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Original Research Article

Analysis of the Effect of System Quality and Information Quality on Net Benefits through User Satisfaction of the Basic Education Data Information System (DAPODIK) in all junior high schools in Manggarai Regency

Novita Lisa[1*], Yusaq Tomo Ardianto[2]

[1]Information Systems Management, Magister Management, University of Merdeka Malang, Indonesia
[2]Lecture on Faculty of Economicsand Business, University of Merdeka Malang, Indonesia

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Abstract: Through user satisfaction of the primary education data information system (DAPODIK) in junior high schools in the Manggarai district, this study seeks to characterize the impact of system quality and information quality on net benefits. The sampling technique uses the census method. The population in this study were all operators at junior high schools in Manggarai district, totaling 81 people. Samples were taken using a census so that 81 operators became the object of research. The process of collecting research data uses a questionnaire or questionnaire which is distributed using a Google form sent via WhatsApp with a Lickert scale. The technique used for testing the hypothesis is path analysis and the tool used in data processing is SPSS 26 Software. Based on the path analysis of this study found that there are 4 hypotheses that have a positive and significant influence, that is, the relationship between information quality and net benefits, the relationship between system quality and user satisfaction, and the relationship between user satisfaction and net benefits. The system quality on net benefits, information quality on user satisfaction, and information quality on net benefits through user satisfaction were the hypotheses that were disproved in this study.

Keywords: System Quality, Information Quality, User Satisfaction, Net Benefit.

A. INTRODUCTION

The primary and secondary education basic data information system (DAPODIK) used by junior high schools throughout Manggarai Regency is an information system to overcome problems faced by schools, and provides convenience related to processing basic educational data which includes school data, data on facilities and infrastructure, data on educators and education personnel and student data. Apart from making it easier, of course it won't take a lot of time to get the information needed, such as school profiles and data searches. The Dapodik application system requires hardware, software, and human operators to function. The aforementioned elements need to be connected in order for school administration operations to function properly. Consequently, in order to determine if the application system components are operating as intended, an analysis procedure is required.

In this research, analysis activities were carried out on a Dapodik application system to assess whether the Dapodik application system used can meet the needs of the system's users. Previous research has carried out several empirical studies to test models of information system success with several dimensions measuring the relationship between several of the variables mentioned above. The success test obtained from this research shows that the results of each relationship between variables are relatively different.

Hudin *et al*., (2016) conducted a study that employed the DeLone and McLean information system success model to investigate the effective utilization of precise information systems. The findings demonstrated that user satisfaction was positively and significantly impacted by system and information quality. Users significantly and favorably impact the overall value of information systems.

Based on the DeLone and McLean model, this study examines the variables that may affect the DAPODIK information system's net benefits in junior

***Corresponding Author:** Novita Lisa
Information Systems Management, Magister Management, University of Merdeka Malang, Indonesia

high schools in the Manggarai Regency. Many academics frequently refer to the DeLone and McLean success model, which ranges from the 1992 model to the revised information system success model (DeLone and McLean 2013 and 2016). System quality, information quality, user happiness, and net benefits are the four elements that the research model employs to determine if an information system is successful. In the development of an information system used by an institution, it is necessary to look at the success and positive impact that the information system has on the net benefits received by the institution related to the satisfaction of users of the information system. The benefit obtained from the results of DAPODIK information system research is that the results of this research will be able to provide input to DAPODIK information system developers so that they can further improve the DAPODIK information system, in order to increase the benefits that schools usually take from using the DAPODIK information system.

B. LITERATURE REVIEW

1. System Quality

System quality is the nature of the combination of programming and equipment in a data framework that is centered on the execution of system performance where elements of equipment, programming, approaches and information system techniques can solve user problems well (Urbach and Mueller, 2011). Indicators of system quality that were employed in this study include flexibility, security, response time, dependability, and ease of use.

2. Information Quality

The ideal features of system performance outcomes are referred to as information quality (DeLone and McLean, 2016). Information quality pertains to the nature of the results or outcomes of the system that produces information to users. Quality information can be useful in navigation, especially with more educated choices. More efficient resource allocation and faster responses will reduce expenses and produce greater profits, as mentioned by Suhendro in his research in 2016. Indicators for measuring the quality of information are: *Completeness*, *relevance*, accurate, *timeliness*, *format*.

