

DETERMINANTS OF USER SATISFACTION IN ELECTRONIC PROCUREMENT SERVICES MEDIATED BY TRUST IN THE REGIONAL OFFICE ENVIRONMENT

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Abstract

Background – In the current 4.0 industrial revolution, the government is required to be able to create innovations including in public services based on information and communication technology. In addition, E-procurement is a form of innovation based on e-government which is almost entirely accomplished by making use of information and communication technology.

Aim – This study aims to determine the effect of perceived convenience and transparency on Electronic Procurement Services or LPSE user trust, the effect of ease, transparency and trust on LPSE user satisfaction, the impact of trust in mediating the effect of perceived convenience on LPSE user satisfaction, and the role of trust in mediating the effect of transparency on LPSE user satisfaction.

Design/ Methodology/ Approach – Respondents in this study were businessmen and consultants who had participated in tenders within the Ministry of Religion D. I. Yogyakarta as many as 180 respondents using the accidental sampling technique. A quantitative method of SEM and AMOS was applied in the study.

Findings – From the tested and collected data, the results show that ease and transparency perceptions affect positively and significantly on user trust. Furthermore, the feeling of convenience, transparency and trust bring a favorable and significant impact on user satisfaction. User satisfaction is unaffected by user perception through trust as an intervening variable.

Conclusion – “Trust” does not have any influence on perceptions of ease and transparency. So that electronic purchases within the ministry of religion do not look at this and simply use transparency and convenience as a form of satisfaction.

Research implication – Improvements to the LPSE system need to be carried out continuously by considering user opinions, so that an LPSE system will be obtained that meets user expectations so that user satisfaction can be achieved.

Limitations – research was only carried out within the Regional Office of the Ministry of Religion D.I. Yogyakarta, so it cannot represent all LPSE users.

Keyword: LPSE, Convenience, Transparency, User, Trust, Satisfaction.

Abstrak

Latar Belakang - Di era revolusi industri 4.0 saat ini, pemerintah dituntut untuk mampu menciptakan inovasi termasuk dalam pelayanan publik berbasis teknologi informasi dan komunikasi. Selain itu, E-procurement merupakan bentuk inovasi berbasis e-government yang hampir seluruhnya dilakukan dengan memanfaatkan teknologi informasi dan komunikasi.

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Tujuan - Penelitian ini bertujuan untuk mengetahui pengaruh kenyamanan dan transparansi yang dirasakan pada Layanan Pengadaan Secara Elektronik atau kepercayaan pengguna LPSE, pengaruh kemudahan, transparansi dan kepercayaan terhadap kepuasan pengguna LPSE, pengaruh kepercayaan dalam memediasi pengaruh kenyamanan yang dirasakan terhadap kepuasan pengguna LPSE, dan peran kepercayaan dalam memediasi pengaruh transparansi terhadap kepuasan pengguna LPSE.

Desain/ metodologi/ pendekatan - Responden dalam penelitian ini adalah pengusaha dan konsultan yang pernah mengikuti tender di lingkungan Kementerian Agama D.I. Yogyakarta sebanyak 180 responden dengan menggunakan teknik accidental sampling. Metode kuantitatif SEM dan AMOS diterapkan dalam penelitian ini.

Temuan - Dari data yang diuji dan dikumpulkan, diperoleh hasil bahwa persepsi kemudahan dan transparansi berpengaruh positif dan signifikan terhadap kepercayaan pengguna. Selain itu, perasaan nyaman, transparan, dan terpercaya membawa dampak positif dan signifikan terhadap kepuasan pengguna. Kepuasan pengguna tidak dipengaruhi oleh persepsi pengguna melalui kepercayaan sebagai variabel intervening.

Kesimpulan - “kepercayaan” tidak memberikan pengaruh apapun terhadap persepsi kemudahan dan transparansi. Sehingga pembelian secara elektronik di lingkungan kementerian agama tidak memandang hal tersebut dan cukup dengan transparansi dan kemudahan sebagai bentuk kepuasan didapat.

