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RESEARCH ARTICLE

Analysis Of Factors Influencing Satisfaction With Using The Mobile Lapor Application In Indonesia

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Abstract

Through this fairly rapid digital growth, the Indonesian government sees opportunities in providing digital-based services through mobile-based applications and websites called LAPOR (People's Online Aspiration and Complaints Service) as a means for the Indonesian people to provide complaints, aspirations or requests for information to agencies. governance is aimed at only 1 platform that integrates with each other. However, unfortunately the mobile application service LAPOR (People's Online Aspiration and Complaints Service) is still unable to satisfy the needs and desires of users in using all the services provided. This is proven by the assessment and comments column of the REPORT mobile application on Playstore and AppStore. Therefore, this research was carried out to determine the factors that influence user satisfaction in using the LAPOR mobile application which was assessed or processed into 5 research variables including Ease of Use, Security Privacy, Attitude Toward Using, System Quality and User Satisfaction.

Keyword: Mobile Application, User Satisfaction, Facto

Introduction

In 2023, the Association of Indonesian Internet Service Providers or APJII revealed that there would be a significant increase in internet usage in Indonesia in the period 2021 - 2022 with the number of active internet users reaching 220 million people. Through this fairly rapid digital growth, the Indonesian government sees opportunities in providing digital-based services that are considered to cover the needs or answer questions of the Indonesian people by providing public reporting services on the performance of national public services in all provinces and regions in Indonesia through mobile-based applications and websites called LAPOR (People's Online Aspiration and Complaints Service) as a means for the Indonesian people to provide complaints, aspirations, or requests for information to the target government agency only through 1 platform that is integrated with each other. In more detail, LAPOR is a national public service complaint service system which is officially managed byMinistry of State Apparatus Empowerment and Bureaucratic Reform (PANRB) as Public Service Supervisor, Presidential Staff Office (KSP) as Supervisor of National Priority Programs and the Indonesian Ombudsman as Public Service Supervisor which is managed in accordance with

Presidential Regulation Number 76 of 2013 and Minister of State Apparatus Empowerment and Bureaucratic Reform Regulation Number 3 of 2015 (Ajijah, J.H., & Selvi, E., 2021)with the aim of providing an online complaint facility to the Indonesian people that responds quickly and minimizes existing service deficiencies through development services in accordance with existing public reports and complaints. However, unfortunately the mobile application service LAPOR (People's Online Aspiration and Complaints Service) is still unable to satisfy the needs and desires of users in using all the services provided. This is proven by the assessment and comments column of the REPORT mobile application on Playstore and AppStore. Based on the assessment of the LAPOR mobile application on Playstore, LAPOR received a rating of 2.6 out of a total of 5.0 which has been downloaded 100 thousand times.

Method

Research Model

The design of the research model was carried out based on the variables and factors that influence the use of the LAPOR mobile application which was carried out in chapter II.

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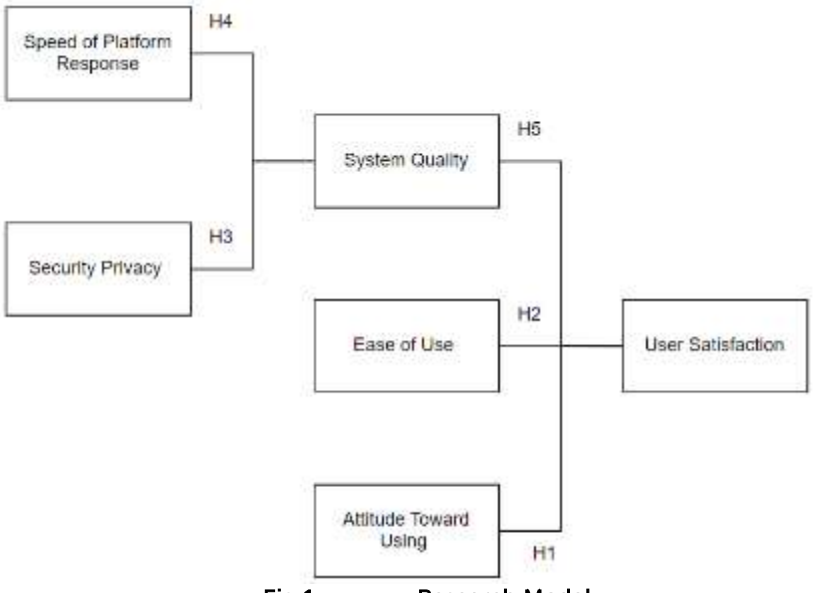

Fig 1. Research Model

Through the research model above, it can be seen that System Quality functions as a variable that may influence ease of use as a variable that may influence ease of use and security and privacy which may influence attitude toward use. In addition, there are 3 independent variables which are divided into speed of platform response, ease of use, and attitude toward use. Next, there is user satisfaction which is used as the dependent variable of this research and finally the intervening variable used is user satisfaction as depicted in the research model above.

