

# Analysis of Employee Satisfaction in the Use of Kemenkumham Sisumaker Using Webqual 4.0 Method

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**Abstract**— In conveying information and as letter documentation is needed and used in the Ministry of Law and Human Rights, but the manual management of correspondence often has various problems including the difficulty of tracing the existence of a letter, there is often a delay in sending a letter because there is no certainty of time in the disposition process of the letter, because it still uses paper on the management of incoming mail and outgoing mail. Follow-up mail delivery does not run effectively and efficiently. In 2018 the Data Center and Information Technology under the General Secretariat through the IT team built an IT-based application system called SISUMAKER. The SISUMAKER application has been in use and developed for 4 (four) years but until now there has been no evaluation to measure user satisfaction about the extent of the use of express governance in the SISUMAKER application. To measure the use ofuraturat governance with SISUMAKER can be implemented optimally and to identify whether there are problems in the system from the user side, it is necessary to analyze what factors affect the level of quality in their use. To measure the quality and use of SISUMAKER using the webqual 4.0 method, the variable measurements in this study used the Likert scale. The results showed that usability quality variables, information quality, quality of service interactions had an effect on user satisfaction.

**Keywords**— Webqual 4.0, Likert Scale, Variable, Sisumaker, Kemenkumham.

## I. INTRODUCTION

Letter as a means of communication used to convey written information by one party to another party. Letter is a written communication tool to convey messages to others who have special requirements, namely the use of paper, the use of models / forms, the use of code and notation, the use of distinctive language and the inclusion of signatures (Alvian Hardianto, 2020). In addition, there are also two types of letters, namely official letters and personal letters, but seen based on their use the letter is divided into personal letters, official letters, official letters (Pendidikan.co.id, 2018)

SISUMAKER is an application made for the processing of all correspondence within the Ministry of Law and Human Rights in the management of correspondence as the Decree of the Minister of Law and Human Rights No.M.HH-01. TI.03.02 of 2018 on the Implementation of The Entry and Exit Letter System in the Ministry of Law and Human Rights. SISUMAKER application has a fitur including making Incoming Letters, Exit Letters,

Service Notes, Agendas and Messages. The SISUMAKER application was created in the hope that it can assist in the

management of correspondence within the Ministry of Law and Human Rights.

A good system is one that is evaluated primarily based on end-user satisfaction. Quality measurement is done based on the point of view of user satisfaction in order to make optimal use of the website. (Karim & Lasena, 2017).

## II. LIBRARY REVIEW

### A. Sisumaker

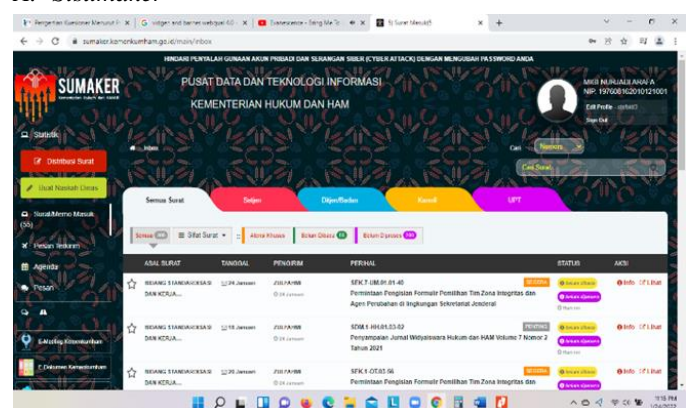


Figure 1. Sumaker

The governance of the correspondence is one of the elements of general amination that includes arrangements about the type of mail such as incoming letters, exit letters, official notes, agendas and messages. The management of correspondence that has been done manually often encounters various problems, including the difficulty of exploring the existence of letters. Sisumaker is an application made for the management of all correspondence in the environment of the Ministry of Law and Human Rights. The use of Sisumaker is expected to facilitate monitoring of the existence of a letter to then be acted upon effectively and efficiently. And Sisumaker's goal is to provide process time certainty, easy to control, more orderly archiving, easier mail search and minimize the use of paper.

