



Factors Affecting the User Satisfaction of Online Catalog Information Systems (UNSLA)

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ABSTRACT	ARTICLE INFO
<p>UPT Online Catalog Application Library is one of Library Application used by the user at University of Sebelas Maret Surakarta. Statistical results from the assessment and review of the user in 2022, show that the satisfaction level is still low and there are various complaints from the users against the UPT Online Catalog Application of the Library of the University of Sebelas Maret Surakarta. Thus, researchers are interested in discussing this using quantitative research methods. Quantitative research with this type of associative research is used to look at relationships or influences between two or more variables. Researchers used Slovin's formula to determine the sample. The population in the research are 671. Then, the results of 87 respondents were obtained as a sample. The result of this research shows that all variables including content, accuracy, timeliness, form, ease of use have a relationship with user satisfaction of the UPT Library online catalog information system of University of Sebelas Maret Surakarta. The influence of free variables using the UPT library online catalog information system on user satisfaction is 38.8% while the rest (100% - 38.8%) is 61.2 percent influenced by other variables. Suggestions to libraries to improve the UPT Online Catalog Information System of the Library of the University of Sebelas Maret Surakarta include content, accuracy, timeliness, form, and ease of use in order to provide satisfaction and positive assessment of the users.</p> <p>© 2024 Edulib</p>	<p>Article History: Submitted/Received 27 Jan 2024 First Revised 29 Feb 2024 Accepted 23 Apr 2024 First Available online 09 May 2024 Publication Date 31 May 2024</p> <hr/> <p>Keyword: Information Systems, Online Library Catalogs, User Satisfaction.</p>

1. INTRODUCTION

The online catalog information system is a source of information that students look for when they want to find a collection of books to use in lecture activities according to their individual needs, related to the field of science they take as a reference. Where the fields of knowledge in the information system presented by UNSLA are very complete. This is because the study program at Sebelas Maret University, Surakarta consists of 9 faculties and there is a possibility that other study programs will be established again. The existence of information need factors from several study programs has encouraged the existence of the UPT Online Catalog information system library, with the aim of meeting student needs so that students get information according to their desired needs.

Currently, the data in the UNS Library UPT online catalog information system can be said to be complete because there are several menus. These include the Home menu, Library News, Library Info, Members area, Metadata Export, Dewey Decimal Classification, Collection Statistics, Visitor Reports, Search assistance, Librarian LOGIN, About SLiMS. Each menu can be accessed quickly and smoothly ([https://unsla.uns.ac.id/neounsla/index.php?keywords=filsafat+pendidikan &search = search&page=5](https://unsla.uns.ac.id/neounsla/index.php?keywords=filsafat+pendidikan&search=search&page=5)). For information, the most search results for the newest collection in 2023 are in the collection with classification number 300, namely there are 643 titles and 994 copies, but overall there are 1792 titles. Meanwhile, in the last five years, from 2019 to 2023, the largest collection was in 2019, from collection classification numbers 000 to 900 (https://unsla.uns.ac.id/neounsla/index.php?p=collection_statistic).

Understanding user satisfaction according to Romney and Steinbart (2012: 637), user satisfaction is the fulfillment of user information related to the user's response or attitude towards system interactions. In this case, the researchers try to discuss whether the information system can fulfill the user's needs in getting the information they want or not. So, researchers submitted a study related to this matter to users at the Library. The researchers formulated the problem as follows: (i) Is there a relationship between the use of information systems and the satisfaction of users of the UPT Online Catalog information system library in the student environment at University of Sebelas Maret Surakarta?; (ii) This study aims to determine the relationship between the use of information systems and the satisfaction of users of the UNS Library UPT Online Catalog information system in the student environment at University of Sebelas Maret Surakarta (Ajoye & Nwagwu, 2014).

The benefit of this writing is that readers can utilize the information in the UPT online catalog information system of the UNS library and get their information needs fulfilled. In this writing, the author took the population of Diploma program students during July 2023 with a total of 671 students accessing the information system. The sampling was carried out using a random sampling technique using the Slovin formula. Thus, 87 respondents were obtained and data was collected through a questionnaire.

The UPT online catalog information library at UNS is explained as follows: The independent variables (X) of this research are content (X1), accuracy (X2), form (X3), ease of use (X4) and timeliness (X5). This is in line with research by Wijaya et al. (2022). Meanwhile, the dependent variable itself is a variable that is the result of the influence of the dependent variable (Sugiyono, 2011). The dependent variable (Y) in this research is user satisfaction of the UPT online catalog information system of the University of Sebelas Maret Surakarta.