Research Hypothesis

Based on the research model that has been created previously, the research hypothesis can be formulated as follows:
H1: Attitude Toward Using influences Ease of Use
H2: Ease of Use influences User Satisfaction
H3: Security Privacy influences System Quality
H4: Speed of Platform Response influences System Quality
H5: System Quality influences Ease of Use

Research Respondents

Research respondents are subjects and/or people tasked with assisting the research data collection process by providing answers to research questions asked based on the opinions and/or experiences of the research subjects involved. Where respondents from this study were determined based on several criteria including: having downloaded and/or used the LAPOR mobile application service, and domiciled in the DKI Jakarta area. Based on the previously determined population, the number of respondents will be determined using the hair method calculation with a total of 120 respondents.

Research Population

The research population covers the entire scope of the research object and/or subject area being studied. Quoting from Sugiyono, the research population is a generalized area consisting of subjects or objects that have certain quantities and characteristics that have been determined by the researcher to be studied and conclusions drawn (Wahyuni, T., nd). According to Hendryadi, population types can be divided into 2, namely limited populations (Finite Population) and unlimited populations (Lestari, D., & Waryanto, NH, 2013) which are differentiated based on the size of the population used in the research in question.

The population used in this research is a finite population because the population in this research can be counted or identified. Where the population of this study is people who have downloaded and/or used the LAPOR mobile application service, totaling 801,257 registered users from 2019 to 2023 as recorded on the official LAPOR website.

Sampling Techniques

This research uses a sampling technique by utilizing sampling using a non-probability sampling method. Quoting from Sugiyono, non-probability sampling is a research sampling method which does not provide equal opportunities or opportunities for each element or member of the population to become the sample population (Wahyuni, T., nd). Specifically, this research will target LAPOR mobile application users who live in the DKI Jakarta area with the following details:

1. Respondents have downloaded the LAPOR mobile application
2. Respondents have used the LAPOR mobile application service

The number of respondents who will be processed as research data will be calculated based on a calculation formula using the theory of Hair et al with the formula for calculating the target number of respondents as follows:

Number of Variables x 20: N

Through previously determined variables, this research utilizes 6 variables in the analysis that will be carried out, so that in accordance with the use of Hair et al's theory, in this research there will be at least 120 respondents who will also be sources of data collection in the research and verification of the hypotheses that will be done.

Questionnaire

This research will use primary data processing where data collection from this research is carried out by distributing questionnaires online via Google Form which will be distributed via social media platforms such as WhatsApp, Line, and Instagram. The questionnaire distributed will focus on the scopeAnalysis of factors influencing satisfaction with using the LAPOR mobile application in Indonesia using the TAM (Technology Acceptance Model) method.

Research Validity

Research validity testing is carried out to determine and/or identify research indicators that have valid or invalid values for the research being carried out. Where the validity of each indicator will be measured based on the following scale:

> 0.3 = valid

< 0.3 = invalid

Research Reliability

Reliability tests are carried out to determine the level of consistency of each measurement carried out. Quoting from Sugiyono, the reliability test is the extent to which measurement results with the same object will produce the same results (Wahyuni, T., nd). In this research, the reliability test ratio will be based on the Cronbach's Aplha value where the value of each valid will be measured using the following calculations and basis: > 0.7 = consistent

< 0.7 = inconsistent

Hypothesis Testing

Hypothesis testing will focus on testing previously determined variables which are grouped and classified as independent and dependent variables. In carrying out hypothesis testing, it is necessary to have several hypotheses that have been designed to be tested in accordance with the objectives and scope of the existing research. Then, through each hypothesis that has been created, a t-test will be carried out as a measure of acceptance or rejection of each hypothesis that will be tested. Where acceptance and rejection of the hypothesis will be based on the following assessment:

