User Satisfaction Level on Implementation of SISKEUDES Application

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Abstract. SISKEUDES is a village finance application developed in 2015 by the Financial and Development Supervisory Agency. The application of the new SISKEUDES application for several years has been implemented in South Sumatera and it can be determined that there is no measurement of user satisfaction. The purpose of this study was to measure the level of user satisfaction using the Green Pearson model which consists of variable ease of use, customization, download delay and content. The results of this study on the Customization variable had the highest score of 79%, which means that the SISKEUDES application is in line with the expectations of users in the display of attractive applications and the information presented is easily understood, especially by village finance operators. Whereas the User Satisfaction variable had the lowest value of 37%, which means that for now the SISKEUDES application cannot be accessed with media gadgets because this application can only be accessed by a computer or laptop with application that has been installed.

1. Introduction

SISKEUDES is a village finance application developed in 2015 by the Financial and Development Supervisory Agency. The implementation of the SISKEUDES application in every village in Indonesia aims to simplify the process of financial management specifically for villages which consist of 4 stages, namely planning, implementing, administering and reporting on village finance [1].

In its application, the SISKEUDES application can provide convenience for the Village Head to make village financial reports every semester and provide convenience for village operators in recording their village wealth reports if the village has been automatically registered for administration. The SISKEUDES application has accommodated all regulations related to village finance, designed in an integrated, user-friendly, and desktop application and has an internal control system that is inherent and effective in producing financial information [2]. This village financial application uses a Microsoft Access database so that it is more portable and easier to apply even though ordinary application users [3].

Banyuasin Regency of South Sumatera has implemented the use of the SISKEUDES application in managing village finances. In 2017, 227 villages have used this system. The implementation of the SISKEUDES application has only been implemented for several years in South Sumatera and it can be determined that there has been no evaluation of system that leads to user satisfaction.
In previous studies, SISKEUDES was measured based on the usability principle to determine the level of implementation with the System Usability Testing (SUS) method to measure the value of user satisfaction with the system [4]. The level of user satisfaction in the application can be measured by various factors. In this study using the Green-Pearson satisfaction level model which formulates four (4) variables consisting of Ease of Use/Ease of Navigation, Customization, Download Delay, Content [5].

The specific target to be achieved in this study was the result of the interpretation of the level of user satisfaction with the use of the SISKEUDES application so that it can be used as a recommendation for improving SISKEUDES for the Ministry of Village.

2. Methodology

This study used quantitative research, namely research using the philosophy of positivism, where this study used a particular sample and research data in the form of numbers by using statistics [6].

![Research Framework](image)

**Figure 1.** Research Framework

The type of data in the questionnaire was ordinal data, and the form of the scale of measurement used a Likert scale. The population used was operators from villages in the Banyuasin Regency of South Sumatera [7].

| No | Sub-district   | Number of Village | Sample |
|----|----------------|-------------------|--------|
| 1. | Air Salek      | 14                | 4      |

Table 1. Population and Sample of Research
The sampling technique used purposive proportional random sampling. If the researcher has several hundred subjects in the population, they can determine approximately 25-30% of the number of subjects [8]. In this study, researchers took samples that met random criteria as much as 30% from each village in Banyuasin Regency, South Sumatera, which implemented the SISKEUDES application of 93 villages.

### 3. Result and Discussion

SISKEUDES is a village financial data processing application that makes it easy for village operators to record reports on their village wealth. This SISKEUDES application is desktop based that can run on Windows operating systems. The appearance of the SISKEUDES application can be seen in the following picture:

![Figure 2. Main Page Display.](image1)
![Figure 3. Input Data Display.](image2)

Figure 2 above is the main display after opening the application. Users are directed to do login activities. Figure 3 above is a display of input data. On this page there are several fields used by operators to input general data.
3.1. Characteristics of Respondents

This study used descriptive analysis to determine the characteristics of respondents. Characteristics of respondents are gender and level of education.