The level of user satisfaction of an information system which includes 5 factors, namely content, accuracy, timeliness, form, ease of use. Data processing was carried out using the SPSS program to determine each hypothesis result. The data analysis includes instrument tests, classical assumption tests, correlation tests, and coefficient of determination tests (R²).

The results of the research are that all variables including content, accuracy, timeliness, form, ease of use have a relationship with user satisfaction of the UPT online catalog information system library of the University of Sebelas Maret Surakarta. This is in line with research by Kalankesh et al. (2020).

Researchers are interested in investigating the relationship between the information system and user satisfaction of the UPT online catalog information system library based on previous research. The difference is, previous research wanted to know how the information system influenced user satisfaction with the UPT online catalog information system library, whereas in this research it wanted to know how the use of the UPT online catalog information system library influenced user satisfaction.

The table is created with AutoFit to Windows and the table caption is placed above the table. Information on tables consisting of more than 2 rows is written using 1,15 line spacing. Example of how to write table 1.

Tabel 1. Table of Cycle 1 Student Learning Outcomes

No	Name	Score	Predicate
1	Ardiansah	80	Completed
2	Zydan	70	Completed
3	Riksa	40	Failed

2. METHODS

The method used in this research is a quantitative research method. The aim of this research is to show the relationship between the influence of the use of the UPT online catalog information system library as variable X and user satisfaction as variable Y. The users of the information system library are the students at the University of Sebelas Maret Surakarta. This research was conducted at the UPT UNS Library. Data collection uses a questionnaire. (Morissan, 2012: 122) The scale used in this research questionnaire is the Likert Scale (Sugiyono, 2011). Observations included meetings with Sebelas Maret University Surakarta students who came to the UNS Library UPT who accessed information through the UNS Library UPT online catalog information system. In addition, researchers conducted direct field observations. The population and sample in this research were students who came to the UNS Library UPT to search for information using the UNS Library UPT online catalog information system, a total of 671 people in July 2023. The sample was determined using the Slovin formula so that there were 87. Data analysis technique was to carry out tests correlation and using Pearson product moment (r). This test uses the coefficient of determination test (r^2) using the product moment correlation technique.

3. RESULTS AND DISCUSSION

Talking about information is something that is always wanted by the whole community in general, related to the needs of each individual. However, in this case, the author tries to discuss the information retrieval system used by the UNS Library UPT (UNSLA) which is used by students can be seen in figure 1.

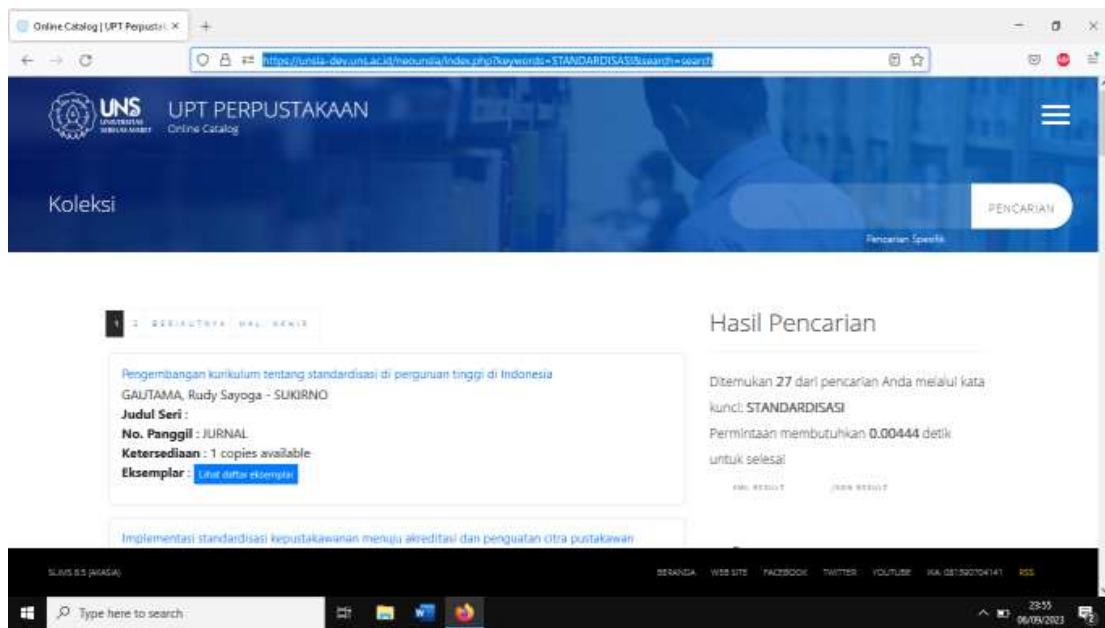


Figure 1. UNS Library UPT Catalog Online Information System

From the figure above, it can be seen that users can write the title or information they want via the search menu. By typing a certain title or theme in the search menu, after searching, you will get information on the desired title according to the words written along with the classification number of the book title according to its field. This is in line with research by Afridar et al. (2022). For example, with the word religion written in the search menu, all titles containing the word religion will appear. The use of information search is in line with the research of Zakiah et al. (2022).