3. User Satisfaction

User response to information system results is known as user satisfaction. User satisfaction can be identified as a general assessment of the experience experienced by system users as well as the potential impact of using the information system (Setyo and Rahmawati, 2015). Indicators for measuring user satisfaction are: *efficiency*, *effectiveness*, *satisfaction*.

4. Net Benefits

DeLone and McLean (2016) indicate that Net benefit is the most significant variable because it describes the balance between positive and negative effects of individual and organizational acceptance of the use of information systems. Several indicators that can be used to measure the net benefit variable are as follows: *job effectiveness*, *job performance*, *task productivity*.

C. METHODOLOGY

Based on the desired outcomes, a descriptive analysis method using a quantitative approach was employed in this study. The process starts with the development of a theoretical model and analysis as a foundation for short-term inquiries (hypotheses), then moves on to operationalize the concept until conclusions are drawn as a finding. The population in this study were 81 operators at junior high schools throughout Manggarai Regency. Sampling was carried out using the census method where all members of the population became the research sample, resulting in 81 samples. A questionnaire using a Likert scale of 1 to 5 was the research tool. Interval data is the kind of information collected by distributing questionnaires. The data analysis technique uses linear regression using SPSS 26 analysis with path analysis. The system quality (X1), information quality (X2), user satisfaction (Y1), and net benefits (Y2) are the independent variables used in this study.

D. RESULT

The results of the research were carried out in several steps, the tests in this research can be described as follows:

1. Research Instrument Test Results

The validity test is carried out to test the accuracy of the instrument in knowing that the instrument has carried out the measurement function. Each statement item's correlation value is compared to the t table correlation value using the validity test. Product moments at alpha = 0.05 & n = 81 of 0.217 determine the r value. There is a significant correlation between the scores of each question item and the total score, as evidenced by the question item's positive correlation coefficient value, greater than the r table or r table, and smaller probability than alpha. A substantial correlation demonstrates that the research-useful question items are valid and truly useful for measuring the instrument variables. Table 1.1 presents the results of the reliability test.

Table 1.1: Instrument Reliability Test Results

Variable	Cronbach's Alpha	r Table	Results
System Quality (X1)	0,762	0,217	Reliable
Information Quality (X2)	0,883	0,217	Reliable
User Satisfaction (Y1)	0,890	0,217	Reliable
Net Benefits (Y2)	0,862	0,217	Reliable

The table above displays the results of the reliability test. It is evident that all variables have coefficient values greater than the table's r value, indicating that the respondents understood the questions and answered them consistently.

2. Descriptive Test Results

A Likert scale-equipped questionnaire is used as the research tool. Interval data is the kind of information gathered from the responses to surveys that are distributed. In distributing quantitative analysis questionnaires, the answers are weighted by giving a score. Descriptive testing was carried out to find out respondents' answers using questionnaire data collected in the research. Table 1.2 displays the results of the descriptive tests.

Table 1.2: Descriptive Analysis Test Results

System Quality (X1)	Average	User Satisfaction (Y1)	Average
Ease of Use	4, 69	Efficiency	4,47
Reliability	4,32	Effectiveness	4,64
Access Speed	4,19	Satisfaction	4,48
Flexibility	3,27		
Security	4,19		
Information Quality (X2)	**Average**	**Net Benefit (Y2)**	**Average**
Completeness of Information	4,29	Work Effectiveness	4,45
Relevant	4,34	Job Performance	4,39
Accurate	4,36	Work productivity	4,39
Punctuality	4,25		
Format	4,54		

The results of descriptive testing of system quality show that the answers to each of the five indicators are proven. These answers show that on average respondents tend to agree with the five indicators. The indicator that gives the biggest role to the system quality variable is ease of use which includes easy to use and easy to learn, making it easier for users to input data. What needs to be developed is flexibility where the system can be accessed anytime and anywhere and can use any device.

Descriptive quality of information shows that the answers to each of the five indicators are proven. These answers show that the average response tends to agree with the five indicators. The indicator that plays the biggest role in the quality of information is "format" which includes presenting information that is easy to understand, making it easier for users to process data. What needs to be developed is timeliness which includes the process of updating information so that it can be provided in real time.

Descriptive user satisfaction shows that the answers to each of the three indicators are proven. These answers show that the average response tends to agree with the two indicators. The indicator that plays the biggest role in user satisfaction is "effectiveness" which includes user satisfaction in processing school data using the DAPODIK information system. So it is easy to fulfill data needs requested by the central government and by schools.