If t count < t table then H0 is accepted and H1 is rejected

If t count > t table then H1 is accepted and H0 is rejected

Structural Equation Model (SEM) Analysis

Through designing the research model that has been created in (figure 3.2), there is a variable X, which consists of System Quality (X1), Security and Privacy (X2), Speed of Platform Response (X3), Ease of Use (X4), Attitude Toward Using (X5), User Satisfaction (X6) based on these variables, the regression model for this research is determined as follows:

$X7 = \beta 10 + \beta 11X1 + \beta 12X2 + \beta 13X3 + \beta 14X4 + \beta 15X5$

$\beta 11$ = Coefficient of attitude toward using on ease of use

β12 = Ease of use efficiency on user satisfaction
β13 = Coefficient of security privacy response to system quality
β14 = Coefficient of speed of platform response to system quality
β15 = System quality coefficient on ease of use

The regression equation above will later be processed using SmartPLS to analyze existing hypotheses by looking at 2 values, namely p-value and path coefficient to determine the acceptance or rejection of each existing hypothesis. Based on the regression equation, there are several hypotheses proposed including:

H1: Attitude Toward Using influences Ease of Use
H0 : $\beta 11 = 0$
Attitude Toward Usingdoes not have an indirect influence on satisfaction with the LAPOR mobile application through Ease of Use
Hα : $\beta 11 \neq 0$
Attitude Toward Usinghas an indirect influence on satisfaction with the LAPOR mobile application through Ease of Use
H2: Ease of Use influences User Satisfaction H0 : $\beta 12 = 0$
Ease of Usedoes not have an indirect influence on satisfaction with the LAPOR mobile application through User Satisfaction
Hα : $\beta 12 \neq 0$
Ease of Usehas an indirect influence on satisfaction with the LAPOR mobile application through User Satisfaction
H3: Security Privacy influences System Quality
H0 : $\beta 13 = 0$
Security Privacyhas an indirect influence on satisfaction with the LAPOR mobile application through System Quality
Hα : $\beta 13 \neq 0$
Security Privacyhas an indirect influence on satisfaction with the LAPOR mobile application through System Quality
H4: Speed of Platform Response influences System Quality
H0 : $\beta 14 = 0$
Speed of Platform Responsedoes not have an indirect influence on satisfaction with the LAPOR mobile application through System Quality
Hα : $\beta 14 \neq 0$
Speed of Platform Responsehas an indirect influence on satisfaction with the LAPOR mobile application through System Quality
H5: System Quality influences Ease of Use
H0 : $\beta 15 = 0$
System Qualitydoes not have an indirect influence on satisfaction with the LAPOR mobile application through Ease of Use
Hα : $\beta 15 \neq 0$
System Qualityhas an indirect influence on satisfaction with the LAPOR mobile application through Ease of Use

Results and Discussion

Respondent Profile

In the respondent profile section, personal data information about respondents who participated in data collection in the research will be displayed. Where in the research which was targeted to collect a minimum of 120 respondents, we managed to collect 156 respondents spread across the areas of West Jakarta, Central Jakarta, South Jakarta, North Jakarta and East Jakarta, then all of the 156 respondent data that was successfully collected will be used in processing the data. will be done.

Respondent Profile Based on Domicile

Based on 156 respondent data that was collected, respondents were divided into 5 domicile areas which were divided into West Jakarta, Central Jakarta, South Jakarta, North Jakarta

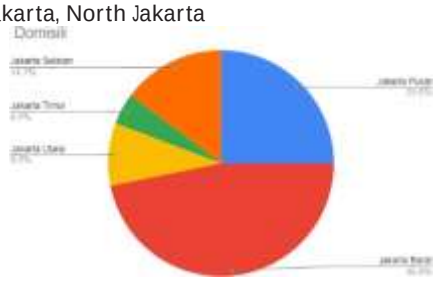

Fig 2. Domicile of Research Respondents

It can be seen that the majority of the population is spread across the West Jakarta area with a total of 73 respondents or around 46.8% of all respondents, then in the second position the most respondents came from Central Jakarta with a total of 38 respondents or around 25% of the total respondents, then the third highest respondent position was occupied by respondents from the South Jakarta area with a total of 22 respondents or around 14.7% of the total respondents, which was then occupied by respondents from North Jakarta with a total of 14 respondents or around 9.0% of the total respondents, and the area with the fewest respondents included and in collecting data this research focuses on the East Jakarta area with a total of 7 respondents or only around 4.5% of the total respondents.

