

# THE INFLUENCE OF MANAGEMENT INFORMATION SYSTEM QUALITY ON USER SATISFACTION AND EMPLOYEE PERFORMANCE IN LOCAL GOVERNMENT AGENCIES

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## Abstract

This study aims to examine the effect of Management Information System (MIS) quality on user satisfaction and employee performance in local government agencies. Using a literature study approach, this study collects and analyzes secondary data from various sources such as scientific articles and academic reports to identify the relationship between MIS quality, user satisfaction, and employee performance. The results of the study indicate that MIS quality including reliability, ease of use, access speed, and data security have a significant effect on user satisfaction and employee performance. Thus, improving the quality of MIS is expected to improve the efficiency, effectiveness, and quality of public services in local government agencies.

**Keywords:** *Management Information System Quality, User Satisfaction, Employee Performance, Local Government Agencies*

## INTRODUCTION

The rapid development of information and communication technology in the last decade has revolutionized the way governments carry out operations and provide services to the public. Management Information Systems (MIS) are one of the main innovations adopted to improve the efficiency and effectiveness of public services. This system is designed to meet administrative and operational needs in digital form, so that administrative processes that were previously carried out manually can be accelerated, simplified, and carried out in an integrated manner (Al-Qaysi et al., 2021). The effective implementation of MIS in government agencies not only aims to accelerate the service process, but also to increase transparency and accountability in data and information management. With a quality system, the government can reduce operational costs, increase data accuracy, and strengthen supervision of ongoing government activities (Mojarad et al., 2022). However, in reality in the field, the implementation of MIS often faces various obstacles such as a lack of competent human resources, resistance to change from employees, and data security issues that have not been fully addressed optimally.

In addition to technical factors, the success of MIS development is highly dependent on the human aspect of its users. User satisfaction with the system is an important indicator that reflects how well the system meets their needs and expectations (Khan et al., 2023). If users are satisfied with the performance and ease of use of the system, they tend to use it more often and more effectively in their daily work. Conversely, dissatisfaction can create resistance to the use of the system, which has a negative impact on productivity and public services. The performance of employees in government agencies is also directly influenced by the quality of the MIS used. A high-quality system that is able to provide fast, secure, and reliable access will help employees complete their administrative tasks better and more efficiently (Sedighi & Shafiee, 2021). This increase in efficiency not only has an impact on work effectiveness but is also able to improve the quality of services to the public. In other words, the implementation of a quality MIS can be a major factor in realizing a clean, accountable, and high-performance government. However, the implementation of a quality MIS also has its own challenges, such as the need for adequate training for employees, secure data management, and consistent system sustainability. These challenges must be overcome so that the benefits of MIS can be felt optimally and sustainably in the local government environment. Therefore, it is important for

policy makers and managers of information systems in government to fully understand the relationship between MIS quality, user satisfaction levels, and employee performance so that system development can be directed strategically and effectively. With a deep understanding of these dynamics, it is hoped that local governments will be able to implement systems that not only meet technical standards, but are also able to increase user satisfaction levels and employee performance, so that they are ultimately able to provide better, more efficient, and more transparent public services. Research on the influence of MIS quality on these aspects is very important as a basis for policy making and information system development in the future.

## LITERATURE REVIEW

### Quality of Management Information Systems

MIS quality includes aspects such as reliability, ease of use, speed, security, and management support (DeLone & McLean, 2023). Good quality will increase user trust and motivate optimal use of the system (AlBar & Hoque, 2020).

### User Satisfaction

Ease of use is another critical factor that determines the level of acceptance and adoption of technology. A user-friendly system will make users feel comfortable and not burdened in operating it, so that they are more confident and motivated to make maximum use of the system (Al-Qaysi et al., 2021). This ease dimension includes an intuitive user interface, a simple login process, and efficient navigation. Speed of access is no less important, especially in the current digital era where speed of service is the main benchmark for the success of government agencies. A system that is able to display data quickly will increase productivity and reduce the waiting time felt by users (Mokhtar et al., 2022). On the other hand, the security aspect is a determining factor in the sustainability of the information system because government data tends to be sensitive and vulnerable to threats from irresponsible parties. Guaranteed security will increase user confidence in the integrity and confidentiality of the data managed (Hossain et al., 2021).

Apart from the technological aspect, the human factor also greatly determines the success of MIS. User satisfaction is one of the main indicators in assessing the success of system implementation. Parasuraman et al. (2020) stated that user satisfaction is influenced by perceptions of system quality, speed of service, and overall user experience. If their perceptions are positive, the level of system adoption and use will increase, which then has an impact on increasing work efficiency and productivity. Furthermore, user satisfaction acts as a mediator that influences the relationship between system quality and employee performance. Satisfactory system use will increase employee confidence in completing tasks, and motivate them to continue using the system in their work. Conversely, if users feel frustrated with a complex, slow, or secure system, they tend to reduce its use, or even look for shortcuts that can lead to inefficiency (Venkatesh et al., 2021). User satisfaction refers to the level of satisfaction in using an information system based on user experience and expectations of the system (Parasuraman et al., 2020). This satisfaction has a direct impact on the sustainability of use and loyalty to the information system (Kawahama, 2021).