Descriptive net benefits show that the answers to each of the three indicators are proven. These answers show that on average respondents tend to agree with the three indicators. The indicator that plays the biggest role in net benefits is "work effectiveness" which includes the effectiveness of the Dapodik information system in increasing users' ability to process data.

3. Classic Assumption Test Results

The regression equation that is obtained can be guaranteed to have precise and consistent estimates by using the traditional assumption test. The outcomes of the traditional research assumption test are as follows. Regression analysis must fulfill classical assumptions, including:

a) Multicollinearity Test

Multicollinearity is tested with VIF (Value Inflation Factor), multicollinearity is needed to determine whether there are independent variables that are similar between independent variables in one model. If the VIF of the independent variable is <5, It indicates that multicollinearity does not occur, and multicollinearity does occur if the VIF value is greater

than 5. The following table displays the analysis's findings:

Table 1.3: Table of Multicollinearity Test Results

Variable	Collinearity Statistics		Specifics
	Tolerance	VIF	
System Quality-User Satisfaction	0,838	1,193	Multicollinearity does not occur
Information Quality-User Satisfaction	0,838	1,193	Multicollinearity does not occur
System Quality-Net Benefits	0,801	1,248	Multicollinearity does not occur
Information Quality-Net Benefits	0,836	1,195	Multicollinearity does not occur
User Satisfaction-Towards Net Benefits	0,938	1,067	Multicollinearity does not occur

It is evident from the VIF computation results that the independent variables, namely system quality and information quality, have values below 5, thus the regression model does not have multicollinearity problems.

b) Heteroscedasticity Test

Heteroscedasticity means that there is unequal residual variation for all observations, that there is greater variance in the residuals in the larger number of observations. Heteroscedasticity was tested using a chatter plot, The following figure displays the results of the heteroscedasticity test:

