

The Implementation of Customs-Excise Information System and Automation Application in Logistic Companies at Soekarno-Hatta Airport, Indonesia

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Abstract— This research aimed to know the implementation of utility quality, information quality and service interaction quality which have impacts on the trust of Customs-Excise Information System and Automation application users moderated by the user satisfaction in the logistic companies at the Cargo Terminal of Soekarno-Hatta Airport. The main problems were that in the operational activities a shift of cargo flow occurred in document administration and that the payment should be made manually since the Customs-Excise Information System and Automation was still in the maintenance. This research used the analysis method of Structural Equation Modeling with SmartPLS as the tool of analysis. The research sample included as many as 198 respondents working in some logistic companies at the Cargo Terminal of Soekarno-Hatta Airport. In order to increase the contribution of utility quality, information quality and service interaction quality to user trust through user satisfaction, the application service provider should make the users feel satisfied and believe that the application has good benefits. The key finding of this research was that the information service system provider would also keep conducting periodic evaluation through a survey of satisfaction, thus the incoming suggestions and criticisms would improve the logistic service activities especially export and import.

Keywords— User Satisfaction, User Trust, Utility Quality, Information Quality, Service Interaction Quality

I. INTRODUCTION

A. Background

The increasing role of information and communication technology in logistic business can develop the logistic sector and change the role of services, so that logistic industry in Indonesia will continue to grow along with the time. Customs-Excise Information System and Automation (CEISA) is a centralization system developed by the Directorate General of Customs and Excise as the vertical agency in the Ministry of Finance of the Republic of Indonesia functioning as a service and control system to help the work process related to other customs and excise matters. CEISA develops the contribution of strategic partnership, and using CEISA application has some advantages in increasing company productivity, improving services, minimizing the use and storage of paper data, increasing the cash flow and decreasing the supply management cycle. Related to the CEISA information system, [1] have previously discussed an end-user satisfaction analysis by using the method of End-User Computing Satisfaction (EUCS) as a research indicator. The websites interactivities describe the evolution of website designs and companies try to fulfill the user expectation by developing interactive and enjoyable websites [2].

Several problems are found in this research observation, namely; human error occurring when inputting data that makes disharmony between the Customs-Excise data and companies' data that result in the obstacles for cargo export and import. In

operational activities, the shift of cargo flow in the document arrangement and payment must be done manually and it takes time because the CEISA system is still in maintenance. The information system has not fulfilled the expectation of users so that they are still not confident to use an information system or application. The information system users have not been satisfied because the maintenance disrupts the document arrangement so that logistic companies should still arrange the document manually and incur additional cost, such as for warehouse rent and transportation service, due to the maintenance.

II. LITERATURE STUDY AND HYPOTHESIS

1. Utility Quality

In general, [3] explain that through some variables Webqual 4.0 will be able to contribution user satisfaction. The utility quality aspect of qual version 4.0 is replaced by the utility and change in this aspect because the utility emphasizes user perception [4]. Finally, based on the finding [5], the first priorities of improving utility quality are service interaction quality and information quality. The use of website aims to strengthen the control perceived by users and to facilitate online shopping [2]. Utility quality according to [6] is based on the level of service that prioritizes consumer need and want during the service process. [7] state that utility quality can be measured by some factors such as efficiency, availability of system, website performance, customer support and service.

Utility quality generally has three dimensions, namely utility quality, information quality and service interaction quality. Thus, it can be concluded that quality of sites is a method or technique of measuring the quality of sites based on user perception needed for measuring the quality of information system or application.

2. User Satisfaction

User satisfaction is how far the user will enjoy an information system so that he will be satisfied with what he is doing [8]. The users who feel satisfied with their work will be more innovative and productive than those who are dissatisfied [9]. User satisfaction can be synthesized as user evaluation to compare the performance or output of the users who use or operate an information system and information system service provided. User satisfaction will be measured by the indicators of feeling satisfied with the quality of system, feeling happy to use the system, feeling satisfied with the quality of product or service, feeling the use of using the system, and feeling satisfied with the system that is able to support user's work.

3. User Trust

Trust will create an image of brand and product, make people act according to their belief and enable them to make decisions [10], [11]. Trust on online service is so important that the users will immediately make decision to use it [12], [13]. Whatever the level of trust, both provider and users must act in accordance with the previous agreement [14]. In addition, trust according to [15] is the belief of a party in another in term of contribution and the belief that his act is a necessity and brings about positive results for both parties. So, it can be concluded that user trust is the expectation of users and organization related to the agreement to realize the expected goals and to generate positive contributions to both the information system service provider and the information system users. User trust will be measured by the indicators of integrated service information, secured privacy, secured system use, importance in the company business, and reliability.

