evolving digital era demands significant development of information technology and drives digital transformation across various sectors, including the government sector. The strategic utilization of information technology within various organizational contexts significantly assisted organizations in achieving their objectives, particularly by enhancing the ease and speed of service delivery (Tulungen et al., 2022).

The Government of Indonesia, through various strategic policies, has emphasized the importance of implementing the Electronic-Based Government System (SPBE), as stated in Presidential Regulation Number 95 of 2018, which serves as the legal foundation for developing E-Government across all government agencies in Indonesia. This direction is further reinforced by Presidential Regulation No. 82 of 2023, which mandates the acceleration of digital transformation through the SPBE Program to be utilized collaboratively by central and local governments.

Realizing digital governance transformation within government institutions requires more than just systems and infrastructure, as the effectiveness of data and information management also plays a crucial role, particularly in archive management. Electronic archive management includes the activities of

creating, storing, distributing, reusing files, maintaining, and disposing (Rifauddin, 2016). Archives within an institution must be managed well to ensure they are easily retrievable when needed, assisting leadership, and supporting the work of employees (Bernadetha et al., 2025).

Recognizing this need, the Indonesian government, through various institutions including Kemenpan RB, the Ministry of Communication and Informatics, BSSN, and ANRI, developed the Integrated Dynamic Archival Information System (SRIKANDI) as a digital platform for national archive management. The SRIKANDI application is designed to support online and integrated electronic document creation and archival management (Devega & Yuhelmi, 2023).

The Minister of Administrative and Bureaucratic Reform (MenPAN-RB) also issued a policy mandating the use of the SRIKANDI application for all central and regional agencies. This policy, regulated in MenPAN-RB Decree Number 679 of 2020, requires the use of the SRIKANDI application and its phased implementation in central and local government agencies. To further guide its adoption, the National Archives of the Republic of Indonesia (ANRI) issued Regulation Number 4 of 2021 concerning guidelines for the use of the SRIKANDI application, which includes indicators such as technology, organizational, and human resources dimensions. This application is based on

Government to Government (G2G), thus can be utilized by various government agencies, both at the central and regional levels (Idris et al., 2024).

**Figure 1. SRIKANDI Login Application Display**



Source: Srikandi.arsip.go.id

The presence of the SRIKANDI application serves as concrete evidence of the government's commitment to adopting electronic government practices in legislative institutions, including the People's Consultative Assembly (MPR), the House of Representatives (DPR), and the Regional Representative Council (DPD). The Secretariat General of the Regional Representative Council (DPD RI) has previously implemented an archive media transfer program to convert and store archives from conventional to digital formats (Handoko, 2024).

**Figure 2. Socialization of Srikandi Application**



Source: Youtube RB Birokrasi Setjen DPD RI, 2021

The Secretariat General of DPD RI, through its Bureau of Information Systems and Documentation, conducted a socialization program on the use of the SRIKANDI Application for all work units within the Secretariat General of DPD RI.

Despite these socialization efforts regarding the use of the SRIKANDI application within the Secretariat General of DPD RI, various obstacles have proven unavoidable due to the SRIKANDI application as a form of digital transformation in archive management. One indicator potentially reflecting persistent obstacles in applying digitalization at the Regional Representative Council is the achievement of its evaluation of the Electronic Based Government System (SPBE) Index.

According to the performance report of the Secretariat General of the House of Representatives (DPR) in 2024, the achievement of the Electronic Based Government System (SPBE) implementation index has exceeded the target, reaching a score of 4.23 with a "Satisfied" rating. This surpasses the initially set target of 3.6, which was classified as "Very Good," and even approaches the "Excellent" category (DPR, 2024). Similarly, the SPBE achievement index of the Secretariat General of the People's Consultative Assembly (MPR RI) during the 2019-2024 period demonstrated a positive trend, attaining a value of 3.00 and a "Good" category on a scale of 5 (MPR RI, 2024).