Implikasi penelitian - Perbaikan sistem LPSE perlu dilakukan secara terus menerus dengan mempertimbangkan pendapat pengguna, sehingga akan diperoleh sistem LPSE yang sesuai harapan pengguna sehingga kepuasan pengguna dapat tercapai.

Batasan penelitian - Penelitian hanya dilakukan di lingkungan Kanwil Kementerian Agama D.I. Yogyakarta, sehingga tidak bisa mewakili seluruh pengguna LPSE

Kata kunci: LPSE, Kenyamanan, Transparansi, Kepercayaan, Pengguna, Kepuasan.

INTRODUCTION

In the current 4.0 industrial revolution, the government is required to be able to create innovations including in public services based on information and communication technology. In addition, the government must also be able to formulate policies that support the industrial revolution 4.0, so that development activities can continue (Setiawan, 2019). One of the policy changes that supports the industrial revolution 4.0 and utilizes information and communication technology is e-government as an embodiment of good governance (Wirawan, 2020). E-procurement is a form of innovation based on e-government which is almost entirely accomplished by making use of information and communication technology. The e-procurement policy is implemented

with the Electronic Procurement Service (Nurlukman, 2017). Electronic procurement services are services based on web and internet technology, so that everything is done online without having face to face (Johannes & Widdy, 2018).

LPSE as a service from a public institution, public satisfaction becomes an important matter. This is implemented with the necessity to monitor user satisfaction in government management (Johannes & Widdy, 2018). One of the elements that affects customer pleasure is trust in LPSE. Trust, in the context of the use of technology, illustrates that a technology can be used to complete work satisfactorily. When associated with e-government, the main factors influencing the success of e-government websites are the trust that e-



government websites will act fairly and responsibly towards the people who use them (Umiyati et al., 2016). The studies conducted by Dehghanpouri et al. (2020); Meileny & Wijaksana (2020); Purba et al. (2020); Kumar et al. (2018); and Susanto et al. (2016) found that trust has a positive effect on user satisfaction. However, Santa et al. (2019) found that trust has no effect on user satisfaction.

Apart from trust, perceived ease of use also influences the satisfaction of electronic procurement service users. Perceived ease of use is a user's assessment that the technology they will apply will be easy to learn and easy to use (Keni, 2020). User dissatisfaction can occur when a particular technology or feature is difficult or time-consuming for users to learn and use (Wilson et al., 2021). The studies conducted by Meileny & Wijaksana (2020); Purba et al. (2020); Johannes & Widdy (2018); and Kumar et al. (2018) found that perceived ease of use has a positive effect on user satisfaction. However, Juniwati (2015) and Hartanto & Aprianingsih, (2022) found that perceived ease of use has no effect on user satisfaction. Perceived ease of use also effect electronic procurement service user trust. Perceived ease of use is one of the factors considered in building trust among users (Putra et al., 2020). The effect of perceived ease of use on user trust is supported by the research of Kumar et al. (2018) and Putra et al. (2020). However, Gupta et al. (2023) and

Liébana-Cabanillas et al. (2016) found that perceived ease of use has no effect on user trust.

Transparency also influences electronic procurement service user satisfaction. Transparency is the provision of information related to government for the public accompanied by guaranteed convenience for the public to obtain the required information accurately and adequately (Rismayadi, 2019). The existence of transparency and access to information related to electronic procurement service has an impact on user satisfaction in performing electronic procurement service. The effect of transparency on user satisfaction is supported by the research of Aisyah et al. (2022); Johannes & Widdy (2018); dan Medina & Rufin (2015). However, Mishra & Bekuretsion (2020) found that transparency has no effect on user satisfaction. Besides influencing user satisfaction, transparency also affects electronic procurement service trust. Transparency provides guarantees for everyone to get various information on government administration, including information related to policies, the preparation and implementation process, based on the results obtained (Mashuri, 2016). The effect of transparency on user trust is supported by the research of Nasim et al. (2014) and Medina & Rufin (2015). However, Pratolo et al. (2022) and Nugraha (2019) found that transparency has no effect on user trust.