Furthermore, in this research, factors that influence user satisfaction of online catalog information systems are discussed through independent variables (online catalog information systems) consisting of 5 indicators, including Content, Accuracy, Timeliness, Form, ease of use and user satisfaction variables through indicators, each of which Each indicator is presented with 3 statements with answers divided into five classes, namely strongly disagree, disagree, neutral, agree and strongly agree.

Then, several tests were carried out to prove that the data had been scientifically tested, using the help of IBM SPSS Statistics 21 software, to find out the results of each hypothesis test. In addition to conducting instrument tests, t correlation tests (partial tests) and coefficient of determination (R2) tests. The following are the results of the independent variable description using Pearson product moment (r).

Tabel 1. Description of the Content Percentage

Category	Value	Score	Percentage (%)
Very high	> 14	5	5,7
high	12 – 13	28	32,1
Sufficient	10 – 11	36	41,3
Low	8 – 9	12	13,7
Very low	< 7	6	6,9

Source: Questionnaire numbers 1 to 3.

Based on the table 1. above, the researchers concluded that the average respondent after filling out the questionnaire stated that the description of the content variable was in a fairly

high category, namely 36 people or 41.3%. Then, those who stated the height were 28 people or 32.1%. Then, a description of the accuracy percentage variable can be seen in table 2.

Tabel 2. Description of the Accuracy Percentage

Category	Value	Score	Percentage (%)
Very high	> 13	16	18,3
high	11 – 12	33	37,9
Sufficient	9 – 10	25	28,7
Low	7 – 8	10	11,5
Very low	< 6	3	3,4

Source: Questionnaire numbers 4 to 6.

Based on the table 2. above, the researchers can conclude that the average respondent after filling in the questionnaire stated that the description of the accuracy variable was in the high category, namely 33 people or 37.9% and those who said it was quite high were 25 people or 28.7%. This is in line with the research opinion of [Knutson, G. \(1990\)](#). Afterwards, a description of the timelines percentage variable can be seen in table 3.

Tabel 3. Description of the Timelines Percentage

Category	Value	Score	Percentage (%)
Very high	> 13	20	23,0
high	11 – 12	28	32,2
Sufficient	9 – 10	28	32,2
Low	7 – 8	28	32,2
Very low	< 6	1	1,1

Source: Questionnaire numbers 7 to 9.

Based on the table 3 above, the researchers can conclude that the respondents after filling in the questionnaire stated that the description of the timeliness variable was in the high and quite high categories occupying the same number, namely 28 people or 32.2%. Meanwhile, a description of the format percentage variable can be seen in table 4.

Tabel 4. Description of the Format Percentage

Category	Value	Score	Percentage (%)
Very high	> 12	33	35,5
high	10 – 11	38	43,6
Sufficient	8 – 9	15	17,2
Low	6 – 7	2	2,2
Very low	< 5	1	1,1

Source: Questionnaire numbers 10 to 12.

Based on the table 4 above, the researchers can conclude that the average respondent after filling in the questionnaire stated that the shape description was in the high category, namely 38 people or 43.6% and those who said it was very high were 33 people or 35.5%. So in this research it can also be concluded that the analysis of online catalog user satisfaction factors is also in line with the opinions of [Renata et al. \(2022\)](#). Because the highest factor that influences user satisfaction in online catalogs lies in the online catalog format. Thus, user ease a description of the format percentage variable can be seen in table 5.

Tabel 5. Description of the User Ease Percentage

Category	Value	Score	Percentage (%)
Very high	> 12	26	29,8
high	10 – 11	36	41,4
Sufficient	8 – 9	22	25,3
Low	6 – 7	2	2,3
Very low	< 5	1	1,1

Source: Questionnaire numbers 13 to 15.

Based on the table 5 above, the researchers can conclude that the average respondent after filling out the questionnaire stated that the description of the user ease variable was in the high category, namely 36 people or 41.4% and those who said it was very high were 26 people or 29.8%. Opinion on the ease of using the online catalog (Kharismaya et al, 2017).

Meanwhile, the results of the dependent variable description can be seen in the following table.