Respondent Profile Based on Gender

Through the collected respondent data, the gender distribution of respondents can be seen as follows:

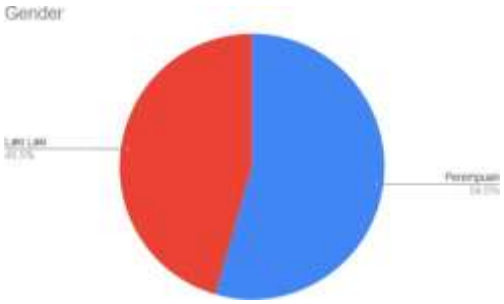

Fig 3. GenderResearch Respondents

From the graph above, it can be seen that the division between male respondents and female respondents does not have a significant difference in numbers. Where there were 85 female respondents or 54.5% of the total respondents, and male respondents with a total of 71 respondents or a total of 45.5% of the total respondents.

Respondent Profile Based on Age

Based on the collected respondent data, the age range of respondents is divided as follows:

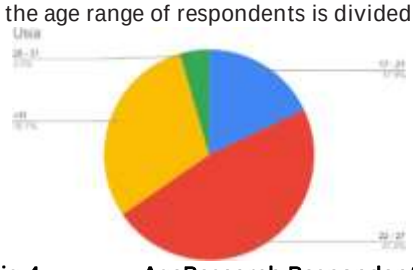

Fig 4. AgeResearch Respondents

Through the graph above, it can be seen that the age range of respondents from most to least is sorted from the age range 22-27 with 73 respondents or around 47.4% of the total respondents, >31 with 47 respondents or around 30.1%, 17-21 with a total of 28 respondents or around 17.9% of the total respondents, and the smallest age range of respondents were respondents in the 28-31 age range with a total of 8 respondents or around 4.5% of respondents.

Respondent Profile Based on Occupation

Based on the collected respondent data, it can be seen that the majority of respondents' employment data are private employees/PNS with a total of 78 respondents or 50.0% of the total respondents, then student/university data with a total of 48 respondents or around 31.4% of the total respondents and the last respondent's employment data is entrepreneurs. with a total of 29 respondents or around 18.6% of the total respondents. As seen in the graph below:

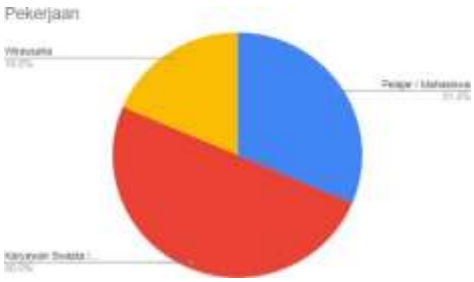

Fig 5. EmploymentResearch Respondents

Data Analysis

In analyzing the data, researchers used Smart-PLS version 4 software to process the data. Data analysis in this research was carried out by carrying out descriptive analysis for each variable, testing the outer model and inner model. In testing the outer model, researchers carried out validity and reliability tests. In testing validity, researchers will test factor loading, cross loading and AVE. Meanwhile, for the reliability test, the researcher will carry out a test with the Cronbach's Alpha value. To test the inner model, it will be tested with the R square and path coefficient values.

Model Test

In model testing, the respondent data that has been collected is processed into several pieces of information such as the outer model test and inner model test which are carried out via smart PLS version 4. Where in the outer model test, validity and reliability tests are carried out. Meanwhile, the inner model test is carried out to predict the relationship between latent variables. Where data management is carried out based on the following structural model:

Fig 6. Research Structural Model

Where detailed explanations of the indicators for each variable can be found in chapter 3 related to table 3.3 Research Variable Indicators.

Test Outer Model

In testing the outer model, validity and reliability testing will be carried out. Validity testing is carried out to assess the accuracy and/truth of each question asked in the questionnaire. In this research, validity testing will be applied using factor loading and cross loading. Reliability testing aims to ensure that the questionnaire that has been created and distributed previously is reliable data in managing research data. In this research, Cronbach's Alpha will be carried out to test the reliability value.