Based on the background of the problem above, and the inconsistency in the results of previous research that formed the research model, the author is interested in conducting research on the determinants of user satisfaction in electronic procurement services mediated by trust in the regional office environment at the Ministry of Religion D.I. Yogyakarta.

LITERATURE REVIEW

Perceived convenience is the extent to which a person believes that using a particular system will be free or make little effort (Davis, 1989). Perceived convenience is the ease associated with effort and comfort in using certain technologies (Naufaldi & Tjokrosaputro, 2020). Perceived ease of use is a belief that exists in a person that a technology can be easily used and understood so that the technology is not burdensome for users in its use (Purba et al., 2020). The concept of transparency refers to a condition that various aspects of service are carried out openly so that users and stakeholders who need them can find out easily (Dt. Maani, 2009). Transparency is a principle to provide access or freedom for all people to obtain information related to governance, namely information related to policies, both the preparation process and the results (Rismayadi, 2019).

Trust is having faith that the other party will behave morally and ethically as expected and thereby fulfill the desired outcomes of

the trusted party (Medina & Rufin, 2015). Trust is a willingness to remain devoted to service providers based on positive expectations of future service provider behavior (Kumar et al., 2018). In general, satisfaction is someone's feeling of joy or disappointment after comparing the perceived product's outcome and the expectations (Kotler & Keller, 2012). Customer satisfaction is often described as the post-purchase comparison of a customer's expectations and the performance that they received (Duarte et al., 2018). Customer satisfaction is considered as a consumer's assessment of goods or service quality and how far expectations have been met (Chang & Hung, 2018).

Hypothesis

Perceived ease of use of the LPSE information system is the belief that the existing information system at the LPSE makes it easy for users to purchase products and services and will save the required time and costs. This will affect confidence in the LPSE Putra et al. (2020) stated that perceived convenience is a material consideration that influences trust in the minds of consumers or users. Perceived ease of using the LPSE, as manifested by being easy to use and learn, and does not require special skills to use it, will generate confidence in its users towards LPSE services. The impact of experience ease of use on user trust is evidenced by research by Kumar et al. (2018) and Putra et al.

(2020). Therefore, the following hypothesis is proposed:

H₁. *Perceived convenience has a positive effect on user trust.*

Theoretically, the accomplishment of e-government applications could result in several significant changes (efficiency, effectiveness, connectivity and transparency) which provide many formulas to raise citizen trust to institutions. Transparency increases public awareness, making it believe that the government is more capable and kind, i.e. transparency is associated with trust (Medina & Rufin, 2015). Transparency in providing goods and services through LPSE is felt by users, giving users confidence that the implementation of goods and services procurement is carried out fairly in accordance with applicable regulations. The effect of transparency on user trust, among others, is evidenced by research by Nasim et al. (2014) and Medina & Rufin (2015). Therefore, the following hypothesis is proposed:

H₂. *Transparency brings a favorable effect on user trust.*

In public services, including LPSE, which are carried out through an information system, convenience is a very important thing for users (Johannes & Widdy, 2018). The perceived ease of the system being run by LPSE will reduce effort, both energy and time. This allows users to perform the action of

buying products and services through the LPSE system, which has an impact on increasing user satisfaction. The effect of perceived ease of use on user satisfaction is evidenced by Meileny & Wijaksana (2020); Purba et al. (2020); Johannes & Widdy (2018); and Kumar et al. (2018). Therefore, the hypothesis is proposed as follows:

H₃. *Perceived convenience has a favorable effect on customer satisfaction*

Transparency is providing the information needed by the community, which is because there is a right from the community to know that information (Nasim & Romdhon, 2014). LPSE transparency in the action of providing products and services is very important as a form of government accountability through LPSE managers to the community in implementing service procurement in accordance with statutory regulations. Transparency at LPSE will create a monitoring system carried out by the public on the process of providing goods and services. Oversight by the community will minimize public suspicion that the goods procurement process is being carried out dishonestly. This encourages competitive and healthy competition in procuring process of products and services. This will increase LPSE user satisfaction. The impact of transparency on user satisfaction is proven by research by Aisyah et al. (2022); Johannes & Widdy (2018); and Medina & Rufin (2015).