### Employee Performance

Employee performance in government is one of the main indicators in measuring the effectiveness and efficiency of public services. A quality system will help employees complete tasks faster and more accurately, reduce errors, and improve the quality of reports and decision-making (Sedighi & Shafiee, 2021). For example, an integrated system can present data in real-time and compile reports automatically, so that administrative processes become more efficient and faster. Employee performance in government agencies is influenced by the efficiency of the information system used, which directly affects productivity and work effectiveness (Sedighi & Shafiee, 2021). A high-quality system can speed up processes and reduce errors, thereby improving employee performance. Conversely, a system that does not meet quality standards will hinder employee performance. Starting from slow data access, difficulty in navigation, data uncertainty, to security issues that threaten the confidentiality of information, all of which can lead to decreased productivity and the quality of public services (Nugroho et al., 2022). Therefore, improving the quality of the system must be balanced with training and development of employee competencies so that they are able to utilize technology optimally and maximally. The main challenge in the management and development of MIS is resistance to change from employees and system managers. Many employees feel uncomfortable or afraid of losing their jobs due to automation. In addition, data security and confidentiality issues are often major obstacles, because government data is very vulnerable to cyber attacks or misuse (Yusuf & Purnama, 2023). The success of implementing the system requires a mature strategy, starting from training, socialization, to strengthening the security system and the right data management strategy.

# THE INFLUENCE OF MANAGEMENT INFORMATION SYSTEM QUALITY ON USER SATISFACTION AND EMPLOYEE PERFORMANCE IN LOCAL GOVERNMENT AGENCIES

Saidatun Nuri et al

## Relationship Between Variables

Based on the theories of TAM and DELONE & MCLEAN, MIS quality acts as a predictor variable for user satisfaction and employee performance (Venkatesh et al., 2021). Previous studies have shown that improving MIS quality has a positive impact on user satisfaction and employee performance in various government agencies. The quality of Management Information Systems (MIS) is a major factor influencing the success and impact on organizations, especially in government environments. According to DeLone and McLean (2023), MIS quality consists of several key dimensions such as reliability, ease of use, complexity, access speed, security, and data integration. System reliability is very important because it is directly related to the accuracy and consistency of data provided to users. An unreliable system will cause user distrust, which will ultimately affect the continued use of the system in their daily work.

## METHOD

This study uses a literature study approach or literature review to comprehensively understand the influence of the quality of Management Information Systems (MIS) on user satisfaction and employee performance in local government agencies. This method was chosen because it aims to collect, analyze, and compile secondary data from various relevant sources such as scientific articles, academic reports, books, and the latest and most credible official documents. This approach allows researchers to obtain a comprehensive picture of the development of theories, models, and empirical findings related to the topic. Data collection was carried out by searching academic journal databases such as Google Scholar, ScienceDirect, SpringerLink, and university library databases with main keywords such as "Management Information System Quality", "Information System User Satisfaction", "Government Employee Performance", and their variations during the period 2020 to 2023. Source selection was carried out based on relevance, credibility, and citation levels to ensure the quality of the data used.

Next, the researcher conducted a qualitative analysis of the collected literature, focusing on finding patterns of relationships between the main variables: MIS quality, user satisfaction, and employee performance. This analysis includes identifying various concepts, models, and previous research results that show direct or indirect relationships between these variables, including factors that mediate or moderate these influences. The analysis process also includes identifying research gaps and challenges faced in implementing MIS in local government agencies. With this approach, the researcher obtains a comprehensive picture of the relationships between variables, supporting and inhibiting factors, and recommendations that can be applied in different contexts.

In addition, this study uses a synthesis method to integrate the results from various sources systematically and in a structured manner. This technique helps in developing a clear and implementable conceptual framework, as well as strengthening the conclusions that will be drawn from the various findings of the literature. It is also important to conduct a critical analysis of the methodology and results of each study to assess the level of validity and reliability. In the process of preparing the report, the researcher followed the principles of good literature review, such as clarity of search objectives, transparency in source selection procedures, and accuracy in data recording. The researcher also ensured that the sources used came from peer-reviewed journals and official publications that were relevant to the context of government and public information systems. The use of this qualitative analysis is supported by an interpretive approach, which allows researchers to understand and explain the relationships and influences of variables based on empirical evidence and theories that are developing in the fields of information science, management, and government (Yin, 2018). Thus, the results of this study will be able to provide a comprehensive picture of the factors that influence the success of the development and implementation of MIS in the local government environment.