In contrast, the SPBE (Electronic-

Based Government System) implementation index of DPD RI reached a score of 2.99 in 2024. This achievement places DPD RI within the "Good" category (Sekretariat Jenderal DPD RI, 2024). When compared to previous years, this score represents the highest SPBE index ever recorded by the institution. In 2023, the SPBE index stood at only 2.24, while the lowest score was recorded in 2018, at 1.3. The following data presents the SPBE index achievements of DPD RI from 2018 to 2024.

**Figure 1. SPBE Index Achievement of DPD RI, 2024**



Source: Instagram page bpsi.dpr ri

The significant difference in the achievement index values among these three legislative institutions indicates that, although DPD RI's SPBE index has increased from previous years, a considerable gap remains compared to DPR RI and MPR RI in the implementation of the SPBE.

Furthermore, the implementation of archive management within DPD RI, evaluated through ANRI oversight, shows a decline in ranking from 7th position in 2023 to 9th position in 2024, although it still maintains an "A (Satisfied)" category. This shift indicates a potential decrease in performance, particularly in aspects such as

archival compliance, system effectiveness, and documentation quality.

The issues in the use of the SRIKANDI application are emphasized in the Strategic Plan (Renstra) of DPD RI 2020–2024, which highlights several ongoing problems, including the continued use of manual archive storage, limited coordination between archiving and documentation units, and inadequate internet infrastructure. Although internet usage has become a crucial need, existing facilities and system support are still not sufficient to optimally support institutional performance. In addition, the lack of dedicated personnel responsible for managing information systems and technology further constrains system effectiveness (Sekretariat Jenderal DPD RI, 2020).

Based on these conditions, the End User Computing Satisfaction (EUCS) method is considered appropriate to analyze user satisfaction with the SRIKANDI application. EUCS measures user satisfaction by comparing user expectations with the actual performance of the system and focuses on key dimensions such as content, accuracy, format, ease of use, and timeliness, which directly reflect users' experiences when interacting with the system.

## THEORETICAL FRAMEWORK

### a. End User Computing Satisfaction

The EUCS model was developed by Doll and Torkzadeh (1988) to evaluate user satisfaction based on direct interaction with a computer application. EUCS measures user

satisfaction by comparing user expectations with the actual performance of the system (Pratama et al., 2012). It reflects the overall evaluation of an information system based on users experience in determining whether the system effectively supports their needs (Chin & Lee, 2000).

This model focuses on how well an information system fulfills user needs through five key dimensions content, accuracy, format, ease of use, and timeliness, which collectively determine user satisfaction (Puspitasari et al., 2021).

#### 1. Content

This variable evaluates how well the system delivers relevant and appropriate information that meets user needs (Puspitasari et al., 2021). Indicators:

- a. The information provided is complete as required
- b. The Information is clear and easy to understand
- c. The content produced by the information system is beneficial for users in obtaining information
- d. The system provide the precise information that user need

#### 2. Accuracy

The Accuracy variable measures the level of precision and reliability of information and system functions provided by the application.

- a. Able to deliver and show information that corresponds with user need
- b. Match the clicked feature displays to the appropriate page

- c. System errors rarely occur.
- d. Display service information correctly and accurately

#### 3. Format

The Format variable concerns the visual presentation and design structure of the application interface.

- a. Has a layout that makes it easy to find services
- b. The color combination is well matched
- c. Standardization or uniformity of font format is clear and easy to read
- d. Attractive menu display

#### 4. Ease of Use

Ease of Use refers to the simplicity and convenience experienced by users when interacting with the application.

- a. The application can be easily accessed anytime and anywhere
- b. Provides error messages that are informative and easy to understand
- c. The practical work data input/entry process carried out on the system is easy to do
- d. User Friendly

#### 5. Timeliness

Timeliness refers to the speed and responsiveness of the application in delivering information and performing system functions

- a. Response time in displaying the homepage is quite fast
- b. Displays up to date Product (letter) descriptions/ information
- c. The system provides information needed quickly
- d. Speed of executing menus and features

## RESEARCH METHOD

The research used is quantitative descriptive study to measure the level of user satisfaction with the SRIKANDI application within the General Secretariat of the Regional Representative Council (DPD RI). The research uses the End User Computing Satisfaction (EUCS) model to measure user satisfaction by assessing five key factors: content, accuracy, format, ease of use and timeliness. Quantitative data refers to information that can be measured and calculated directly, usually expressed in numbers or statistical figures (Kuncoro, 2021). The population in this research consists of 555 employees at the Secretariat General of DPD RI who use the SRIKANDI application in their daily work. The sample in this study was determined using the Slovin formula. With a margin of error of 10%, the required sample size is 84.90, which is rounded to 85 respondents.