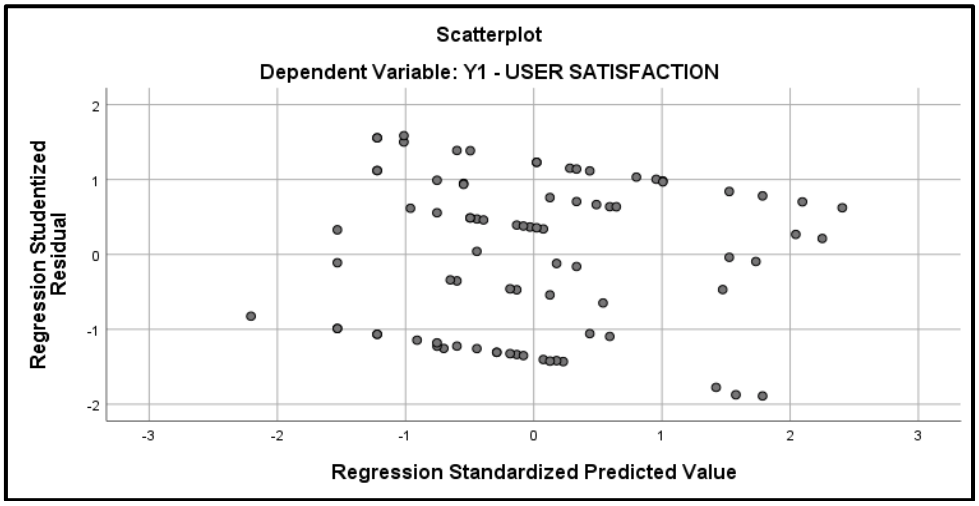

Figure 1.1: Heteroscedasticity Test Model 1

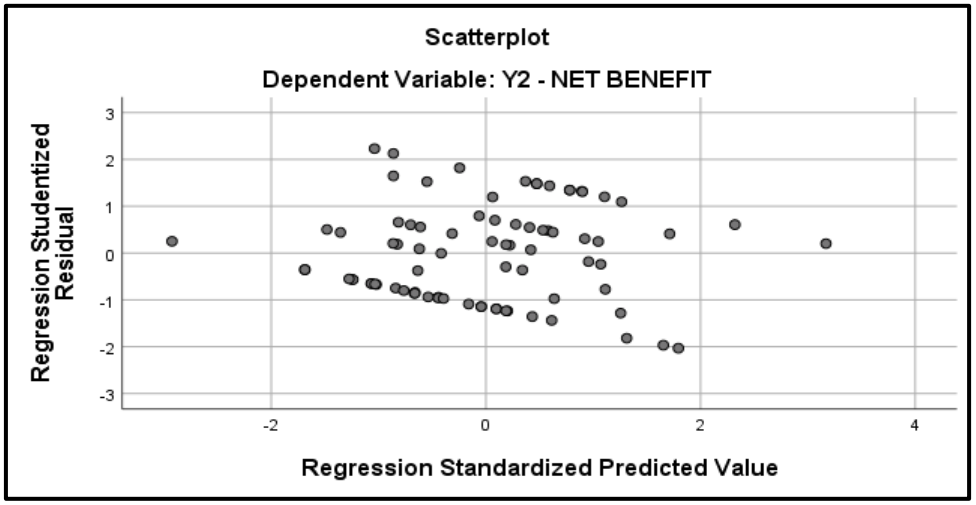

Figure 1.2: Heteroscedasticity Test Model 2

Based on Figures 1.1 and 1.2 above, it appears that the points are distributed irregularly, do not form any clear particulars, and are distributed below or above the zero value on the Y axis. This means that in the regression model there is no heteroscedasticity.

c) Data Normality Test

This normality test is intended to determine whether or not the independent and dependent variables have a normal distribution. Ghozali (2006) stated that detecting normality of data can be carried out by observing the distribution of data around the diagonal line or following the direction of the diagonal line, so this indicates that the data is normally distributed.

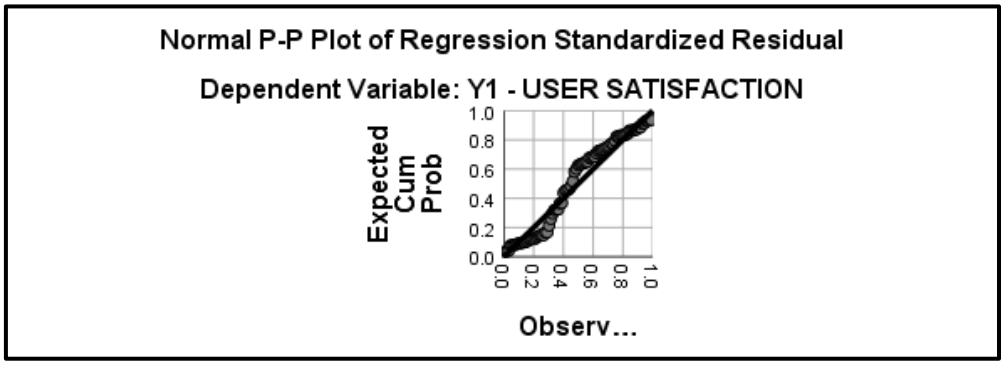

Figure 1.3: Model 1 Data Normality Test

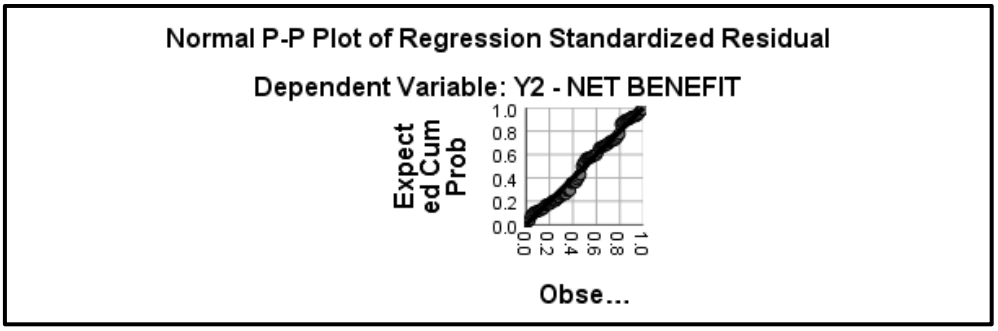

Figure 1.4: Model 2 Data Normality Test

Figures 1.3 and 1.4 indicate that the distribution of points is around the diagonal line or close to the diagonal line. This suggests that the variables under investigation comprise net benefits with a normal distribution, system quality, information quality, and user satisfaction.