4. Information Quality

Information quality according to [16] is the ability of information to meet user's need for information. [17], [18] say that information quality is the information that can provide users with knowledge of necessary information. Therefore, information quality can be synthesized as quality measurement related to the information system used by the users to measure the information given by the service provider. Information quality will be measured by the variable dimensions of understandability, detailed information, relevant information, reliable information, accurate information, punctual information, and information in an appropriate format.

5. Service Interaction Quality

The interaction between the information system service provider and the users is an important factor in enhancing the contribution of the information system service provider and the information system users [19]. Thus, service interaction quality can be synthesized as the measurement of contributing quality by the information system used by users to measure the effort

to meet the user's need and want and the accuracy in predicting the expectation of information system users.

In general, this research aims to know and analyze the utility quality against the user trust through user satisfaction, to know how information quality is implemented against the user trust through user satisfaction as well as to know the contribution of service interaction quality on user trust through user satisfaction with the CEISA application.

Conceptual Framework

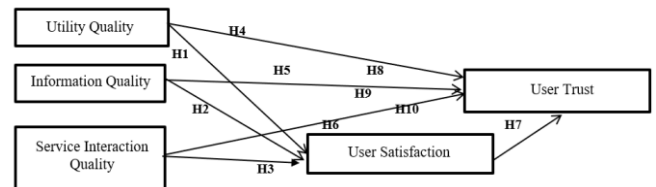


Figure 1. Conceptual Framework

6. Research Hypotheses

- H1. The contribution of utility quality on user satisfaction
- H2. The contribution of information quality on user satisfaction
- H3. The contribution of service interaction quality on user satisfaction
- H4. The contribution of utility quality on user trust
- H5. The contribution of information quality on user trust
- H6. The contribution of service interaction quality on user trust
- H7. The contribution of user satisfaction on user trust
- H8. The contribution of utility quality on user trust through user satisfaction
- H9. The contribution of information quality on user trust through user satisfaction
- H10. The contribution of service interaction quality on user trust through user satisfaction

III. RESEARCH METHODS

This research used the analysis method of Structural Equation Modeling with SmartPLS as the tool of analysis. The research sample included as many as 198 respondents working in some logistic companies at the Cargo Terminal of Soekarno-Hatta Airport. The conceptual framework states the existence of indirect contribution of the utility quality, information quality, and service interaction quality on user trust through user satisfaction becomes a testable hypothesis so that h8, h9 and h10 become the indirect contribution of utility quality, information quality, and service interaction quality on user trust through user satisfaction.

IV. RESULTS AND DISCUSSION

A. Results

1. Outer Model Evaluation

a) Convergent Validity

From the calculation of inter-variable contribution, all the indicators in this research can be extracted perfectly and have loading factor value > 0.7 so that all the items are said to be valid. The result of calculation using appropriate variables, dimensions and indicators can explain the inter-variable

contribution.

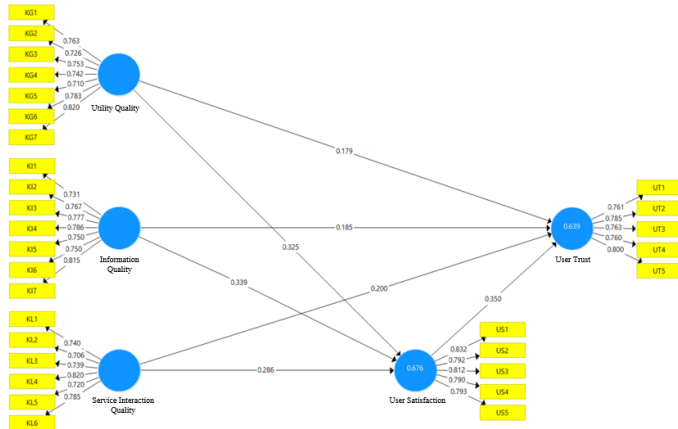


Figure 2. Result of Calculation with PLS Algorithm

The result of calculation states that all of the indicators get the value of loading factor more than 0.7 (Table 1). The analysis of AVE (Average Variance Extract) assesses the convergent validity with the value of AVE more than 0.5. All the indicator items get AVE value more than 0.5 so it can be concluded that all the indicator items have been significant.