Primary data in this research were obtained directly from the responses of questionnaires distributed to employees who use the SRIKANDI application in their daily administrative and archival activities. Secondary data were collected from various supporting materials that provide background and contextual information for this study. These include institutional reports from the Secretariat General of DPD RI, government documents related to the implementation of the SRIKANDI application, as well as previous research and relevant journals.

## RESEARCH RESULTS AND DISCUSSION

### a. Descriptive Statistics of Content

**Table 3. Descriptive Statistics of Content**

INDICATORS OF CONTENT	STATISTICS (N = 85)			
	MIN	MAX	MEAN	STANDARD DEVIATION
The SRIKANDI application provides information based on my needs. (C1)	3	5	4.070	0.632
I can easily understand the information displayed in the SRIKANDI application (C2)	2	5	3.870	0.720
The documents and records generated by the SRIKANDI application are useful for me in obtaining the information I need. (C3)	2	5	4.047	0.670
The SRIKANDI application delivers precise information according to my needs as a user. (C4)	2	5	3.976	0.654

Source : Data processed by researchers (2026)

Indicator C1 has the highest mean (4.070), showing that users agree the content meets their needs, with consistent responses. C3 also shows a high mean (4.047), indicating that the information provided is useful and reliable. Meanwhile, C4 (3.976) reflects positive perceptions of the accuracy and relevance of information. Although C2 has the lowest mean (3.870), it still indicates that users generally understand the information presented in the SRIKANDI application.

### b. Descriptive Statistics of Accuracy

**Table 4. Descriptive Statistics of Accuracy**

INDICATORS OF ACCURACY	STATISTICS (N = 85)			
	MIN	MAX	MEAN	STANDARD DEVIATION
The SRIKANDI application able to deliver and displays information that matches what I am looking for (A1)	3	5	3.764	0.590
The feature that I click on the SRIKANDI application displays the page that I am looking for (A2)	3	5	3.835	0.633
The SRIKANDI application works well without any glitch and error when I use it.(A3)	2	5	3.505	0.683
I feel that the application always displays the letter status information (e.g., sent, processed, completed) accurately.(A4)	2	5	3.929	0.613

Source : Data processed by researchers (2026)

The accuracy variable, shows mean values ranging from 3.505 to 3.929 on a 1-5 Likert scale, indicating generally positive perceptions. Indicator A4 has the highest mean (3.929), showing that users agree the application provides accurate information on letter status. This is followed by A2 (3.835) and A1 (3.764), indicating that users perceive the system's information and navigation as accurate. Meanwhile, A3 has the lowest mean (3.505), suggesting that although users perceive the system as generally accurate, some still experience system issues.

### c. Descriptive Statistics of Format

**Table 5. Descriptive Statistics of Format**

INDICATORS OF FORMAT	STATISTICS (N = 85)			
	MIN	MAX	MEAN	STANDARD DEVIATION
The SRIKANDI application has a layout that makes it easy for me to find the services I need (F1)	2	5	3.870	0.686
The color combination used in the SRIKANDI application looks harmonious and consistent throughout the application display. (F2)	2	5	3.811	0.566
The font style and format in the SRIKANDI application are standardized, clear, and easy to read. (F3)	2	5	3.964	0.586
I find the menu display on the SRIKANDI application visually appealing. (F4)	2	5	3.835	0.669

Source : Data processed by researchers (2026)

Based on the format variable table, 85 respondents show mean values ranging from 3.811 to 3.964 on a 1-5 scale, indicating generally positive perceptions. Indicator F3 has the highest mean (3.964), showing that users find the font style clear and easy to read. This is followed by F1 (3.870), indicating that the layout helps users find services easily. Meanwhile, F4 (3.835)

reflects a positive perception of the menu display, although some respondents remain neutral. Indicator F2 has the lowest mean (3.811), suggesting that the color combination is generally perceived as harmonious and acceptable, even though some users still give neutral responses.