4. Model Validity Test

Path analysis testing to ascertain the validity of the analysis performed. Two indicators must be examined in order to test the validity of the path analysis model: the total coefficient of determination (Rm^2). The coefficient of determination in this instance (Rm^2). is equivalent to how the coefficient of determination is interpreted (R^2). Regression analysis using.

Rm^2(Model) = 1- $\left(\sqrt{1-R_1^2} * \sqrt{1-R_2^2}\right)$

Rm^2 (Model) = 1- ($\sqrt{1-0{,}625}$.$\sqrt{1-0{,}840}$

Rm^2 (Model) = 1-(0,375. 0,16)

Rm^2 (Model) = 1- 0,06

Rm^2 (Model) = 0,94 = 94%

From the calculations that have been carried out, it was found that the total coefficient of determination is 0.94 or 94%. This shows that the model employed in this study can account for up to 94% of the information found in the data. The remainder, around 6%, can be ascribed to additional variables not accounted for in the model or could be measurement error.

5. Path Coefficient Testing (Regression Analysis)

a. Model 1 Regression Analysis

The following table displays the findings of the regression analysis between information quality (X2) and system quality (X1) on user satisfaction (Y1):

Table 1.4: Regression Analysis Model 1

Independent Variable	Unstandadized Coeficients		Beta	t Count	Probability
	B	Std. Error			
(Constant)	18,151	0,854		21,258	0,000
System Quality (X1)	0,183	0,019	0,718	9,419	0,000
Information Quality (X2)	0,034	0,017	0,149	1,955	0,054
Dependent Variable	User Statisfaction (Y1)				
R Square	0,625				

Table 1.4's regression analysis results indicate that system quality (X1) has a positive and significant impact on user satisfaction (Y1), with the system quality beta coefficient value on user satisfaction being 0.718 and a significant value of 0.000, which is less than 0.05.

Regression analysis results indicated that there is no positive and significant relationship between information quality and user satisfaction, with a beta coefficient value of 0.149 and a significance value of 0.054, greater than 0.05.

Based on the summary model's coefficient of determination, which indicates that the influence of other variables is 16.0% and the R square value is 0.840, or 84.0%. This demonstrates that 62.5% of the user satisfaction variable is derived from system influence and information quality, with the remaining 37.5% coming from other variables.

b. Model 2 Regression Analysis

Results of regression analysis between system quality X1 and benefits Y2, The quality of information X2 on net benefits Y2 and user satisfaction Y1 on net benefits Y2 are presented in the following table:

Table 1.5: Model 2 Regression Analysis

Independent Variable	Unstandadized Coeficients		Beta	t Count	Probability
	B	Std. Error			
(Constant)	17,295	0,762		22,697	0,000
Sistem Quality (X1)	-0,155	0,016	-0,497	-9,692	0,000
Information Quality (X2)	-0,189	0,014	0,680	13,569	0,000
User Statisfaction (Y1)	-0,256	0,018	0,663	14,000	0,000
Dependent Variable	Net Benefit (Y2)				
R Square	0,840				

Table 1.5's regression analysis results indicate that system quality (X2) has a positive and significant impact on net benefits (Y2), with the system quality beta coefficient value on net benefits being -0.497 and a significant value of 0.000, which is less than 0.05.

The findings of the regression analysis indicate that information quality has a positive and significant impact on net benefits, with the beta coefficient value of information quality on net benefits being 0.680 and the significance value being 0.000, which is less than 0.05.

The findings of the regression analysis indicate that there is a positive and significant relationship between user satisfaction and net benefits, with the beta coefficient value of user satisfaction on net benefits being 0.663 and the significance value being 0.000.

Based on the summary model's coefficient of determination, which indicates that the influence of other variables is 16.0% and the R square value is 0.840, or 84.0%. This demonstrates that 84.0% of the net benefit variable is derived from the influence of information quality, and 16% is derived from other variables.

