Influence of Organizational Culture, Competence and Quality User to User Satisfaction Information Systems

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Abstract. This study aims to examine simultaneously and partially the influence of cultural variables' organizations, the competence and quality of information systems to the satisfaction of users of information systems. This testing took samples at the Department of earnings, financial and asset management area in Banyuasin. Banyuasin chosen as the research object because for 2 years in a row to get an unqualified opinion (WTP) as a result of the audit of the financial statements of the Supreme Audit Agency (BPK). Specifically this study took place in the Office of income and financial and asset management Banyuasin district, with a sample of 30 employees from 6 units. From the test results it is known that variable of organizational culture, organizational systems user competence, and quality information system partially significant effect on the user satisfaction of information systems. Simultaneously, the third variation independent variables significantly influence the information system user satisfaction.

Keywords: Organizational Culture, user competence, quality information system, user satisfaction, the Department of income and financial and asset management area Banyuasin.

Abstrak. Penelitian ini bertujuan untuk menguji secara simultan dan parsial pengaruh dari variabel budaya organsasi, kompetensi pengguna dan kualitas sistem informasi terhadap kepuasan pengguna sistem informasi. Pengujian ini mengambil sampel di Dinas pendapatan, pengelolaan keuangan dan aset daerah di Kabupaten Banyuasin. Kabupaten Banyuasin dipilih sebagai objek penelitian karena selama 2 tahun berturut-turut mendapatkan opini wajar tanpa pengecualian (WTP) sebagai hasil audit atas laporan keuangan dari Badan Pemeriksa Keuangan (BPK). Secara khusus penelitian ini mengambil lokasi di Dinas pendapatan dan pengelolaan keuangan dan asset daerah kabupaten Banyuasin, dengan sampel sebanyak 30 orang pegawai dari 6 unit kerja. Dari hasil pengujian diketahui bahwa variabel budaya organisasi, kompetensi pengguna sistem organisasi, dan kualitas system informasi secara parsial berpengaruh signifikan terhadap kepuasan pengguna sistem informasi. Secara simultan ketiga variasi variable bebas berpengaruh signifikan terhadap kepuasan pengguna system informasi.

Kata Kunci : Budaya Organisasi, Kompetensi pengguna, kualitas sistem informasi, kepuasaan pengguna, Dinas pendapatan dan pengelolaan keuangan dan asset daerah Kabupaten Banyuasin.

1 Introduction

E-gov Provides new opportunities to improve the quality of government, by way of improved efficiency, new services, increase of citizen participation and the existence of an increase of in the global information infrastructure. The realization of Good Government in the implementation of regional autonomy in the area of financial management needs to be conducted in a professional, open and be held responsible in accordance with the basic rules set out in legislation [Saleh, Darwanis and Burn, 2012]. Based on the publication of the audit of RI in the summary results of the first half and the second in 2014 note that from 15 regencies / municipalities and the provincial government in South Sumatra there are four (4) areas for two years to get an unqualified opinion (WTP), The fourth area of two consecutive years items, namely in 2012 and 2013 get a WTP opinion is Lubuk Linggau district. East OKU District. OIC and the District. Banyuasin. In order for this research is more focused and not deviate from the existing problems, the need for a boundary problem. Limitation of problem in this research is to measure the influence of organizational culture, the competence of human resources (HR) and the quality of information systems to the satisfaction of the users of information systems in Banyuasin.

1.1 Identification of problems

Following up on the issues contained in the above background, the identification of issues to be raised in this study are:

1. Creating good governance (good governance)
2. The use of technology and information systems in the government to provide good service to the community.
3. The efficiency of government services to improve the quality of service of government agencies
4. The Government of the provinces in South Sumatra which Banyuasin city that for two years to get an unqualified opinion (WTP). Financial statements and audit tables accountable local government is one of the results of the use of information systems in local government management.

1.2 Purpose

The aim in this study are:

1. To know how big influence of organizational culture on user satisfaction information system.
2. To know how much influence the human resources within the competence of the user satisfaction of information systems.
3. To determine how much influence the quality of information systems to the satisfaction of users of information systems.

1.3 Benefits of research

Research the benefits that result from this research can provide input in solving the problems that occur in the culture of the organization, the human resources that occur in the quality of information systems to the satisfaction of users of information systems are used. Based on the theory developed and produced empirical evidence, then the phenomenon will occur can be remedied through the culture of the organization and competence of human resources to improve the quality of information systems to the satisfaction of users of information systems as well.

2 Literature review

A. *Theory of Reasoned Action* (TRA)

Theory of Reasoned Action (TRA) is a theory that is associated with the attitude and behavior of individuals in carrying out the activities. Someone will take advantage of Information Systems (IS) on the grounds that such a system would produce benefits for themselves. [Sheppard et al. 1988] states that the TRA was used to predict the behavior in many ways

B. *Electronic Governance*

e-Governance is composed of two essential elements, namely 'governance' as the main concepts and 'electronic' or ICTs (Information and Communication Technologies) as a tool to improve the process of governance. The concept of governance evolved since the 1980s [Bevier, 2007], while the concept of e-Government was first developed in America in 1993 [Gronlund, 2007: 364], while the concept of Internet use in government began to be identified since the 1970s [Gronlund 2007 : 364].