Therefore, the following hypothesis is proposed:

H₄. *Transparency brings a favorable impact on customer satisfaction.*

Trust is an important factor in order to build a relationship with clients. Trust in marketing is studied in the context of marketing relationships between customers and providers (Dehghanpouri et al., 2020). LPSE user trust shows the user's belief that the LPSE manager will provide services that confirm with the provisions and regulations in providing products and services. High user trust will increase customer satisfaction. The consequence of trust on consumer satisfaction is proven by the research of Dehghanpouri et al. (2020); Meileny & Wijaksana (2020); Purba et al. (2020); Kumar et al. (2018); and Susanto et al. (2016). Therefore, the following hypothesis is proposed:

H₅. *Trust brings a positive impact on customer satisfaction.*

The perceived ease of use of LPSE users makes users feel that they do not need more effort to perform LPSE services. This creates confidence in the user. Trust in LPSE services creates user confidence that LPSE services will be carried out in a transparent

and fair manner, in accordance with statutory provisions. This will increase user satisfaction. The impact of perceived ease of use on User Satisfaction Through Trust proven by research of Balci (2021). Therefore, the following hypothesis is proposed:

H₆. *Perceived ease of use has positive impact on user satisfaction through trust as an intervening variable.*

Transparency is a crucial matter in the administration of public services, including in the procuring of goods and services through LPSE. The existence of transparency affects public trust that LPSE managers act professionally in accordance with applicable regulations, so that it will generate public trust, especially LPSE users. Trust in LPSE managers will also affect increasing LPSE user satisfaction. The impact of transparency on user satisfaction through trust proven by research of Shen et al. (2023). Therefore, the following hypothesis is proposed:

H₇. *Transparency has positive impact on user satisfaction through trust as an intervening variable.*