### d. Descriptive Statistics of Ease of Use

**Table 6. Descriptive Statistics of Ease of Use**

INDICATORS OF EASE OF USE	STATISTICS (N = 85)			
	MIN	MAX	MEAN	STANDARD DEVIATION
I can easily access the SRIKANDI application anytime and anywhere (E1)	2	5	4.000	0.740
I receive clear and easy to understand error notifications from the SRIKANDI application when system problems occur. (E2)	2	5	3.776	0.850
I find the process of entering or inputting data into the SRIKANDI application easy to do. (E3)	2	5	3.870	0.613
I can easily understand how to use the SRIKANDI application because its interface is simple and not complicated. (E4)	3	5	3.952	0.509

Source : Data processed by researchers (2026)

Indicator E1 has the highest mean (4.000), showing that users find the application easily accessible. This is followed by E4 (3.952), indicating that the interface is simple and user-friendly. Indicator E3 (3.870) suggests that data input is manageable, while E2 has the lowest mean (3.776), indicating that although users generally understand error messages, some still experience uncertainty during system issues.

### e. Descriptive Statistics of Timeliness

**Table 7. Descriptive Statistics of Timeliness**

INDICATORS OF TIMELINESS	STATISTICS (N = 85)			
	MIN	MAX	MEAN	STANDARD DEVIATION
The homepage of the SRIKANDI application loads quickly when I access it. (F1)	2	5	3.941	0.745
the documents or letters shown in the SRIKANDI application are consistently updated and current. (F2)	2	5	3.964	0.762
I can access the documents I needed through the SRIKANDI system promptly. (F3)	2	5	3.882	0.697
Each feature and menu in the SRIKANDI application responds quickly when used. (F4)	1	5	3.835	0.737

Source : Data processed by researchers (2026)

Indicator T2 has the highest mean (3.964), showing that users perceive the information as up to date. This is followed by T1 (3.941), indicating that the system loads relatively quickly. Indicator T3 (3.882) reflects that document access is considered fast, while T4 has the lowest mean (3.835), meaning that although system response is generally good, some users still give neutral responses.

#### f. Descriptive Statistics of User Satisfaction

**Table 8. Descriptive Statistics of User Satisfaction**

INDICATORS OF USER SATISFACTION	STATISTICS (N = 85)			
	MIN	MAX	MEAN	STANDARD DEVIATION
I feel that the SRIKANDI application very helpful	2	5	4.094	0.647
I am satisfied with the functions of the SRIKANDI application in supporting my daily tasks efficiently.	2	5	4.000	0.597
I am satisfied with the overall performance of the SRIKANDI application.	2	5	3.847	0.663
I am confident that the archival documents I manage through SRIKANDI are stored properly and securely.	2	5	4.094	0.647

Source : Data processed by researchers (2026)

The User Satisfaction variable shows mean values ranging from 3.847 to 4.094. The highest mean (4.094) reflects that users find the application helpful and trust the security of their documents, meaning the system is considered reliable and supports users work effectively. But the overall system performance has the lowest mean (3.847), suggesting that although users are generally satisfied, some still experience limitations in system performance, leading to neutral responses. This indicates that while

the application is already useful, there is still room for improvement to enhance overall user experience.

#### MEASUREMENT MODEL (OUTER MODEL)

The measurement model helps ensure that each indicator truly represents the variable it is supposed to measure and that the results obtained are reliable. In this research, the measurement model is evaluated using convergent validity, discriminant validity, and composite reliability.