Loading Factor Test

Validity testing using loading factors aims to assess the relationship between indicators and variable constructs. The expected loading value must be greater than 0.7. By utilizing Smart PLS version 4, validation tests with loading factors are considered valid if:

- If the loading factor value is > 0.7 then the indicator is valid
- If the loading factor value is <0.7 then the indicator is invalid

Through the loading factor testing that has been carried out, the following results were found:

	Attitude Toward Using	Ease of Use	Security Privacy	Speed of Platform Response	System Quality	User Satisfaction
ATU1	0.892					
ATU2	0.884					
EOU1		0.873				
EOU2		0.843				
EOU3		0.826				
EOU4		0.839				
SP1			0.841			
SP2			0.855			
SP3			0.851			
SP4			0.805			
SPR1				0.912		
SPR2				0.915		
SQ1					0.818	
SQ2					0.854	
SQ3					0.882	
US1						0.828
US2						0.896
US3						0.892

Based on the loading factor test that has been carried out, all indicators are declared valid because they have a loading factor value greater than 0.7. Based on the results of the loading factor test above, it can be concluded:

- The largest loading factor value is owned by the ATU1 indicator, so that ATU1 can be considered a strong representation of the Attitude Toward Using variable with a value of 0.892
- The largest loading factor value is owned by the EOU1 indicator, so that EOU1 can be considered a strong representation of the Ease of Use variable with a value of 0.873

- The largest loading factor value is owned by the SP2 indicator, so SP2 can be considered a strong representation of the Security Privacy variable with a value of 0.855
- The largest loading factor value is owned by the SPR2 indicator, so SPR2 can be considered a strong representation of the Speed of Platform Response variable with a value of 0.915
- The largest loading factor value is owned by the SQ3 indicator, so that SQ3 can be considered a strong representation of the System Quality variable with a value of 0.882
- The largest loading factor value is owned by the US2 indicator, so that US2 can be considered a strong representation of the User Satisfaction variable with a value of 0.896

AVE Test

Validity testing using AVE should have results greater than
0.5. AVE testing in this research uses Smart PLS version 4, AVE testing criteria can be considered valid or invalid if:

- If the AVE value is > 0.5, then the questionnaire is valid
- If the AVE value is <0.5 then the questionnaire is invalid

Based on the criteria above, the following are the AVE tests that have been carried out in this research questionnaire:

Table 2: AVE Test

Variable	AVE
Attitude Toward Using	0.788
Ease of Use	0.715
Security Privacy	0.703
Speed of Platform Response	0.834
System Quality	0.725
User Satisfaction	0.761

Through the AVE test results above, it can be concluded that each questionnaire item distributed has a valid value because it has an AVE point higher than 0.5.

Cross Loading Test

Cross Loading is a method of measuring discriminant validity which aims to assess whether an indicator can be determined as an effective measure of the variable construct. This is done by comparing the loading indicator values on the targeted construct which should have a higher value than the main construct.

Through this research, the validity testing technique using the cross loading method will be considered valid if:

- The loading value of the indicator on the variable construct has a greater value than the value of the correlation with other variable constructs
- The loading value of the indicator on the variable construct is smaller than the value obtained through correlation with other variable constructs

Through cross loading testing carried out using Smart PLS version i4, the following are the test value results for each variable:

Table 3: Cross Loading Test

	Attitude Toward Using	Ease of Use	Security Privacy	Speed of Platform Response	System Quality	User Satisfaction
ATU1	**0.892**	0.736	0.676	0.699	0.602	0.697
ATU2	**0.884**	0.713	0.694	0.630	0.656	0.669
EOU1	0.705	**0.873**	0.673	0.647	0.686	0.896
EOU2	0.682	**0.843**	0.665	0.685	0.653	0.892
EOU3	0.676	**0.826**	0.674	0.624	0.644	0.625
EOU4	0.699	**0.839**	0.708	0.638	0.582	0.635
SP1	0.688	0.697	**0.841**	0.596	0.699	0.625
SP2	0.625	0.660	**0.855**	0.678	0.650	0.644
SP3	0.656	0.693	**0.851**	0.650	0.663	0.648
SP4	0.615	0.635	**0.805**	0.699	0.595	0.581
SPR1	0.679	0.704	0.675	**0.912**	0.636	0.716
SPR2	0.690	0.699	0.748	**0.915**	0.645	0.657

SQ1	0.592	0.614	0.686	0.626	**0.818**	0.627
SQ2	0.569	0.612	0.650	0.581	**0.854**	0.556
SQ3	0.644	0.713	0.655	0.585	**0.882**	0.678
US1	0.621	0.654	0.611	0.638	0.561	**0.828**
US2	0.705	0.873	0.673	0.647	0.686	**0.896**
US3	0.682	0.843	0.665	0.685	0.653	**0.892**

Through the cross loading test carried out, it can be concluded that the loading value of each research variable on its construct has a greater value than the correlation value with other indicators, so the cross loading test carried out on this research variable is said to be valid.