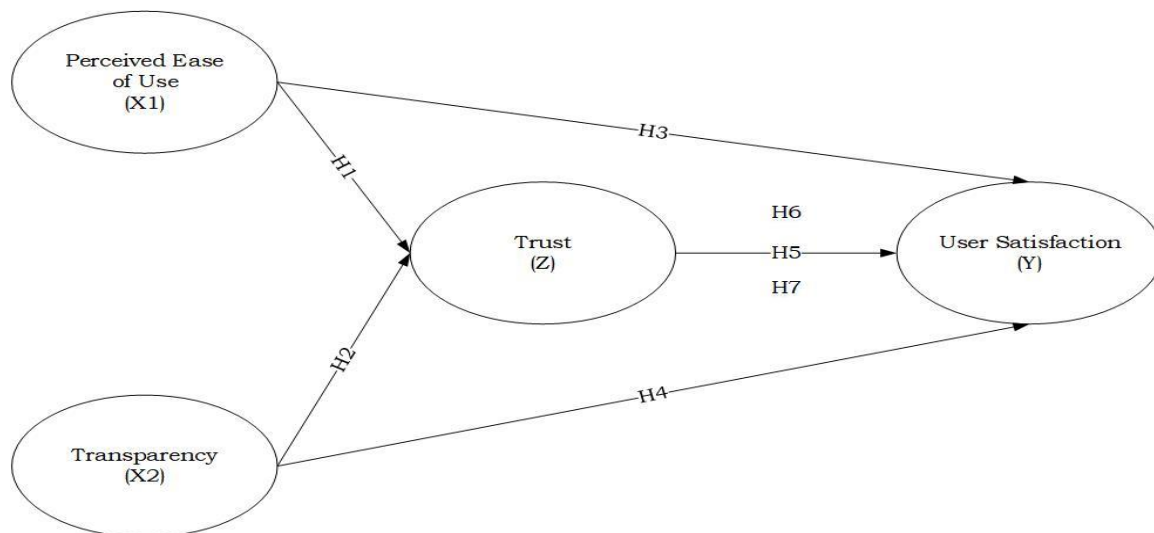


Figure 1. Research Model

RESEARCH METHOD

This research will examine the causal relationship between perceptions of convenience and transparency on user satisfaction through LPSE user trust. The subjects of this study were LPSE users at the Regional Office of the Ministry of Religion D.I. Yogyakarta. The object of this research is the logistics of goods or services that use LPSE in the Ministry of Religion Office of D.I. Yogyakarta which includes procurement at the Office of the Ministry of Religion of the City of Yogyakarta, the Office of the Ministry of Religion in Sleman, Bantul, Kulon Progo and Gunungkidul Regencies, Regional Offices of the Ministry of Religion in Yogyakarta and State Madrasah Ibtidaiyah, State Madrasah Tsanawiyah, State Madrasah Aliyah in D. I. Yogyakarta.

The population in this study are LPSE users, namely entrepreneurs and consultants who have participated in tenders within the Ministry of Religion D. I.

Yogyakarta. In this study there were 18 indicators, so the sample number of respondents in this study was determined to be $18 \times 10 = 180$ respondents. The sampling technique used in this study was accidental sampling, namely the technique of determining the sample by chance.

Validity and reliability tests are used in this research. The validity test was applied using Confirmatory Factor Analysis (CFA) with two kinds of tests, namely exogenous construct CFA and endogenous construct CFA. Moreover, the reliability test used both Construct Reliability (CR) test and Average Variance Extracted (AVE) test. When the data gathered is valid and reliable, the Structural Equation Modeling (SEM) test was conducted. Finally, testing the hypothesis which was carried out by SEM analysis and the Sobel test was conducted. The first to fifth hypotheses were tested using SEM analysis and the sixth and seventh hypotheses in this study were tested using the Sobel test.

RESULT AND DISCUSSION

The basic Structural Equation Model (SEM) formed from the exogenous and endogenous construct CFA model given the regression line based on the model acquired from the theoretical study is presented as in figure 2. At the beginning of SEM testing, it is necessary to test the model identification. Table 1 shows that the variance and covariance values (number of distinct sample moments) are 171 and the number of distinct parameters to be estimated is 42 so that a degree of freedom (df) value is $171 - 42 = 129$. The degree value positive of freedom, indicating that the research model is an over-identified model, so that the model can be identified. Table 2 indicates that the value of chi-square is 156.262 with a probability of 0.051, so it can be concluded that the model is fit. This also applies to the other indicators of fit quality, namely CMIN/DF, RMSEA, GFI, TLI, and CFI. The AGFI indicator is described in the moderate category. According to the findings above, it is concluded that the SEM model is fit.

Hypothesis testing in this study was conducted using SEM analysis and path analysis. The results of hypothesis testing using SEM can be summarized in the table 3. The first to fifth hypotheses were tested using SEM analysis and the sixth and seventh hypotheses in this study were tested using the path analysis.

The results of hypothesis testing using SEM are as follows. The first hypothesis in

this study is that perceived ease of use brings a positive impact on customer trust. The SEM analysis resulted value of C.R. of 2.496 and p of 0.013. Based on the p value < 0.05 , the first hypothesis (H_1) is accepted, and it is concluded that perceived ease of use has a positive and significant effect on user trust. The second hypothesis in this study is that transparency brings a positive impact on user trust. The SEM analysis resulted value of C.R. of 2.444 and p of 0.015. Based on the p value < 0.05 , the second hypothesis (H_2) is accepted, and it is concluded that transparency has a positive and significant effect on user trust. The third hypothesis in this study is that perceived ease of use brings a positive impact on on customer satisfaction. The results of SEM analysis show the value of C.R. of 2.652 and p of 0.008. Based on the p value < 0.05 , the third hypothesis (H_3) is accepted, and it is concluded that the perceived ease of use has a positive and significant effect on consumer satisfaction.