![Distribution of Respondents by Gender](image1.png)

![Distribution of Respondents by Level of Education](image2.png)

From the figure above, the largest number of respondents are men with a high school education level.

| Description                  | Total | %  |
|------------------------------|-------|----|
| Unqualified Questionnaire    | 12    | 11.4% |
| Qualified Questionnaire      | 93    | 88.6% |
| Total                        | 105   | 100% |

Questionnaires were distributed to village operators using the SISKEUDES Banyuasin Regency South Sumatera application. The results of questionnaires were obtained by 12 unqualified questionnaires (11.4%). This was caused by the questions on the questionnaire that were not filled in completely. 93 questionnaires (88.6%) were considered valid because they met the requirements.

3.2. Data Analysis

Analysis of questionnaire answers can be seen in the following table:

| Construct/Question                                      | Answer Choice | 1 | %  | 2 | %  | 3 | %  | 4 | %  |
|--------------------------------------------------------|---------------|---|----|---|----|---|----|---|----|
| Ease of Use                                            |               |   |    |   |    |   |    |   |    |
| This application is easy to find information needed     |               | 0 | 0  | 3 | 3.23| 87| 93.54| 3 | 3.23|
| This application is easily accessible                    |               | 0 | 0  | 0 | 0   | 81| 87.10| 12| 12.90|
| Tools in this application are easy to use               |               | 0 | 0  | 0 | 0   | 81| 87.10| 12| 12.90|
| Customization                                          |               |   |    |   |    |   |    |   |    |
| The color display in this application is attractive     |               | 0 | 0  | 0 | 0   | 78| 83.87| 15| 16.13|
| The appearance of this application is easy to remember  |               | 0 | 0  | 0 | 0   | 81| 87.10| 12| 12.90|
| The information presented is easy to use                |               | 0 | 0  | 0 | 0   | 79| 84.95| 14| 15.05|
The application page appears quickly after clicking 0.0081.1012.9. The information needed is easy to download 2.15 0.082 88.17 9 9.68.

Information as needed 0.00 0.087 93.55 6 6.45.
Diverse interesting information 0.00 3 3.23 81 87.09 9 9.68.
Information sentences that are easy to understand 0.00 0.087 93.55 6 6.45.

Satisfied with the service of this application 6 6.45 55 59.14 23 24.73 9 9.68.
This application provides updated information 0 0 58 62.37 23 24.73 12 12.90.
This application can be accessed with a gadget 52 55.91 37 39.79 4 4.30 0 0.

Determination of interpretation value of the questionnaire question indicators can be seen in the following table [9, 10]:

**Table 4. Interpretation Scale of Measurement Percentage.**

| Range          | Description     |
|----------------|-----------------|
| 0% - 20%       | Very weak       |
| 21% - 40%      | Weak            |
| 41% - 60%      | Enough          |
| 61% - 80%      | Strong          |
| 81% - 100%     | Very strong     |

From the analysis of the answers to the questionnaire above, the results of the interpretation of the questionnaire indicators can be determined.

**Table 5. Interpretation of Questionnaire Question**

| Variable       | Construct/Question                                      | Code | Score | Results |
|----------------|--------------------------------------------------------|------|-------|---------|
| Ease of Use    | This application is easy to find information needed     | EU1  | 75    | Strong  |
|                | This application is easily accessible                   | EU2  | 78    | Strong  |
|                | Tools in this application are easy to use              | EU3  | 78    | Strong  |
| Customization  | The colour display in this application is attractive    | CU1  | 79    | Strong  |
|                | The appearance of this application is easy to remember | CU2  | 78    | Strong  |
### 4. Conclusion

In the Customization variable, for an attractive display indicator and the information indicator presented easy to use had a score of 79%. This happened because the attractive appearance and information presented in the SISKEUDES application are in line with the expectations of the users, especially for Village Operators. In the User Satisfaction variable, indicators of user satisfaction by accessing the SISKEUDES application using gadget media had a score of 37%, this shows that for now the SISKEUDES application cannot be accessed with gadget.

### 5. References

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