Cronbach's Alpha Test

The reliability test using the Cronbach's Alpha method has standards or criteria for determining whether the indicators used in research are reliable or vice versa, these criteria are as follows:

- If the Cronbach's Alpha value is > 0.7 then the questionnaire is reliable
- If the Cronbach's Alpha value is <0.7 then the questionnaire is unreliable

Where the testing carried out via Smart PLS version 4 produces the following test data:

Table 4: Cronbach's Alpha Test

Variable	Cronbach's Alpha
Attitude Toward Using	0.732
Ease of Use	0.868
Security Privacy	0.859
Speed of Platform Response	0.801
System Quality	0.810
User Satisfaction	0.844

Based on test data via Cornbach's Alpha in table 4.4, it can be concluded that each question listed on each related research variable can be said to be reliable because each variable has a Cronbach's Alpha value greater than 0.7

Inner Model

Inner model testing or what is also commonly referred to as a structural model is a testing process that shows the relationship between latent variables and variables.

Determinant Coefficient (R2)

The coefficient of determination, or R-Square, is used to evaluate the impact of the independent variable on the dependent variable and to assess whether it produces a significant impact or not. The coefficient of determination value is used to measure the degree to which the variability of the dependent latent variable can be explained by the independent latent variable. Where, through research conducted, the coefficient of determination or R-Square can be categorized into:

- High > 0.75
- Medium > 0.50
- Low > 0.25

Through data management that has been carried out using Smart PLS version 4, the coefficient of determination results show the following results:

Table 5: Determinant Coefficient Test

Variable	Coefficient Determinant
Ease of Use	0.733
System Quality	0.630
User Satisfaction	0.839

Through the R-Square testing that has been carried out, it can be concluded that:

- The Attitude Toward Using and System Quality variables have a moderate influence on the Ease of Use variable which is reflected in the R-Square value of 0.733 which is included in the medium category.
- The Speed of Platform Response and Security Privacy variables have a moderate influence on the System Quality variable which is reflected in the R-Square value of 0.630 which is included in the medium category.
- The Ease of Use variable has a high influence on the User Satisfaction variable which is reflected in the R- Square value of 0.839 which is included in the high category.

Hypothesis testing

In managing the hypotheses in this research, a Path Coefficient test was carried out which determines whether a hypothesis can be accepted or not through managing questionnaire data from respondents.

Path Coefficient

Testing the Path Coefficient aims to find out whether there is a relationship between one variable and other variables. The greater the Path Coefficient value resulting from one variable to another, this shows that the influence or relationship between the two variables is greater as well. Where through this research, the p-value was carried out to find out whether one variable has a large enough relationship to other variables which were tested via Smart PLS version 4 with the following results:

Table 6: Path Coefficient Test

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (IO/STDEV)	P Values
Attitude Toward Using -> Ease of Use	0.556	0.562	0.073	7,673	0,000
Ease of Use -> User Satisfaction	0.916	0.918	0.013	7,236	0,000
Security Privacy -> System Quality	0.593	0.582	0.120	4,956	0,000
Speed of Platform Response -> System Quality	0.240	0.252	0.122	1,967	0.049

- The path coefficient value between the Attitude Toward Using and Ease of Use variables is 0.556 with a p-value of 0.00 or smaller than 0.05. It can be concluded that Attitude Toward Using has a significant direct influence on Ease of Use.
- The path coefficient value between the Ease of Use variable and User Satisfaction is 0.916 with a p-value of 0.00 or less than 0.05. It can be concluded that Ease of Use has a significant direct influence on User Satisfaction.
- The path coefficient value between the Security Privacy variable and System Quality is 0.593 with a p- value of 0.00 or less than 0.05. It can be concluded that Security Privacy has a significant direct influence on System Quality.
- The path coefficient value between the Speed of Platform Response variable and System Quality is
- 0.240 with a p-value of 0.049 or smaller than 0.05. It can be concluded that Speed of Platform does not have an insignificant direct influence on System Quality.
- The path coefficient value between the System Quality and Ease of Use variables is 0.367 with a p-value of or less than 0.05. It can be concluded that System Quality does not have a direct and insignificant influence on Ease of Use.