6. Path Analysis Result

To prove the results of the direct and indirect influence between system quality variables and information quality on net benefits through user satisfaction, a path analysis can be carried out as shown in the following figure:

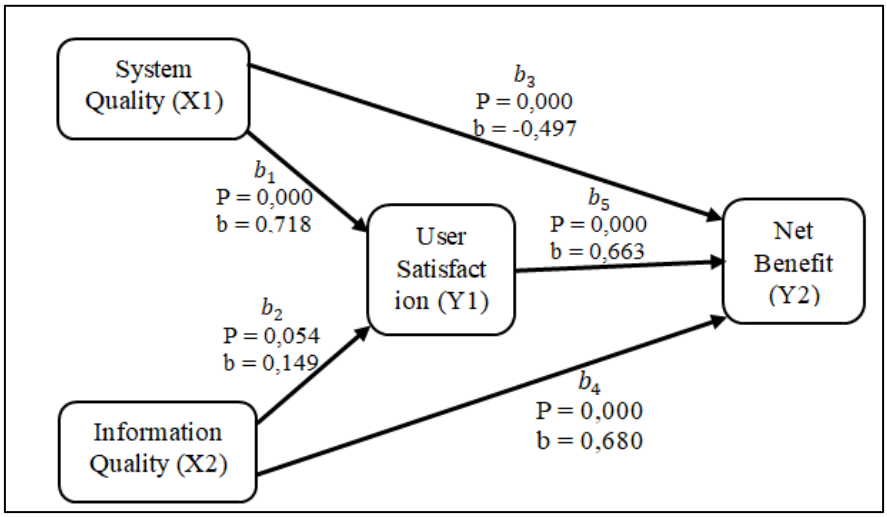

Figure 1.5: Path Analysis Results

The impact of system quality X1 on net benefits is represented by the test results in the path analysis. X1 via user contentment and the impact of information caliber X2 on benefits net Y2 by means of user contentment The table that follows shows Y1:

Table 1.6: Recapitulation of Path Analysis Results

Variable	direct impact	Undirect Effect	Entire Effect
System Quality (X1)-User Satisfaction(Y1)	0,718		
Information Quality (X2)-User Satisfaction (Y1)	0,149	-	
System Quality (X1)-Net Benefits (Y2)	-0,497	-	
Information Quality (X2)-Net Benefits (Y2)	0,680	-	
User Satisfaction (Y1)-Net Benefits (Y2)	0,663	-	
System Quality (X1) to Net Benefits (Y2) through User Satisfaction (Y1)	-0,497	0,718 X 0,663=0,476	-0,021
Information Quality (X2) to Net Benefits (Y2) through User Satisfaction (Y1)	0,680	0,149 X 0,663=0,098	0,778

Based on the table above, namely a summary of the path analysis results, As can be seen, the indirect effect of system quality and net benefits through user satisfaction is multiplied results in 0.476. Concurrently, there exists an indirect pathway of 0.098 that links the information quality variable to net benefits through user satisfaction. Then, the information quality has a direct impact of 0.680 on net benefits and the system quality variable has a direct impact of -0.497 on net benefits. Overall system quality has a -0.001 impact on net benefits through user satisfaction, while overall information quality has a 0.295 impact on net benefits through user satisfaction.

According to the findings, there is a larger indirect impact of system quality (0.476) than a direct effect (-0.497) on net benefits through user satisfaction. Because the indirect influence value of user satisfaction is higher than the direct influence value, these results indicate that user satisfaction has the status of an intervening variable in the relationship between system quality and net benefits.

The information quality variable has a larger direct impact (0.680) on net benefits through user satisfaction than an indirect effect (0.098). Because the indirect influence value is higher than the direct influence value, these results demonstrate that user satisfaction does not have the status of an intervening variable in the influence of information quality on net benefits.

E. DISCUSSION

According to the descriptive analysis's findings, a system's quality is determined by its usability, accessibility, flexibility, dependability, and security. The primary factor affecting the DAPODIK information system's quality is its ease of use—that is, its ability to be used and learned quickly. Respondents' responses to system quality were good, meaning that respondents agreed with the system quality in the DAPODIK information system.

Information quality is formed from an ongoing process and the information produced can meet user needs standards both in terms of timeliness, completeness, accuracy, relevance and format. The main thing that influences the quality of information is the format in which the information is presented. The respondent's response to the quality of the information was good, meaning that the respondent agreed with the quality of the information in the DAPODIK information system.

User satisfaction is formed through satisfaction with the information obtained and satisfaction with how the system works/effectiveness in processing school data, Apart from that, the suitability of the information to the user so that the user can feel the suitability of the system to what is needed. The main thing that influences user satisfaction is that the effectiveness of the information system is quite good and very helpful in completing work.