TABLE 1. Resulted Outer Loading and AVE

Variable	Indicator	Outer Loading	AVE
Utility Quality	KG1	0.763	0.599
	KG2	0.726	
	KG3	0.753	
	KG4	0.742	
	KG5	0.710	
	KG6	0.783	
	KG7	0.820	
Information Quality	KI1	0.731	0.646
	KI2	0.767	
	KI3	0.777	
	KI4	0.786	
	KI5	0.750	
	KI6	0.750	
	KI7	0.815	
Service Interaction Quality	KL1	0.740	0.590
	KL2	0.706	
	KL3	0.739	
	KL4	0.820	
	KL5	0.720	
	KL6	0.785	
User Satisfaction	US1	0.832	0.567
	US2	0.792	
	US3	0.812	
	US4	0.790	
	US5	0.793	
User Trust	UT1	0.761	0.574
	UT2	0.785	
	UT3	0.763	
	UT4	0.760	
	UT5	0.800	

b) Validity of Discriminant

In Table 2 the marked scores show bigger values of inter-variable correlation than the value of correlation between a variable and another, so it can be concluded that the variables being studied have owned a good validity of discriminant.

TABLE 2. Cross Loading Value

	User Trust	User Satisfaction	Information Quality	Service Interaction Quality	Utility Quality
KG1	0.501	0.542	0.516	0.418	0.763
KG2	0.510	0.490	0.480	0.354	0.726
KG3	0.462	0.474	0.465	0.428	0.753
KG4	0.482	0.527	0.551	0.415	0.742
KG5	0.461	0.499	0.475	0.401	0.710
KG6	0.577	0.640	0.588	0.502	0.783
KG7	0.563	0.632	0.600	0.480	0.820
KI1	0.491	0.553	0.731	0.437	0.531
KI2	0.446	0.534	0.767	0.379	0.502
KI3	0.545	0.572	0.777	0.444	0.555
KI4	0.555	0.576	0.786	0.479	0.499
KI5	0.502	0.527	0.750	0.437	0.514
KI6	0.569	0.578	0.750	0.513	0.590
KI7	0.564	0.606	0.815	0.500	0.553
KL1	0.419	0.492	0.468	0.740	0.366
KL2	0.411	0.476	0.385	0.706	0.349
KL3	0.408	0.478	0.433	0.739	0.398
KL4	0.527	0.528	0.462	0.820	0.473
KL5	0.560	0.469	0.442	0.720	0.455
KL6	0.565	0.581	0.492	0.785	0.501
US1	0.604	0.832	0.602	0.552	0.555
US2	0.621	0.792	0.584	0.565	0.619
US3	0.563	0.812	0.581	0.559	0.533
US4	0.601	0.790	0.568	0.514	0.581
US5	0.617	0.793	0.616	0.511	0.614
UT1	0.761	0.597	0.567	0.496	0.547
UT2	0.785	0.549	0.492	0.531	0.549
UT3	0.763	0.558	0.473	0.461	0.503
UT4	0.760	0.586	0.543	0.485	0.511
UT5	0.800	0.607	0.572	0.527	0.499

c) Reliability Evaluation

In Table 3 all the variables show the values of Cronbach Alpha and Composite Reliability in all variables more than 0.7 so it can be concluded that all the variables are reliable.

TABLE 3. The Values of Cronbach Alpha and Composite Reliability

Variable	Cronbach's Alpha	Composite Reliability
User Trust	0.833	0.882
User Satisfaction	0.863	0.901
Quality Information Quality	0.884	0.910
Service Interaction Quality	0.847	0.887
Utility Quality	0.876	0.904

2. Inner Model Evaluation

a) R-Square

The R-Square value of the user trust variable is 0.639 and of the user satisfaction variable is 0.676. So, it can be concluded that the contribution of utility quality, information quality, service interaction quality, and user satisfaction on user trust is 63.9% and on user satisfaction is 67.6%.

b) Q-Square Predictive Relevance

The Q-Square value of the User Trust variable is 0.373 and of the User Satisfaction variable is 0.424. So, it can be concluded that the model has owned good values of Q-Square as well as a predictive relevance.

c) Goodness of Fit (GoF)

With the value of GoF calculation as many as 0.625 it can be explained that the research concept has been appropriate and the value of GoF is big enough, that is above 0.36. The GoF criteria are: 0.1 (small GoF), 0.25 (moderate GoF), and 0.36 (big GoF).