The fourth hypothesis in this study is that transparency brings a positive impact on user satisfaction. The results of SEM analysis show the value of C.R. of 2.500 and p of 0.012. Based on the p value < 0.05 , the fourth hypothesis (H_4) is accepted, and it is concluded that transparency affects positively and significantly on consumer satisfaction. The fifth hypothesis in this study is that trust has a positive impact on user satisfaction. The results of SEM analysis



show the value of C.R. of 3.381 and p of 0.000. Based on the p value <0.05, the fifth hypothesis (H₅) is accepted, and it is concluded that trust has a positive and significant effect on user satisfaction. The sixth hypothesis in this study is that user perceptions have a favorable impact on user satisfaction through trust as an intervening variable.

The research results showed that the standardized direct effect (table 4) of perceived ease of use on user satisfaction was 0.232, while the standardized indirect effect (table 5) of perceived ease of use on user satisfaction through trust as an intervening variable was 0.068. Based on the standardized direct effect being greater than the standardized indirect effect, the sixth hypothesis (H₆) is rejected, and it is

concluded that perceived ease of use have no effect on user satisfaction through trust as an intervening variable. The seventh hypothesis in this study is that transparency has a positive effect on user satisfaction through trust as an intervening variable. The research results showed that the direct standardized effect of transparency on user satisfaction was 0.210, while the standardized indirect effect of transparency on user satisfaction through trust as an intervening variable was 0.065. Based on the direct standardized effect being greater than the standardized indirect effect, the seventh hypothesis (H₇) is rejected, and it is concluded that transparency has no effect on user satisfaction through trust as an intervening variable.

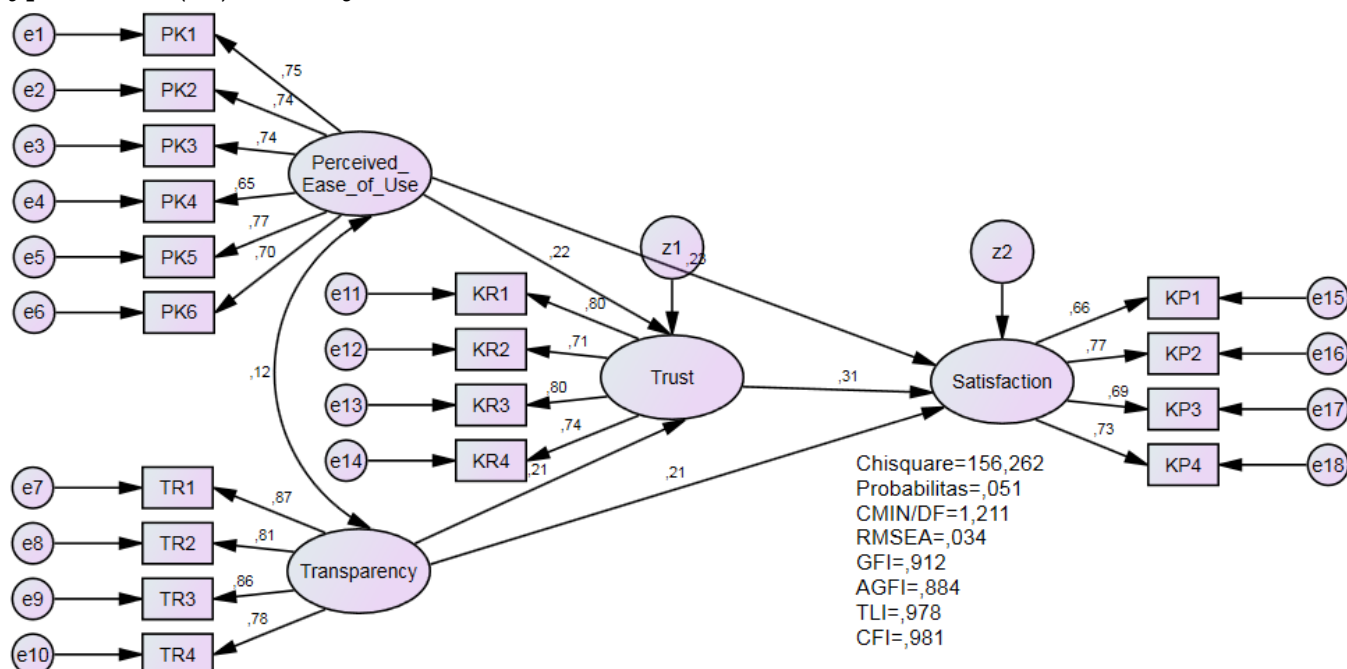


Figure 2. Result Structural Equation Model (SEM)