##### a. Convergent Validity

Convergent Validity values indicate that each indicator strongly represents its respective construct. In this research convergent validity evaluated through outer loading and Average Variance Extracted (AVE). An outer loading of >0.70 and an AVE value of >0.50 indicate that a variable is legitimate (Hair et al., 2021).

**Table 9. Outer Loading and AVE Values**

VARIABLE	INDICATOR	CODE	OUTER LOADING (>0.70)	AVE (>0.50)	DESCRIPTI ON
Content	The information provided is complete as required	C1	0.868	0.784	VALID
	The Information is clear and easy to understand	C2	0.918		VALID
	The content produced by the information system is beneficial for users in obtaining information	C3	0.882		VALID
	The system provide the precise information that user need	C4	0.873		VALID
Accuracy	Able to deliver and show information that corresponds with user need	A1	0.885	0.691	VALID
	Match the clicked feature displays to the appropriate page	A2	0.862		VALID
	System errors rarely occur.	A3	0.722		VALID

VARIABLE	INDICATOR	CODE	OUTER LOADING (>0.70)	AVE (>0.50)	DESCRIPTI ON
	Display service information correctly and accurately	A4	0.846		VALID
Format	Has a layout that makes it easy to find services	F1	0.868	0.694	VALID
	The color combination is well matched	F2	0.780		VALID
	Standardization or uniformity of font format is clear and easy to read	F3	0.819		VALID
	Attractive menu display	F4	0.862		VALID
Ease of Use	Can be easily accessed anytime and anywhere	E1	0.817	0.686	VALID
	Provides error messages that are informative and easy to understand	E2	0.736		VALID
	The practical work data input/entry process carried out on the system is easy to do	E3	0.848		VALID
	User friendly	E4	0.903		VALID
Timeliness	Response time in displaying the homepage is quite fast	T1	0.830	0.749	VALID
	Displays up to date Product (letter) descriptions/ information	T2	0.837		VALID
	The system provides information needed quickly	T3	0.906		VALID
	Speed of executing menus and features	T4	0.886		VALID
User Satisfaction	Application is very helpful	U1	0.807	0.698	VALID
	Satisfied with the functions provided by the application	U2	0.869		VALID
	Satisfied with the application performance	U3	0.885		VALID
	Confident with the services provided by the application	U4	0.775		VALID

Source : Data processed by researchers (2026)

Based on the results, all indicators meet the validity requirements with outer loading values above 0.70 and AVE values above 0.50. In conclusion, all variables meet validity requirements. The outer loading values indicate that each indicator strongly represents its construct, meaning that the questionnaire reflects users real experiences.

These results not only confirm statistical validity but also show that the model effectively captures users perceptions in evaluating the SRIKANDI application.

### b. Construct Reliability and Validity

Cronbach's Alpha and Composite Reliability are used to assess the consistency and stability of the relationships among indicator variables. A construct is considered reliable when its Cronbach's Alpha and Composite Reliability values range between 0.60 and 0.90 The results of the reliability analysis for all variables are presented below.

**Table 10. Cronbach's Alpha and Composite Reliability Result**

Variable	Cronbach's Alpha (>0.70)	Composite Reliability (>0.70)	Description
A (Accuracy)	0.851	0.899	RELIABLE
C (Content)	0.908	0.935	RELIABLE
E (Ease of Use)	0.846	0.897	RELIABLE
F (Format)	0.853	0.901	RELIABLE
T (Timeliness)	0.888	0.923	RELIABLE
U (User Satisfaction)	0.855	0.902	RELIABLE

Source : Data processed by researchers (2026)

The result shows that all values on the variables in this research meet the reliability criteria. The Cronbach's Alpha values for all constructs are above 0.70, indicating good internal consistency among the indicators. The high Cronbach's Alpha values show that the questionnaire items within each construct are well aligned, meaning that respondents tend to give consistent responses when evaluating the same aspect of the SRIKANDI application. The Composite Reliability values for all variables also exceed of 0.70, further confirming the reliability of the measurement model. It can be concluded that users have a

clear and consistent perception when assessing aspects such as content, accuracy, format, ease of use, and timeliness.