### B. Definition of Letter

Letter is a written communication tool or means to convey statements or information in writing from one party to the other (Marjo, 1990). Thus, a letter is a written communication tool delivered from one party to another, either on behalf of a person or on behalf of an organization or company. A letter is made and sent with the intention that the recipient of the letter

understands the intention of the letter maker. (Mariskha, 2015) argues that letters are written communication tools for conveying messages to others, who have special requirements, namely the use of codes and notations (attachments and matters), the use of paper, the use of models and forms, the use of distinctive language and the inclusion of signatures. Thus letters are a bridge of understanding and a means of communication for a person and others. Because of its nature, the letters must be prepared briefly and densely but clearly and firmly. The language used should be easy to understand, simple and organized.

### C. Incoming Mail

Incoming mail is all types of letters received from other agencies and from individuals, both received by post (post office) and received from couriers (mail delivery) using shipping books (expeditions). According to (Wursanto, 1991) incoming letters are all types of letters received from organizations / agencies and individuals, both received by post (post office), or received from couriers (delivery books) using delivery books.

### D. Exit Letter

Exit Letter is a letter to be issued by the organization / agency addressed to other organizations outside the organization itself. According to (wursanto, 1994) an exit letter is a complete letter (dated, numbered, stamped, and has been signed by the authorities) made by the agency, office or institution intended to other agencies, offices or institutions. According to (Widjaja, 1990) an exit letter is a letter issued by an organization or agency addressed to organizations / individuals outside the organization.

### E. Webqual 4.0

WebQual is one method or technique of measuring the quality of websites based on the perception of the end user. WebQual has been in development since 1998 and has experienced several interactions in the preparation of dimensions and question items, until the last version of WebQual 4.0 (Wibowo, 2015). Webqual is one method or technique of measuring the quality of a website based on the perception of the end user. This method is a development of Servqual which was widely used previously in the measurement of service quality. The research instrument on the webqual was developed with the Quality function Development (QFD) method. (Syaifullah, 2016). Webqual 4.0 is based on three areas of research: ease of use of usability, quality of information and quality of service interaction.

There are several versions of the WebQual model where each version is used in different studies tailored to the population and research needs:

- WebQual1.0 consists of 4 variables namely Usefulness, Easy of Use, Entertainment, and Interaction. This first version of WebQual is strong in the Information quality dimension, but it is weak in Service Interaction.
- WebQual 2.0 is divided into 3 different areas: Quality of Website, Quality of Information, and Quality of Service Interaction. At WebQual 2.0 developed aspects of interaction by adopting service quality.

- WebQual 3.0 was tested to identify 3 variables for the quality of a website, namely Usability, Information quality, and Quality of Service Interaction.
- WebQual 4.0 was obtained from the development of WebQual versions 1 through 3 and was also adapted and developed from SERVQUAL. WebQual 4.0 consists of 4 variables namely Usability, Information, Service Quality, and Overall.

### F. Data Collection Techniques

Data collection techniques include questionnaires, interviews, and documentation. Questionnaire is a data collection technique that is done by giving a set of questions or written statements to respondents for answers (Sukardiyono, 2017). According to the Great Dictionary of Indonesian (KBBI), the definition of a research questionnaire is a research tool consisting of a series of written questions.

### G. Likert scale

The Likert scale is used to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomena. In research, this social phenomenon has been specifically established by researchers, which is further referred to as research variables (Anip Febtriko, 2018).

### H. Validity and Rehabilitation Test

Valid research results if there are similarities between the collected data and the data that really occurs in the object studied. A valid instrument means that the measuring instrument used to obtain the data is valid. Valid means the instrument can be used to measure what should be measured (MAMIK, 2015). Reliability indicates that the instrument is consistent when used to measure the same symptoms elsewhere. The results of reliable research, if there are similarities in data at different times. A reliable instrument is one that when used multiple times to measure the same object will produce the same data (Habiby, 2017).