## RESULT AND DISCUSSION

The results of the literature review show a significant relationship between the quality of Management Information Systems (MIS) with the level of user satisfaction and employee performance in local government agencies. Empirically, various studies have shown that aspects such as system reliability, ease of use, speed of access, data security, and integration between systems play an important role in increasing positive perceptions of the system (DeLone & McLean, 2023; Hossain et al., 2021). First, system reliability is one of the main factors that influences user perceptions. If the system often experiences disruptions, errors occur, or data is inconsistent, then trust in the system decreases. Conversely, a system that is stable and able to present data accurately in a fast time will increase user trust and satisfaction (Al-Qaysi et al., 2021). This reliability also has an impact on employee performance, because they can complete administrative tasks without technical obstacles that disrupt the workflow. Second, the usability aspect of MIS has a major impact on the level of adoption and user satisfaction.

# THE INFLUENCE OF MANAGEMENT INFORMATION SYSTEM QUALITY ON USER SATISFACTION AND EMPLOYEE PERFORMANCE IN LOCAL GOVERNMENT AGENCIES

Saidatun Nuri et al

Systems with intuitive interfaces and simple navigation tend to be in demand and actively used by employees. Positive experiences when operating the system make employees feel more confident and comfortable, so they are highly motivated to use it optimally in their daily work (Parasuraman et al., 2020). On the other hand, inconvenience or complexity in operating the system can cause frustration and resistance, which ultimately reduces productivity and service quality. In addition, aspects of access speed and system responsiveness have a direct impact on employee work efficiency. A system that is able to access and present data quickly and responsively to user requests will accelerate the decision-making process, data processing, and reporting (Mokhtar et al., 2022). This speed is very crucial in the context of public services in the government environment, where the speed of response and accuracy of information are benchmarks for service success. Third, the data security factor is a very crucial aspect of MIS quality. Sensitive government data must be protected from potential threats such as data leaks, cyber attacks, or misuse. A system that has a high level of security will increase user trust in the system and minimize the risk of operational failure due to security breaches (Hossain et al., 2021). Good data security management also has direct implications for user satisfaction and employee performance, especially in terms of maintaining data confidentiality and integrity. In terms of its impact on employee performance, optimal MIS quality can speed up the administration process, reduce human error, and increase data accuracy. Employees who have complete and fast access to data will be better able to make appropriate and timely decisions.

For example, an integrated system allows employees to obtain data from various sources automatically, so that the analysis and reporting process becomes more efficient and accurate (Sedighi & Shafiee, 2021). Furthermore, an analysis of the literature also revealed that there is a positive relationship between perceived user satisfaction and employee performance. Users who are satisfied with the system tend to be more active and innovative in utilizing the technology, which ultimately adds value to the organization (Venkatesh et al., 2021). Conversely, dissatisfaction and frustration with the system can cause employees to ignore or even look for shortcuts in carrying out their duties, which leads to decreased efficiency and effectiveness of performance. In addition to internal factors that are directly related to the quality of technology, external factors such as training and management support also play an important role. Adequate training will improve employee competence in operating the system, while support from management can motivate employees to adopt and utilize the system optimally (Yusuf & Purnama, 2023). Without adequate training and support, even a high-quality system will not be able to provide optimal benefits if users are unable to make maximum use of it.

## Conclusion

Based on the results of the literature analysis conducted, it can be concluded that the quality of the Management Information System (MIS) has a positive impact on user satisfaction and employee performance in the local government agency environment. The implementation of a quality MIS, with a focus on reliability, ease of use, speed of access, and data security, can improve operational efficiency, reduce errors, and improve the quality of decision making. Thus, investment in improving the quality of MIS is a strategic step to improve the effectiveness and efficiency of public services.

## Suggestion

Based on the findings of this study, several suggestions can be put forward:

1. **SIM Quality Improvement:**Local government agencies need to continue to improve the quality of SIM by focusing on aspects such as reliability, ease of use, access speed, and data security.
2. **Training and Development:**Employees need to be given adequate training to improve their ability to use SIM effectively and efficiently.
3. **Management Support:**Strong management support is needed to drive optimal adoption and utilization of MIS.
4. **Periodic Evaluation:**Periodic evaluation of the MIS needs to be conducted to identify areas for improvement and ensure the system remains relevant to user needs.

## Research Limitations

This study has several limitations that need to be considered:

1. **Literature Focus:**This study uses a literature study approach that only relies on secondary data. Therefore, the findings of this study are highly dependent on the quality and availability of existing literature.
2. **Research Context:**This study focuses on local government agencies, so the results may not be generalizable to other contexts such as the private sector or non-governmental organizations.



3. **Variables Studied:** This study only focuses on the influence of MIS quality on user satisfaction and employee performance. Other variables that may influence the relationship, such as organizational culture, leadership, and technology support, are not examined in depth.

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