3. Hypothetical Testing

Hypotheses are tested by using the method of resampling Bootstrap, which is a nonparametric resampling technique aiming to estimate the value of standard error. Bootstrap testing is to minimize the problem of data abnormality such as minimum data, data with no assumption, and data deviating from assumption.

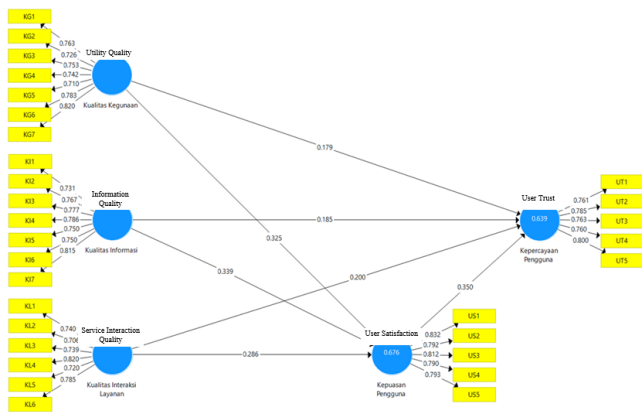


Figure 3. Resulted Bootstrapping Calculation

TABLE 4. Value of Direct Effect

	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
User Satisfaction → User Trust	0.350	0.340	0.099	3.530	0.000
Information Quality → User Trust	0.185	0.187	0.080	2.315	0.021
Information Quality → User Satisfaction	0.339	0.339	0.090	3.773	0.000
Service Interaction Quality → User Trust	0.200	0.204	0.075	2.655	0.008
Service Interaction Quality → User Satisfaction	0.286	0.286	0.073	3.903	0.000
Utility Quality → User Trust	0.179	0.180	0.074	2.404	0.016
Utility Quality → User Satisfaction	0.325	0.323	0.084	3.882	0.000

Bootstrap testing is used to minimize the problem of abnormal research data. The results of the bootstrapping test evaluation from the PLS analysis are as follows:

1. H1. Utility Quality Contributions Positively to User Satisfaction

The evaluation of hypothesis 1 indicates that there is a contribution between utility quality and user satisfaction. Utility quality contributions positively and significantly to user satisfaction because the value of t-statistics is 3.882. So, it can be concluded that the seven indicators of utility quality, namely ease to study, generating positive experience, competence, ease to use, attractive display, feature convenience, and utility interaction have a positive and significant contribution to user satisfaction, thus hypothesis 1 is accepted.

2. H2. Information Quality Contributions Positively to User Satisfaction

The evaluation of hypothesis 2 indicates that there is a contribution between information quality and user satisfaction. Information quality contributions positively and significantly to user satisfaction because the value of t-statistics is 3.773. So, it can be concluded that the seven indicators of information quality namely understandable information, detailed information, relevant information, reliable information, accurate information, on-time information, and information in the appropriate format have a positive and significant contribution to user satisfaction, thus hypothesis 2 is accepted.

3. H3. Service Interaction Quality Contributions Positively to User Satisfaction

The evaluation of hypothesis 3 indicates that there is a contribution between service interaction quality and user satisfaction. Service interaction quality contributions positively and significantly to user satisfaction because the value of t-statistics is 3.903. So, it can be concluded that the six indicators of service interaction quality namely appropriate service, good delivery, easy communication, transaction security, personal data security have a positive and significant contribution to user satisfaction, thus hypothesis 3 is accepted.

4. H4. Utility Quality Contributions Positively to User Trust

The evaluation of hypothesis 4 indicates that there is a contribution between utility quality and user trust. Utility quality contributions positively and significantly to user trust because the value of t-statistics is 2.404. So, it can be concluded that the seven indicators of utility quality namely ease to study, generating positive experience, competence, ease to use, attractive display, feature convenience, and utility interaction have a positive and significant contribution to user trust, thus hypothesis 4 is accepted.

5. H5. Information Quality Contributions Positively to User Trust

The evaluation of hypothesis 5 indicates that there is a contribution between information quality and user trust. Information quality contributions positively and significantly to user trust because the value of t-statistics is 2.315. So, it can be concluded that the seven indicators of information quality namely understandable information, detailed information, relevant information, reliable information, accurate information, on-time information, and information in the appropriate format have a positive and significant contribution to user trust, thus hypothesis 5 is accepted.