### HYPOTHESIS

Hypothesis testing in this study was conducted by examining the Path Coefficient, T statistic, and P value obtained from the bootstrapping procedure in the SEM PLS analysis. The Path Coefficient test is used to evaluate the significance and direction of relationships among variables in the structural model. A coefficient value approaching 1 indicates a stronger relationship between the variables (Cohen, 1988).

**Table 11. Hypothesis Testing**

Variable	Path Coefficient	T statistic (O/STDEV)	P Values (<0.05)	Interpretation	Description
C -> U	0.157	1.678	0.047	Positive, Significant	Ha accepted, Ho rejected
A -> U	0.141	1.594	0.056	Positive, Not Significant	Ha rejected, Ho accepted
F -> U	0.275	2.627	0.004	Positive, Significant	Ha accepted, Ho rejected
E -> U	0.181	1.527	0.063	Positive, Not Significant	Ha rejected, Ho accepted
T -> U	0.295	2.686	0.004	Positive, Significant	Ha accepted, Ho rejected

Source : Data processed by researchers (2026)

Based on the results of hypothesis testing using SEM-PLS, three out of five hypotheses are accepted, namely content (Ha1), format (Ha3), and timeliness (Ha5), as their T-statistic values exceed 1.645 and P-values are below 0.05. This indicates that these variables have a significant positive influence on user satisfaction. Content improves satisfaction through the completeness, clarity, and relevance of information, while format enhances user comfort through a clear and well structured

interface. Timeliness shows the strongest influence, as the system's ability to provide fast and timely information helps users complete their tasks more efficiently.

Meanwhile, accuracy (Ha2) and ease of use (Ha4) are not significant, as their T-statistic values are below 1.645 and P-values exceed 0.05. These findings suggest that user satisfaction with the SRIKANDI application is primarily determined by how well the system delivers useful content, presents information clearly, and provides timely responses, while accuracy and ease of use play a supporting role.

### CONCLUSION

Based on the results of the data analysis by using SEM PLS user satisfaction the SRIKANDI application at DPD RI, it can be concluded that there are 3 variable three out of five proposed hypotheses are accepted, which is Ha1 (Content), Ha3 (Format), and Ha5(Timeliness). The acceptance of these hypotheses is supported by their respective T statistic values which exceed the critical value of 1.645. Meanwhile, Ha2 (Accuracy) and Ha4 (Ease of Use) are rejected because their T statistic values do not exceed the critical threshold and their P values are above 0.05. This means that accuracy and ease of use do not have a statistically significant influence on user satisfaction in this research. The findings from this research indicate that user satisfaction with the SRIKANDI application is strongly determined by the quality of the content provided, the way information is presented through the system's format, and the ability of

the application to deliver information when it is needed by users. These factors play an important role in shaping how users perceive and experience the application when performing their daily tasks. When the information available in the system is clear, well structured, and delivered in a timely manner, users are able to access and process the required documents more efficiently. As result these several aspect such as, content, format and timeliness contribute significantly to improving the user satisfaction with the SRIKANDI application at DPD RI.

## RECOMMENDATION

1. One of the variables that has been proven to influence the user satisfaction based on the result is content. The institution, Secretariat General of DPD RI can improve this aspect by ensuring that the documents uploaded into the system are well organized and properly managed by classified, such as using consistent document naming and organizing files into clear categories.
2. Based on the findings in this research the format of the application is also important since its influence the user satisfaction. The interface of the application should be improved to make the system easier to navigate, reorganizing the document layout, providing document previews and adding better filtering options to help

users retrieve archival documents more efficiently.

3. For the timeliness aspects, the institution should upgrade the server capacity and conduct regular system maintenance. In addition, implementing system monitoring tools that detect server overload or performance issues in real time can help the technical team respond more quickly.
4. Although the accuracy variable was found to have no significant effect on user satisfaction, it is still important to maintain and improve system reliability and data accuracy. The institution should ensure that the information provided is consistently correct, up to date, and free of system errors, as this will support users trust in the system. For ease of use aspect, the institution can provide simplified and clearer instructions, and user friendly guideline.

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