C. Information Systems

According [Mcleod, 2010], the information system is a system that has the ability to collect information from all sources and uses various media to display information. Another definition Sutabri according to Tata, the information system is a system within an organization reconcile the needs of daily transaction processing that supports the managerial functions of the organization in strategic activities of an organization to be able to provide to outside parties specified by the report - a report that is required.
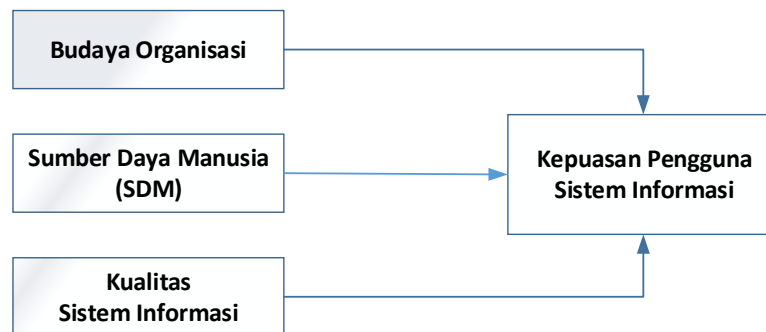

Figure 2.1 Framework

2.1 Validity Test

Validity test used to measure the validity of a questionnaire or a measuring instrument which is designed in the form of questionnaires can actually perform its function. A questionnaire is said to be valid if the statements in the questionnaire were able to reveal something that will be measured by the questionnaire [Ghozali, 2011]. Variables that test the validity is Cultural Organization (X1), User Competence Information Systems (X2), Quality Information System (X3), and User Experience Information Systems (Y). All the questions used in the questionnaire to measure each variable is valid.

2.2 Reliability Test

A questionnaire said to be reliable (reliably) if the respondent's answer to a question is consistent or stable over time. A construct or a variable is said to be reliable if the value of Cronbach Alpha> 0.70 [Ghozali, 2011]. In line with the statement of [Barker et al, 2002: 70] says that to see whether or not a measuring instrument reliably use statistical approaches, namely through the coefficient of reliability. Reliability coefficient greater than 0.70, then the whole statement stated reliably. In this study the entire variable using a questionnaire, which is the study variables Cultural Organization (X1), User Competence Information Systems (X2), Quality Information System (X3) and User Satisfaction Information Systems (Y). All the variables used are reliable.

2.3 Descriptive

Based on the test results found that:
a. Variable X1 has a maximum value of 46, a minimum value of 31, with a mean of 39.97 and a standard deviation of 3.327.
b. X2 has a maximum value of 43, the minimum value of 30, standard deviation of 3.655 and a mean value of 38.43.
c. Next is the variable X3 which has a minimum value of 50, the maximum value is 73 with a standard deviation of 5.772 and a mean value of 65.83.
d. While the dependent variable Y has a standard deviation of 2.047, the mean value of 26.50, the maximum value of 30 and a minimum value of 23.

3 Result

The following tables show the partial test results are:

Variables	Coefficients	Significations
Constants	0.220	0.000
Organizational Culture	0.058	0.007
User Competence Information Systems	0.959	0.000
Quality of Information Systems	0.044	0.001

Based on the test results of Ordinary Least Square on the influence of organizational culture variable, User Competence Information Systems, Information Systems and Quality on User Satisfaction Information System, the regression equation is obtained as follows:

> User Satisfaction Information System = **0,22** + **0,058** Organizational culture + **0,959** User Competence Information Systems + **0,044** Quality of Information Systems + **e**

So it can be explained that:
a. Constant of 0.22 states that if the independent variables are considered constant, then the average user satisfaction is 22%.
b. Organizational Culture regression coefficient of 0.058 or X1 states that any change in the organizational culture or policies in the work environment, the effect on the User Satisfaction Information Systems 5.8%.
c. Furthermore, regression coefficients or the Information System User Competence of 0,959 X2 states that any changes to the User Competence Information System will affect User Satisfaction Information System by 95.9%.

d.   The latter is the regression coefficient Quality Information System or X3 is equal to 0.044 states that any changes to Quality Information System will affect User Satisfaction Information Systems 4.4%.

4 Discussion

The test results in this study is known that significantly influence the Organizational Culture User Satisfaction Information Systems. The results are consistent with the theory that argues that "organizational culture can always be found in the information system" [Laudon and Laudon, 2012: 115]. Also in accordance with the opinion of "information system used will add value to the company when affected culture" [Stair & Reynolds, 2010: 43]. As well as research results [Weber & Pliskin, 1996] which states that organizational culture plays an important role in the effective implementation of the integration of information systems

The result of research that showed a significant effect of Competence System User Information to User Satisfaction Information System in accordance with the results of research [Soegiharto, 2001] which says, profitable for the company to have at least one personnel with high ability in the information system used by the company, where the presence of personnel can help other users to use the system properly. As well as the results of research conducted [Daoud & Triki, 2013] that the competence of human resources (personnel / user) information system is an important factor in the success of information systems.

The third variable in this study is the variable quality of Information Systems. Based on the test results found that the variable quality of Information Systems has a significant effect on the dependent variable User Satisfaction Information Systems. User satisfaction information system depends on the quality or success of information systems that can assist in the completion of tasks and users based on the number of users as well as the nature of the users of the system [Weber, 1997: 907]. This is in line with the said [DeLone & MDLean, 1992, 2003] and [Stair & Reynolds, 2010: 74], that user satisfaction can be seen in the quality of information systems and quality of information produced.

5   Conclusions and recommendations
5.1 Conclusions

Based on the above description and discussion in the previous chapter, it can be concluded as follows.
1.   The results of this research it is known that significantly influence the Organizational Culture User Satisfaction Information Systems.
2.   The results showed a significant effect of Competence Information System User to User Satisfaction Information Systems
3.   Based on the test results found that the variable quality of Information Systems has a significant effect on the dependent variable User Satisfaction Information Systems.

5.2 Recommendations

To improve the quality of information systems in addition to establishing an integrated information system is physically either software, hardware and networks, required completion time of each job by default.

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