Interpretation of Results

Through the test results above, it can be concluded that the hypothesis results are as follows:

Table 7: Hypothesis Analysis

	H0	HI	Results
H 1	*Attitude Toward Using*does not have an indirect influence on satisfaction with the LAPOR mobile application through Ease of Use	*Attitude Toward Using*has a direct influence on satisfaction with the LAPOR mobile application through Ease of Use	H1 is accepted
H 2	*Ease of Use*does not have an indirect influence on satisfaction with the LAPOR mobile application through User Satisfaction	*Ease of Use*has a direct influence on satisfaction with the LAPOR mobile application through User Satisfaction	H1 is accepted
H 3	Security Privacydoes not have an indirect influence on satisfaction with the LAPOR mobile application through System Quality	Security Privacyhas a direct influence on satisfaction with the LAPOR mobile application through System Quality	H1 is accepted
H 4	Speed of Platform Responsedoes not have an indirect influence on satisfaction with the LAPOR mobile	Speed of Platform Responsehas a direct influence on satisfaction with the LAPOR mobile	H1 is

	application through System Quality	application through System Quality	accepted
H 5	System Qualitydoes not have an indirect influence on satisfaction with the LAPOR mobile application through Ease of Use	System Qualityhas a direct influence on satisfaction with the LAPOR mobile application through Ease of Use	H1 is accepted

Discussion

Based on the hypothesis test that has been carried out via Smart PLS version 4, it can be concluded that 5 or all variables show the accepted hypothesis results with further explanation as follows:

The Influence of Attitude Toward Using on Ease of Use

The results of testing the first hypothesis show that attitude toward using has a significant influence on ease of use. Where the results of hypothesis testing indicate a p-value of 0.000 with a path coefficient value of 0.556, then hypothesis testing related to the influence of attitude toward using on ease of use is acceptable. The results of this research are in line with previous research which proves that attitude toward using has a significant influence on ease of use [37].

The Effect of Ease of Use on User Satisfaction

The results of testing the first hypothesis show that ease of use has a significant influence on user satisfaction. Where the results of hypothesis testing indicate a p-value of 0.000 with a path coefficient value of 0.916, then hypothesis testing related to the effect of ease of use on user satisfaction is acceptable. The results of this research are in line with previous research which proves that ease of use has a significant influence on user satisfaction [38].

The Influence of Security Privacy on System Quality

The results of testing the first hypothesis show that security privacy has a significant influence on system quality. Where the results of hypothesis testing indicate a p-value of 0.000 with a path coefficient value of 0.593, then hypothesis testing related to the influence of security privacy on system quality is acceptable. The results of this research are in line with previous research which proves that security privacy has a significant influence on system quality [39].

The Effect of Speed of Platform Response on System Quality

The results of testing the first hypothesis show that the speed of platform response has a significant influence on system quality. Where the results of hypothesis testing indicate a p-value of 0.049 with a path coefficient value of 0.240, then hypothesis testing related to the influence of speed of platform response on system quality is acceptable. The results of this research are in line with previous research which proves that speed of platform response has a significant influence on system quality [40].

The Influence of System Quality on Ease of Use

The results of testing the first hypothesis show that system quality has a significant influence on ease of use. Where the results of hypothesis testing indicate a p-value of 0.000 with a path coefficient value of 0.367, then hypothesis testing related to the influence of system quality on ease of use is acceptable. The results of this research are in line with previous research which proves that system quality has a significant influence on ease of use [41].

Conclusions and Recommendations

Through research conducted on the analysis of user satisfaction in using the LAPOR (Community Aspiration and Complaints Service) mobile application, it can be concluded that the five or all variables used in this research have a significant influence on user satisfaction in using the LAPOR (Community Aspiration and Complaints Service) mobile application.). Where you can see in detail the results of the hypothesis test as follows:

- Attitude Toward Usinghas a direct influence on satisfaction with the LAPOR mobile application through Ease of Use
- Ease of Usehas a direct influence on satisfaction with the LAPOR mobile application through User Satisfaction
- Security Privacyhas a direct influence on satisfaction with the LAPOR mobile application through System Quality
- Speed of Platform Responsehas a direct influence on satisfaction with the LAPOR mobile application through System Quality
- System Qualityhas a direct influence on satisfaction with the LAPOR mobile application through Ease of Use

Developments for Further Research

Further examination is needed by investigating or expanding research variables that have not been accommodated in this research and utilizing a larger sample and population. It is 11 hoped that this examination will produce new findings that 14 are useful for the advancement of science.

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