Table 1
 SEM Model Identification Test

Number of distinct sample moments	171
Number of distinct parameters to be estimated	42
Degrees of freedom (171 - 42)	129

Source: Data analysis, 2023

Table 2
 SEM Goodness of Fit Results

Indicators Goodness-of-fit	Value Recommendation	Result Model	Note
Chi-Square	Diharapkan kecil	156,262	
Significancy probability	≥ 0,05	0,051	Fit
CMIN/DF	≤ 2,00	1,211	Fit
RMSEA	≤ 0,08	0,034	Fit
GFI	≥ 0,90	0,912	Fit
AGFI	≥ 0,90	0,884	Moderate
TLI	≥ 0,95	0,978	Fit
CFI	≥ 0,95	0,981	Fit

Sources: Data Analysis 2023

Table 3
 Summary of Hypothesis Testing Results

Ha	Hipotesis	Estimate	S.E.	C.R.	p
H ₁	Perceived ease of use → Transparency	0,219	0,088	2,496	0,013
H ₂	Transparency → Trust	0,196	0,080	2,444	0,015
H ₃	Perceived ease of use → Satisfaction	0,188	0,071	2,652	0,008
H ₄	Transparency → Satisfaction	0,161	0,064	2,500	0,012
H ₅	Trust → Satisfaction	0,254	0,075	3,381	0,000

Sources: Data Analysis 2023

Table 4
 Standardized Direct Effect

	Transparency	Perceived Ease of Use	Trust
Trust	0,207	0,217	0,000
Satisfaction	0,210	0,232	0,315

Sources: Data Analysis 2023

Table 5
 Standardized Indirect Effect

	Transparency	Perceived Ease of Use	Trust
Kepercayaan	0,000	0,000	0,000
Kepuasan	0,065	0,068	0,000

Sources: Data Analysis 2023

DISCUSSION

The H₁ study results show that the ease of use perceived by users affects positively and significantly on consumer trust. The results

of this study concur with those the previous studies such as Kumar et al. (2018) and Putra et al. (2020). Perceived convenience is one of the factors considered in building trust



in the minds of users (Putra et al., 2020). A high perceived ease of use indicates that users feel that the LPSE information system has easy-to-understand steps that make it easy to operate and use. In addition, various tender information in the LPSE information system is also easy to use. This will generate confidence that the LPSE offers access to honest and fair procurement services and performs its role in providing good procurement services, so that users' trust in the LPSE increases.

The results of the H₂ study show that transparency affects positively and significantly on customer trust. This research findings support the results of Nasim et al. (2014) and Medina & Rufin (2015). Transparency provides guarantees for everyone to obtain various information on government administration, including information related to policies, the process of preparation and implementation, based on the results obtained (Mashuri, 2016). Transparency in LPSE causes all users to get the same complete information, so that it will increase user trust. The effect of transparency on user trust, among others, is evidenced by research by Nasim et al. (2014) and Medina & Rufin (2015). High transparency indicates that the bidding process for the goods and services procurement at the LPSE is disclosed transparently, in which all information required to bidders is disclosed transparently so that bidders can clearly see the process

and results of the tender for procuring goods and services. This causes users to believe that LPSE managers act professionally and fairly in providing products and services, thereby increasing user trust.

The results of the H₃ study show that perceived convenience has a favorable and substantial impact on customer satisfaction. The findings of this study corroborate those of the earlier investigations such as Meileny & Wijaksana's (2020); Purba et al. (2020); Johannes & Widdy (2018); and Kumar et al. (2018). In public services, including LPSE, which are carried out through an information system, convenience is a very important thing for users (Johannes & Widdy, 2018). Perceived convenience is a user's assessment that the technology they will apply will be easy to learn and easy to use (Keni, 2020). If users feel that the LPSE information system is easy to learn, operate and use, and makes it easy to obtain various tender information, then all user needs can be fulfilled as expected. This will have an impact on increasing user satisfaction. On the other hand, according to Wilson et al. (2021), if users find it difficult and require a lot of time to learn and use a particular technology or feature, then user dissatisfaction can occur.