6. H6. Service Interaction Quality Contributions Positively to User Trust

The evaluation of hypothesis 6 indicates that there is a contribution between service interaction quality and user trust. Service interaction quality contributions positively and significantly to user trust because the value of t-statistics is 2.655. So, it can be concluded that the six indicators of service interaction quality namely appropriate service, good delivery, easy communication, transaction security, personal data security have a positive and significant contribution to user trust, thus hypothesis 6 is accepted.

7. H7. User Satisfaction Contributions Positively to User Trust

The evaluation of hypothesis 7 indicates that there is a

contribution between user satisfaction and user trust. User satisfaction contributions positively and significantly to user trust because the value of t-statistics is 3.530. So, it can be concluded that five indicators of user satisfaction, i.e. the users' belief that the service provider has an integrity, privacy will be secured while using the system, they feel secured using the system, the system is important for the business, and that information system service provider is reliable, have a positive and significant contribution to user trust, thus hypothesis 7 is accepted.

TABLE 5. Value of Indirect Effect

	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
Information Quality → User Satisfaction → User Trust	0.118	0.11	0.046	2.578	0.01
Utility Quality → User Satisfaction → User Trust	0.113	0.11	0.045	2.529	0.01
Service Interaction Quality → User Satisfaction → User Trust	0.100	0.09	0.038	2.641	0.008

8. H8. Utility Quality Contributions Positively to User Trust through User Satisfaction

Table 6 indicates that there is a contribution between utility quality and user trust through user satisfaction with the value of t-statistics 2.529 and p-values 0.011, a contribution between information quality and user trust through user satisfaction with the value of t-statistics 2.578 and p-values 0.010, a contribution between service interaction quality and user trust through user satisfaction with the value of t-statistics 2.641 and p-values 0.008. All the indirect inter-variable contributions are accepted. So, it can be concluded that seven variable dimensions of utility quality namely ease to study, generating positive experience, competence, ease to use, attractive display, feature convenience, and utility interaction have a positive and significant contribution to user trust through user satisfaction, thus hypothesis 8 is accepted.

9. H.9 Information Quality Contributions Positively to User Trust Through User Satisfaction

The evaluation of hypothesis 9 indicates that there is a contribution between information quality and user trust through user satisfaction. Information quality contributions positively and significantly to user trust through user satisfaction because the value of t-statistics is 2.578 and p-values 0.010. So, it can be concluded that the seven indicators of information quality namely understandable information, detailed information, relevant information, reliable information, accurate information, on-time information, and information in the appropriate format have a positive and significant contribution to user trust through user satisfaction, thus hypothesis 9 is accepted.

H10. Service Interaction Quality Contributions Positively to User Trust through User Satisfaction

The evaluation of hypothesis 10 indicates that there is a contribution between service interaction quality and user trust through user satisfaction. Service interaction quality contributions positively and significantly to user trust through user satisfaction based on the value of t-statistics 2.641 and p-values 0.008. So, it can be concluded that the six indicators of service interaction quality namely appropriate service, good delivery, easy communication, transaction security, personal

data security have a positive and significant contribution to user trust through user satisfaction, thus hypothesis 10 is accepted.

B. Discussion

1. Utility Quality and User Satisfaction

From the statistical calculation, it can be concluded that utility quality contributions positively and significantly to user satisfaction. The result of this research states that seven indicators of utility quality namely ease to study, generating positive experience, competence, ease to use, attractive display, feature convenience, and utility interaction affects the level of user satisfaction, so the utility quality of CEISA application increases and will contribution positively to the satisfaction of CEISA application users. Theoretically, this research is in line with the opinion of [20], that the higher the quality level, the higher the level of user or customer satisfaction. The result of this research as a whole supports the finding of [21]–[24] that utility quality contributions positively to user satisfaction. The result of this research is also in line with the study of [4] that the most dominant positive contribution to user satisfaction is utility quality, which is an ideal expectation made by website users. It is added by [4], [25] that utility quality related to usability and convenience to interact with web page contributions to their satisfaction with online service.

Thus, the finding of this research is in line with and confirming the result of previous research that utility quality gives a direct contribution to user satisfaction.

