ABSTRACT

The implementation of the Agency-Level Financial Application System (SAKTI) Budgeting Module in Public Service Agencies (BLU) plays a pivotal role in supporting accountable and flexible state financial management. However, phenomena such as post-maintenance technical disruptions and findings of data anomalies indicate a necessity for an in-depth evaluation of this system's success. This study aims to analyze the influence of system quality, information quality, and service quality on user satisfaction, as well as to examine their impact on the net benefits of using the SAKTI Budgeting Module within the BLU environment, employing the DeLone & McLean (2003) Information System Success Model approach.

This research employs a quantitative method with a causal design. Data were collected via an online questionnaire distributed to the entire population of 338 BLUs in Indonesia using a census technique and voluntary response sampling method, resulting in 242 valid respondents consisting of operators, validators, and approvers. Data analysis was conducted using Structural Equation Modeling based on Partial Least Squares (SEM-PLS) with the assistance of SmartPLS software.

The results indicate that System Quality, Information Quality, and Service Quality simultaneously have a positive and significant influence on User Satisfaction. Specifically, System Quality and Service Quality are identified as dominant determinants in shaping user satisfaction, while Information Quality demonstrates a significant but relatively weak influence. Furthermore, User Satisfaction is found to have a very strong and significant influence on Net Benefits. These findings imply that to enhance the performance and accountability of BLU budget management, system administrators need to prioritize technical application stability and the responsiveness of user support services. This study recommends focusing on infrastructure maintenance and strengthening helpdesk service competence as primary strategies for improving system success.

Keywords: DeLone & McLean, SAKTI, Public Service Agency (BLU), User Satisfaction, Net Benefits.