The purpose of testing validity and reliability is to ensure that the questionnaires we put together will be really good at measuring symptoms and generating valid data. The use of reliability testing is to assess consistency in objects and data.

## III. RESEARCH METHODS

The method used in this study is Webqual 4.0. Webqual 4.0 is a method of measuring the quality of a website based on the perception of users or visitors. The WebQual measurement method developed by Barnes and Vidgen is structured with three main areas namely usability quality, information quality and quality of service interaction based on the extent of perception about the quality of website services perceived (actual) with the level of expectation (ideal) of users (Sawhani, 2021).

The application of this method in this research is done by collecting information to website users based on statements or questions made. WebQual is an instrument that assesses the quality of a website from the end user's perspective.

The variable measurements in this study used the Likert scale. In addition to being relatively easy and practical, the well-

designed Likert scale has satisfactory reliability. Measurement of perception variables towards information system services has the following assessments:

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

This scale places the largest score on the most positive statements. Therefore, the criteria for weighting the score on this likert scale are as follows:

TABLE 1. Likert scale

No.	Variable	Information	Value Weight
1	SS	Strongly Agree	4
2	S	Agree	3
3	TS	Disagree	2
4	STS	Strongly Disagree	1

$$\text{Total Score} = T \times P_n$$

Information:

T = Number of respondents who voted

P<sub>n</sub> = Choice of likert score numbers

Furthermore, to determine the results of the interpretation used

$$\text{Index Formula \%} = \frac{\text{Total Score}}{Y} \times 100\%$$

Information:

Y = Weight of The Highest Value Of Likert \* Number of Respondents

From the formula then determined the criteria through the interval formula as follows:

$$I = \frac{100}{\text{Jumlah Skor (likert)}}$$

Respondents selected for the study were employees who were in the Working Unit of the Secretariat General of the Ministry of Law and Human Rights who used the SISUMAKER application. Questionnaires distributed to employees who are in the Planning Bureau and data and information technology center of the Secretariat General of the Ministry of Law and Human Rights are carried out using google form facilities.

#### IV. RESULTS AND DISCUSSIONS

In this study will be presented with data from all data that has been obtained, the data will be displayed in the form of a table containing minimum, maximum, sum (amount), mean (average) and percentage of the data obtained. To calculate the percentage of data that has been obtained using the formula:

$$\text{nilai \%} = \frac{\text{total skor yang diperoleh}}{\text{total skor maksimal}} \times 100\%$$

From the calculation of data using the formula above, obtained the results that will be explained in table 2.

From table 2 it can be known that the percentage value of each indicator varies in the range of values of 76% to 89%. The lowest percentage value of 76% is obtained by the X1.6 indicator. While the percentage of 89% is obtained by the X3.8 indicator. In the first row X1.1 is the 1st indicator shows that the total respondent (N) numbered 86, out of the overall respondent the lowest answer score is 2 and the highest score is 4. Then the number (sum) of respondents' answer scores on this indicator is 295 with an average of 3.4, median 3 and percentage

of 86%. In the second row X1.2, the 2nd indicator shows bring the total respondents (N) number 86, of the overall respondents the lowest answer score is 1 and the highest score is 4. Then the number (sum) of respondents' answer scores on this indicator is 290 with an average of 3.4, median 3 and percentage of 84%. And so on to the 25th indicator.