2. Information Quality and User Satisfaction

From the statistical calculation it can be concluded that information quality contributions positively and significantly to user satisfaction. The result of this research states that seven indicators of information quality namely understandable information, detailed information, relevant information, reliable information, accurate information, on-time information, and information in the appropriate format affects the level of user satisfaction so that the information quality of CEISA application makes the users understand the performance of CEISA application and will contribution positively to the satisfaction of CEISA application users. The result of this research as a whole supports the finding [21], [24] that information quality contributions positively to user satisfaction.

The result of this is in line with the study [4], indicated that the variable of information quality has a strong contribution on user satisfaction. This research supports the finding [26], [27] stating that utility quality contributions positively and significantly to user satisfaction.

Thus, the finding of this research is in line with and confirming the result of previous research that information quality gives a direct contribution to user satisfaction.

3. *Service Interaction Quality and User Satisfaction*

From the statistical calculation it can be concluded that service interaction quality contributions positively and significantly to user satisfaction. The result of this research states that six indicators of service interaction quality namely appropriate service, good delivery, easy communication, transaction security, personal data security affects the level of user satisfaction so that the service interaction quality of CEISA application makes the users feel comfortable to use CEISA application and will contribution positively to the satisfaction of CEISA application users. The result of this research is in line with the model testing (Pratiwi & Irawan, 2021) that the variable used namely service interaction quality is a very significant factor which directly affects user satisfaction. This research supports the finding [4] showing that the variable of service interaction quality partially has a strong contribution on user satisfaction.

Thus, the finding of this research is in line with and confirming the result of previous research that service interaction quality gives a direct contribution to user satisfaction.

4. *Utility Quality and User Trust*

From the statistical calculation it can be concluded that utility quality contributions positively and significantly to user trust. The result of this research states that seven indicators of utility quality namely ease to study, generating positive experience, competence, ease to use, attractive display, feature convenience, and utility interaction affects the level of user trust so that the utility quality of CEISA application increases and will contribution positively to the trust of CEISA application users. The utility quality of information system will make users trust to use the information system. The better the user perception of the utility quality of information system and the better information quality given by the information system provider as well as the better service interaction quality of information system, the better the user trust in using an information system or application. This research as a whole supports the study [28], [29] explaining that online trust contributions to utility quality. It is added that this research is also in line with the study [30], that the quality of website design contributions positively to user trust.

Thus, the finding of this research is in line with and confirming the result of previous research that utility quality gives a direct contribution to user trust.

5. *Information Quality and User Trust*

From the statistical calculation it can be concluded that information quality contributions positively and significantly to user trust. The result of this research states that seven indicators of information quality namely understandable information, detailed information, relevant information, reliable

information, accurate information, on-time information, and the information in the appropriate format affect the level of user trust so that the information quality of CEISA application makes users understand the performance of CEISA application and will contribution positively to the trust of CEISA application users. The result of this research supports the study [31] that information quality contributions significantly to the increase of trust. It is added that this research is in line with the study [32] stating that accuracy, punctuality, and usability as the dimensions of information quality variable contributions positively and significantly to the user trust.

Thus, the finding of this research is in line with and confirming the result of previous research that information quality gives a direct contribution to user trust.

6. *Service Interaction Quality and User Trust*

From the statistical calculation it can be concluded that service interaction quality contributions positively and significantly to user trust. The result of this research states that six indicators of service interaction quality namely appropriate service, good delivery, easy communication, transaction security, personal data security affect the level of user trust so that the service interaction quality of CEISA application makes users feel comfortable to use CEISA application and will contribution positively to the trust of CEISA application users. The result of this research is in line with the study [4], that service interaction quality partially has a strong contribution to user satisfaction.

Thus, the finding of this research is in line with and confirming the result of previous research that service interaction quality gives a direct contribution to user trust.

7. *User Satisfaction and User Trust*

From the statistical calculation it can be concluded that user satisfaction contributions positively and significantly to user trust. The result of this research states that user satisfaction affects the level of user trust so that the CEISA application users feel satisfied using CEISA application. So, it will give an impact on user trust and the application users can rely on using CEISA application. In the implementation of an information system or application, user trust and the satisfaction of information system users are important factors in determining a success where the user is directly involved in using an information system. Trust on a website is the activity of website toward users in accessing the information on website or information system. The users of information system or website are expected to be helped by overcoming the problems related to information technology or system. The result of this research is in line with the study [33] that brand trust has a positive impact on user satisfaction.