Tabel 6. Description of the User Satisfaction

Category	Value	Score	Percentage (%)
Very high	> 13	13	14,9
high	11 – 12	42	48,2
Sufficient	9 – 10	22	25,2
Low	7 – 8	9	10,3
Very low	< 6	1	1,1

Source: Questionnaire numbers 16 to 18.

Based on the table 6 above, the researchers can conclude that the average respondent after filling out the questionnaire stated that the user satisfaction variable description was in the high category, namely 42 people or 48.2% and those who said it was quite high were 22 people or 25.2%. (Arisman & Fuadah, 2017).

Apart from the above, the results of the relationship between the independent and dependent variables can be seen in table 7 below.

Tabel 7. Description of the User Satisfaction

Variable	R _{result}	R _{tabel}	Signification
Content (X1)	0,406	0,195	0,000
Accuracy (X2)	0,427	0,195	0,000
Timelines (X3)	0,367	0,195	0,000
Format (X4)	0,561	0,195	0,000
Ease of use (X5)	0,298	0,195	0,000

Based on these results, the researcher presents a summary of the hypothesis test results in table 8 below.

Tabel 8. The Results of Hypothesis Test

Hypothesis	Description	Variable	Result
H1	There is a significant relationship between content and user satisfaction of the UNS Library UPT online catalog information system.	CO @US	Accepted

Hypothesis	Description	Variable	Result
H2	There is a significant relationship between accuracy and user satisfaction of the online catalog information system.	AC → US	Accepted
H3	There is a significant relationship between timeliness and user satisfaction of the online catalog information system.	T → US	Accepted
H4	There is a significant relationship between form and user satisfaction of the UNS Library UPT online catalog information system.	F → US	Accepted
H5	There is a significant relationship between form and user satisfaction of the UNS Library UPT online catalog information system.	UE → US	Accepted

After that, the researcher used the coefficient of determination (r^2) test using the product moment correlation technique to determine the results of the coefficient of determination. The results can be seen in table 9 below.

Tabel 9. The Results of Coefficient of Determination Test

Model	R	R square	Adjusted R square	Std error of the estimate
1	0,623	0,388	0,351	1,45165

A. Predictors: (Constant), Ease of Use, Format, Accuracy, Timeline, Content

B. Dependent Variable: User Satisfaction

The table above shows the influence that the UNS Library UPT online catalog information system has on user satisfaction of the UNS Library UPT online catalog information system for students, shown by R Square, which is 38.8%, meaning that the influence of the independent variable using the UNS Library UPT online catalog information system towards information system user satisfaction for students is 38.8% while the remaining 61.2% (100% - 38.8%) is influenced by other variables outside this research. So according to Chin (1988) the R Square value of 38.8% is included in the sufficient category. This is in line with research by Ritchi et al. (2021).

4. CONCLUSION

Based on the discussion above, for the correlation results it is concluded that there are There is a significant relationship between the use of the contents of the UNS Library UPT online catalog information system and user satisfaction. because it has a calculated r correlation test result of 0.406 or greater than the r table of 0.195. There is a significant relationship between the use of the accuracy of the UNS Library UPT online catalog information system and user satisfaction. The accuracy of the UNS Library UPT online catalog information system has a calculated r correlation test result of 0.427 or greater than the r table of 0.195. Apart from that, the accuracy variable has a significance value of 0.000, this value is smaller than the value of 0.05. There is a significant relationship between the timely use of the UNS Library UPT online catalog information system and user satisfaction. The timeliness of the UNS Library UPT online catalog information system has a calculated r correlation test result of 0.367 or greater than the r table of 0.195. There is a significant relationship between the use of the UNS Library UPT online catalog information system and user satisfaction. The UPT UNS Library online catalog information system has a calculated r correlation test result of 0.561 or greater than the r table of 0.195. There is a significant

relationship between the ease of using the UNS Library UPT online catalog information system and user satisfaction. The ease of use of the UNS Library UPT online catalog information system has a calculated r correlation test result of 0.298 or greater than the r table of 0.195.

From this research it can be concluded that the use of the UNS Library UPT online catalog information system has an influence on user satisfaction of the UPT Library online catalog information system with the result that the influence that the use of the online catalog information system has on user satisfaction is shown by R Square, which is 38.8%, meaning that The influence of the independent variable using the UNS Library UPT online catalog information system on user satisfaction of the online catalog information system at the UNS Library UPT is 38.8% while the remaining 61.2% (100% - 38.8%) is influenced by other external variables. this research. This is in line with research by [Jati et al. \(2020\)](#).

5. AUTHORS' NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

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