The H₄ study findings depicts that transparency affects positively and significantly on consumer satisfaction. The results of this study support the results of Aisyah et al. (2022); Johannes & Widdy (2018); and Medina & Rufin (2015).

Transparency is the provision of information related to government for the public accompanied by guaranteed convenience for the public to obtain the required information accurately and adequately (Rismayadi, 2019). Transparency refers to the degree to which an organization discloses information about its internal work, decision processes, operating procedures and results (Medina & Rufin, 2015). LPSE transparency in the process of providing goods and services is very important as a form of government accountability through LPSE managers to the community in implementing service procurement in accordance with statutory regulations. Transparency in providing goods and services through the LPSE, in which all processes and information related to the implementation of tenders are disclosed transparently, will have an impact on user satisfaction in performing LPSE services. Transparency in the process of procuring goods and services through LPSE will also lead to competitive competition. A competitive and fair competition climate is the hope of users, so this will increase LPSE user satisfaction.

The results of the H₅ study show that trust affects positively and significantly on consumer satisfaction. These research findings support the results of the study by Dehghanpouri et al. (2020); Meileny & Wijaksana (2020); Purba et al. (2020); Kumar et al. (2018); and Susanto et al. (2016). Trust is an important element in developing

relationships with customers. Trust is a key component in creating high-quality of relationship. One of the most important preconditions for a solid and cooperative connection is trust. Trust in marketing is studied in the context of marketing relationships between customers and providers (Dehghanpouri et al., 2020). High LPSE user trust indicates that users believe that LPSE services are carried out in accordance with laws and regulations in the procurement of goods and services. Trust offers an arbitrary assurance that customers will continue to obtain high quality services, because they believe in the competence, integrity and benevolence of the service provider to provide quality services to users, thereby increasing user satisfaction (Kumar et al., 2018). The belief that the LPSE is able to provide services that accommodate the interests of users, offers access to honest and fair procurement services, and is able to carry out its role in providing procurement services properly, causes users to feel that the choice to use the LPSE is a wise and correct choice, and in accordance with what they hoped. This will bring satisfaction to the users.

The H₆ study results indicate that consumer perceptions have no effect on user satisfaction through trust as an intervening variable. This shows that the effect of perceived convenience has a greater direct effect on user satisfaction, compared to trust as an intervening variable.



The perception that the system of information is convenient to use and operate, all information about tenders for procuring goods and services is easy to obtain, will cause users to feel that the process of providing goods and services through the LPSE is carried out in a professional and fair manner, and is in accordance with their needs and expectations. This causes the perception of ease will directly affect user satisfaction.

The results of the H₇ study show that transparency has no impact on user satisfaction through trust as an intervening variable. This indicates that the effect of transparency has a greater direct impact on user satisfaction, compared to trust as an intervening variable. Transparency in providing goods and services through LPSE is felt by users, causing users to feel that the procurement of products and services is accomplished fairly and in line with applicable regulations, so that it will meet user expectations. This will affect directly to user satisfaction with the LPSE information system.

CONCLUSION

Based on the research results and discussion, it can be concluded that

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perceptions of ease and transparency have a positive and significant impact on user trust. Perceived convenience, transparency and trust affect positively and significantly on customer satisfaction. User perception has no effect on consumer satisfaction through trust as an intervening variable. Transparency has no impact on customer satisfaction through trust as an intervening variable.

SUGGESTION

For LPSE Managers, they should be able to routinely carry out maintenance and repairs to the LPSE system by taking into account the opinions of users. Surveys about customer satisfaction need to be carried out regularly, so that it can be a reference in taking steps to improve the LPSE information system. For future researchers, they should be able to conduct research on information system user satisfaction by taking research locations other than LPSE and taking independent variables other than perceptions of convenience, transparency and trust. This is expected to identify the model of information system user satisfaction.

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