TABLE 2. Descriptive Statistical Results Based on Indicators

	Sum	Percentage	Information
X1.1	295	86%	Excellent
X1.2	290	84%	Excellent
X1.3	283	82%	Excellent
X1.4	274	80%	Excellent
X1.5	289	84%	Excellent
X1.6	261	76%	Excellent
X1.7	282	82%	Excellent
X1.8	283	82%	Excellent
X2.1	290	84%	Excellent
X2.2	303	88%	Excellent
X2.3	285	83%	Excellent
X2.4	285	83%	Excellent
X2.5	287	83%	Excellent
X2.6	290	84%	Excellent
X2.7	276	80%	Excellent
X2.8	298	87%	Excellent
X3.1	287	83%	Excellent
X3.2	289	84%	Excellent
X3.3	292	85%	Excellent
X3.4	289	84%	Excellent
X3.5	294	85%	Excellent
X3.6	279	81%	Excellent
X3.7	284	83%	Excellent
X3.8	306	89%	Excellent
Y	279	81%	Excellent

TABLE 3. Score Indicator

Percentage	Category
0% - 24,9%	Very bad
25% - 49,9%	Bad
50% - 74,9%	Good
75% - 100%	Excellent

TABLE 4. Descriptive Statistical Results Based on Variable Indicator

No.	Variable	Total Value of Respondents Per Variable	Average Value of Respondents Per Variable	Respondent Percentage Values Per Variable
1	Usability Quality (x1)	2257	26.24	82%
2	Quality of Information (x2)	2314	26.91	84%
3	Quality of Service Interaction (x3)	2320	26.98	84%
4	User Satisfaction (y)	279	3.24	81%

From table 4, it can be known that the percentage value obtained by each variable is the usability quality variable by 82%, the quality of information by 84%, the quality of service interaction by 84% and customer satisfaction by 81%. With these calculations, all variables are said to be very good.

TABLE 5. Validity Test Results

Variable	Code	r Count	r Table	Information
Usability	X1.1	0.827	0.213	Valid
	X1.2	0.839	0.213	Valid
	X1.3	0.843	0.213	Valid
	X1.4	0.727	0.213	Valid
	X1.5	0.771	0.213	Valid
	X1.6	0.724	0.213	Valid
	X1.7	0.638	0.213	Valid
	X1.8	0.812	0.213	Valid
Information Quality	X2.1	0.750	0.213	Valid
	X2.2	0.718	0.213	Valid
	X2.3	0.787	0.213	Valid
	X2.4	0.735	0.213	Valid
	X2.5	0.711	0.213	Valid
	X2.6	0.840	0.213	Valid
	X2.7	0.777	0.213	Valid
	X2.8	0.802	0.213	Valid
Service Interaction Quality	X3.1	0.742	0.213	Valid
	X3.2	0.662	0.213	Valid
	X3.3	0.742	0.213	Valid
	X3.4	0.792	0.213	Valid
	X3.5	0.691	0.213	Valid
	X3.6	0.795	0.213	Valid
	X3.7	0.725	0.213	Valid
	X3.8	0.664	0.213	Valid
User Satisfaction	Y	0.795	0.213	Valid

In table 5 it is known that the value of r calculates each item greater than the table r. It can then be concluded that all questionnaire items are considered valid.

TABLE 6. Reliability Test Results

Cronbach's alpha	N of item
0.969	25

In table 4.5 it is known that cronbach's alpha result of each variable is more than 0.70 which is 0.969 with the number of question variables as much as 25. Then it can be concluded that all questionnaire items are said to be reliable.

## V. CONCLUSIONS AND SUGGESTIONS

### A. Conclusion

Of all data collection, data processing and data analysis conducted in SISUMAKER quality analysis research with 3 variables of usability, information quality, quality of interaction services (service interaction quality) to user satisfaction, it can be concluded that:

1. SISUMAKER quality assessment based on quality of usability, quality of information (information quality), cauldron of interaction services (service interaction quality) in the category is very good.
2. The results showed that variables in the quality of usability, quality of information (information quality), quality of interaction services (service interaction quality) affect user satisfaction.

### B. Suggestion

In the SISUMAKER application is expected to add the delete feature to the wrong document when created, because during this time the wrong document is made open status and stacked when you want to create a new document. And in future

research is expected to be able to add or use other variables outside the webqual variable 4.0 or can also add research objects in order to be a comparison between SISUMAKER.

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