8. *Utility Quality and User Trust mediated by User satisfaction*

From the statistical calculation it can be concluded that the evaluation of hypothesis 8 shows the contribution between utility quality and user trust through user satisfaction. Utility quality contributions positively and significantly to user trust through user satisfaction. The result of this research states that seven indicators of utility quality namely ease to study, generating positive experience, competence, ease to use, attractive display, feature convenience, and utility interaction

affects the level of user trust through user satisfaction, so that the utility quality of CEISA application increases and will contribute positively to user satisfaction and the trust of CEISA application users. The higher a contribution or trust of application users there will be no suspicion or dissatisfaction so as to create a good image for the Customs-Excise through CEISA service and the users of an information system will keep using and trusting that the information system or application being used will be good for logistic service company.

The result of this research supports the study [28], showing that the variable of user trust can act as an intervening variable between elektronically mouth to mouth and utility quality on the online trust. The result of this research is also in line with the finding [33] that the quality of website contributions positively to brand trust and satisfaction. Finally, this research also supports the study [34], that WebQual 4.0 as the basic model for website assessment indicates that customer satisfaction is wholly contributed by the structure of trust and empathy, as well as by the dimensions of utility and information quality.

9. Information Quality and User Trust Mediated by User Satisfaction

From the statistical calculation it can be concluded that the evaluation of hypothesis 9 shows the contribution between information quality and user trust through user satisfaction. Information quality contributes positively and significantly to user trust through user satisfaction. The result of this research states that seven indicators of information quality namely understandable information, detailed information, relevant information, reliable information, accurate information, on-time information, and information in the appropriate format affect the level of user trust through user satisfaction, so that the information quality of CEISA application makes the users understand the performance of CEISA application and will contribute positively to user trust through the satisfaction of CEISA application users. Good information quality will make the users feel confident and satisfied in using the information system given by the information system provider.

10. Service Interaction Quality and User Trust Mediated by User Satisfaction

From the statistical calculation it can be concluded that the evaluation of hypothesis 10 shows the contribution between service interaction quality and user trust through user satisfaction. Service interaction quality contributes positively and significantly to user trust through user satisfaction. The result of this research states that six indicators of service interaction quality namely appropriate service, good delivery, easy communication, transaction security, personal data security affect the level of user trust through user satisfaction, so that the service interaction quality of CEISA application makes the users feel comfortable to use CEISA application and will contribute positively to user trust through the satisfaction of CEISA application users. In an information system, there is a technology, application and business process interrelated with the information system provider and information system users through information or electronic transaction. The effectiveness and efficiency of the information system being used will make the users feel satisfied and confident in using the information system.

The result of this research states that utility quality, information quality and service interaction quality contribute positively and significantly to user satisfaction, shows that the use of a good application and information as well as the service provided as expected make the users feel satisfied with the CEISA application services. Utility quality, information quality, and service interaction quality contribute positively and significantly to user trust showing that the optimum use of application and clear information as well as the service provided as expected make the users believe in the CEISA application service. Satisfaction in using CEISA application can support the user's work and will have an impact on user trust so that user satisfaction contributes positively and significantly to user trust. Utility quality, information quality and service interaction quality contribute positively and significantly to user trust through user satisfaction, proving that utility quality, information quality and service interaction quality can increase the satisfaction with the application so that the users have trust on using CEISA application.

V. CONCLUSIONS

In this research, the contribution value of utility quality to user trust is 0.179, so the utility quality of CEISA application needs to be increased in order that the application utility being evaluated will be good, and users will easily use the CEISA application. The contribution of information quality to user trust has a value of 0.185, meaning that the information given by the provider should be improved so that the information received by the application users will be good. The contribution with the biggest value is that of user satisfaction to user trust as big as 0.350, so that the satisfaction of CEISA application should be maintained because the satisfaction with the application has been very good. The contribution values of utility quality, information quality and service interaction quality to user satisfaction are respectively 0.325, 0.339, and 0.286, so that the contribution of utility quality, information quality and service interaction quality should be maintained. It means the contribution of utility quality, information quality and service interaction quality has been good. In order to increase the contribution of utility quality, information quality, and service interaction quality to user satisfaction through user satisfaction, the application service provider should make the users feel satisfied and believe that the application has a good utility. The information system service provider will also keep performing a periodic evaluation by carrying out a satisfaction survey, so that the incoming suggestions and criticisms improve the logistic service activities, especially export and import.

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