CHAPTER IV

CONCLUSION

4.1 Conclusion

Based on the results of data analysis using SEM PLS, it can be concluded that there are 2 variables that have a significant influence on user satisfaction, namely Accuracy of 27.1% with a T statistic value of 2,428 and Ease of Use of 38.6% with a T statistic value of 3,682. This study also shows that the variables of content, format, timeliness, and system quality do not have a significant influence on user satisfaction in the M-Paspor application case study of the Immigration Office Class I TPI Semarang. Researchers get the following conclusion :

1. The results of testing Content towards User Satisfaction indicate a positive but insignificant relationship. This is because the T Statistics below 1.659. This mean that the content of M-Paspor application case study at Immigration Office Class I TPI Semarang is not statistically strong enough to influence the user satisfaction. In other words, content is not the main factor affecting the user satisfaction at Immigration Office Class I TPI Semarang.

2. The results of testing Accuracy towards User Satisfaction indicate a positive and significant relationship with the T statistic value 2,428. This means the users are happy when an application delivers accurate results that meet their expectations. As a result, Accuracy become one of the main factors that

influence the user satisfaction of the M-Paspor application at Immigration Office Class I TPI Semarang.

3. The results of testing Format towards User Satisfaction indicate a positive but insignificant relationship. This is because the T Statistics below 1,659. This mean that the Format of M-Paspor application case study at Immigration Office Class I TPI Semarang is not statistically strong enough to influence the user satisfaction. In other words, the appearance and design of the interface do not affect user satisfaction.

4. The results of testing Ease of Use towards User Satisfaction indicate a positive and significant relationship with the T statistic value 3,682. This means the users are happy, when users are able to utilize an application without encountering any issues or misconceptions. As a result, Ease of Use become one of the main factors that influence the user satisfaction of the M-Paspor application at Immigration Office Class I TPI Semarang.

5. The results of testing Timeliness towards User Satisfaction indicate a positive but insignificant relationship. This is because the T Statistics below 1,659. This mean that the Timeliness of M-Paspor application case study at Immigration Office Class I TPI Semarang is not statistically strong enough to influence the user satisfaction. In other words, the users still facing a delays in data processing and information loading. In conclusion, Timeliness is not the main factor that influence the user satisfaction.

6. The results of testing System Quality towards User Satisfaction indicate a positive but insignificant relationship. This is because the T Statistics below

1,659. This mean that the System Quality of M-Paspor application case study at Immigration Office Class I TPI Semarang is not statistically strong enough to influence the user satisfaction. In other words, System Quality is not the main factor that influence the user satisfaction.

4.2 Recommendation

Based on the results and conclusions of this study, the researcher has several recommendations that can be utilized by the Directorate General of Immigration as an application developer and Semarang Immigration Office, as well as recommendations for future research, including:

1. Recommendations for Directorate General of Immigration and Semarang Immigration Office

   - Based on the research results, accuracy is one of the dominant factor in increasing user satisfaction. This can serve as input for the Directorate General of Immigration and Immigration Office Class I TPI Semarang to enhance user experience and increase user satisfaction. For example, Always evaluate the data input processing system so that it can remain accurate and the information provided is also reliable.
   - Based on the research results, it has been proven that ease of use influences user satisfaction. Directorate General of Immigration and Immigration Office Class I TPI Semarang can focus more on and improve aspects related to ease of use, such as streamlining the processes

(simplifying application procedures) and giving clear instruction and guidelines so it can reduce confusion.

2. Recommendations for Future Research

- Future research is expected to take more distributed samples to generalize the data obtained more widely. By including a broader and more diverse sample, researchers can capture a wider range of user experiences and perspectives, which can help paint a more accurate and comprehensive picture of how ease of use and other factors influence user satisfaction across different demographics.

- Further researchers are expected to conduct research in all immigration offices in Indonesia so that the data obtained can be representative.

- Further research is expected to examine other variables affecting user satisfaction with the M-Paspor application. there may be other important variables that also contribute to the overall user experience. For example, factors such as the speed of the application, data security, and even the visual design of the interface could all play a role in influencing user satisfaction, which will provide deeper insights into the factors that affect user satisfaction.

4.3 Research Limitations

Based on the research conducted, the researchers need several limitations. These limitations include :

1. This study only used six variables to measure the level of user satisfaction. As a result, it cannot provide a more comprehensive picture of overall user satisfaction.

2. This research was only conducted at the Semarang Immigration Office, which limited the generalization of the findings to other areas. Therefore, the results of this study may not be fully applicable to immigration offices in other cities or regions.

3. This study does not involve direct interviews with users as a data collection method. While questionnaires provide useful information, face-to-face interviews can provide deeper insights into the user's experience and perceptions. Users may have opinions or feedback that are not fully covered in the standard questionnaire, and interviews can provide an opportunity to explore the more subjective and complex factors that affect their satisfaction.