Net benefits are formed through work effectiveness, productivity and work performance. Users think that the existing system can make things easier for users and save time in completing work. Respondents' responses to the net benefits were good, meaning that respondents agreed to the net benefits of the DAPODIK information system.

User satisfaction with the DAPODIK information system can be raised by system quality. where variables related to user satisfaction are influenced by system quality. Accordingly, users will be more satisfied with the DAPODIK information system's quality the higher the system quality. This is reflected in all of the DAPODIK information system's quality indicators, which have helped to raise user satisfaction. This is particularly true of the ideal influence indicator, which is reflected in how simple it is to use and understand so that users can finish tasks with ease. This result is consistent with earlier studies by Saputro *et al*., (2016), who discovered that system quality significantly and favorably affects user satisfaction.

User satisfaction with the DAPOIK information system cannot be increased by information quality. where user satisfaction is unaffected by the quality of the information. This shows that even though the presentation of information is easy for users to understand, it will not make users feel satisfied if the information produced is not timely and the data accessed does not produce good information. This result is in line with earlier studies by Kholis *et al*., (2020), who discovered that user satisfaction is not positively and significantly impacted by the quality of the information.

The DAPODIK information system's net benefits may be impacted by system quality. where net benefits are positively and significantly impacted by system quality. This means that if the quality of the system in the DAPODIK information system is higher, it will result in higher benefits felt by individuals and schools. This can be seen from the quality of the system which is easy to use and easy to learn, so that it does not improve work performance or can improve work performance. This result is in line with earlier research by Krisdiantoro *et al*., (2016), which discovered that system quality significantly and favorably affects net benefits.

The net benefits of the DAPODIK information system may be impacted by the quality of the information. where net benefits are directly positively impacted by information quality. This is reflected in each indicator in the quality of information which contributes to increasing net benefits. This implies that the benefits to the school itself will increase with the quality of the information obtained. This can be seen from the information presentation format which is easy to understand and easy to learn, so that it can increase work effectiveness and can improve the ability to process data. This finding is in line with previous research conducted by (Krisdiantoro *et al*., 2017), which also found that information quality has a positive and significant influence on net benefits.

User satisfaction can have an impact on the net benefits of the DAPODIK information system. Where user satisfaction can influence net benefits. This is reflected in each indicator in the system user satisfaction variable which has contributed to increasing net benefits, especially in the work effectiveness indicator which shows that by using the DAPODIK information system users can make work easier because the existing system is very efficient and effective in processing school data and can improve the user's ability to process data. Thus, user satisfaction affects the system's individual users, which in turn affects the advantages the school gains from the DAPODIK information system. This result is in line with earlier research by Yusaq Tomo *et al*., (2017), which also discovered a positive and significant relationship between net benefits and user satisfaction.

System quality affects net benefits by way of DAPODIK information system user satisfaction. When system quality has a positive indirect effect on net benefits because of user satisfaction. Accordingly, the more benefits the school receives and the happier users are with the DAPODIK information system, the higher the system's quality. This demonstrates how users can quickly process data and information in accordance with their needs by utilizing the DAPODIK information system. Thus, user satisfaction influences specific system users, which in turn influences the school's ability to receive social assistance and allowances through the system, in order for user satisfaction increases and the benefits obtained by the individual as well as the benefits obtained by the school. In this case, user satisfaction can mediate system quality on net benefits. This result is consistent with research by Fadhillah (2021), which shows that system quality influences net benefits through user satisfaction in a positive and significant way.

Information quality and net benefits cannot be mediated by user satisfaction. Where the information quality variable does not have an indirect favorable impact on net benefits. This shows that even though the presentation of information is easy for users to understand, it will not make users feel satisfied if the information produced is not timely and the data accessed does not produce good information. So good quality information does not necessarily increase user satisfaction. This finding is consistent with research conducted by Erwin *et al*., (2019), who also found that information quality does not have a positive and significant influence on net benefits through user satisfaction.

F. CONCLUSION AND FUTURE RESEARCH

Based on the findings of studies conducted by sending out questionnaires, the outcomes showed that the quality of the system can be stated to be good and can satisfy system users. However, it is hoped that the system will always be maintained and rejuvenated to increase the access speed of the system. Meanwhile, the quality of information still needs to be improved. This is related to system disruptions that still occur frequently. This will result in disruption in accessing information. Especially in terms of updating information, efforts must be made to always be timely.

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