Analysis of User Acceptance of the EPDesKel Application within the Nagari Government of Agam Regency Using the EUCS Method

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Abstract

The application EPDESKEL is a strategic information system designed for harmonizing the appraisal process of the performance in the village development fields. This research proposes efforts related to the analysis of determinant factors for acceptance and user satisfaction in the application among the Nagari Operators in Agam Regency using the End User Computing Satisfaction (EUCS) model. More specifically, this research is interested in investigating how five factors, namely content, accuracy, format, ease of use, and timeliness, affect end-user satisfaction as a whole. The research is done using a quantitative method involving saturated sampling, in which 92 operational end-users are involved as respondents. Structural Equation Modeling (SEM) analysis is conducted for this study, using Partial Least Squares (PLS). The conclusion drawn from this study shows that Ease of Use, Format, but not Content, Accuracy, nor Timeliness, are positive factors affecting user satisfaction positively. Implications of this study include the understanding that, in practice, user interfaces that are easy to interact with, rather than data accuracy, are viewed as even more essential factors in effective digital governance practices.

Keywords: *Digital Governance, EUCS, Public Sector Technology, User Acceptance, Information System.*

Abstrak

Aplikasi EPDESKEL merupakan sistem informasi strategis yang dirancang untuk menyelaraskan proses penilaian kinerja di bidang pembangunan desa. Penelitian ini mengusulkan upaya terkait analisis faktor penentu penerimaan dan kepuasan pengguna pada aplikasi di kalangan Operator Nagari di Kabupaten Agam menggunakan model Kepuasan Pengguna Akhir Komputasi (EUCS). Lebih spesifiknya, penelitian ini tertarik untuk menyelidiki bagaimana lima faktor, yaitu isi, akurasi, format, kemudahan penggunaan, dan ketepatan waktu, mempengaruhi kepuasan pengguna akhir secara keseluruhan. Penelitian ini dilakukan dengan menggunakan metode kuantitatif yang melibatkan pengambilan sampel jenuh, di mana 92 pengguna akhir operasional dilibatkan sebagai responden. Analisis Structural Equation Modeling (SEM) dilakukan untuk penelitian ini, menggunakan Partial Least Squares (PLS). Kesimpulan yang diambil dari penelitian ini menunjukkan bahwa Kemudahan Penggunaan, Format, tetapi bukan Isi, Akurasi, maupun Ketepatan Waktu, merupakan faktor positif yang mempengaruhi kepuasan pengguna secara positif. Implikasi dari studi ini mencakup pemahaman bahwa, dalam praktiknya, antarmuka pengguna yang mudah diinteraksi, daripada akurasi data, dipandang sebagai faktor yang lebih penting dalam praktik tata kelola digital yang efektif.

Kata Kunci: Tata Kelola Digital, EUCS, Teknologi Sektor Publik, Penerimaan Pengguna, Sistem Informasi.

1. Introduction

During the current digital age, the rapid growth of information and communication technology has caused changes in almost all affairs, including governance in the governmental sector. The application of digital technology in the governance sector has been indispensable in public sector organizations in facilitating efficiency, as well as the accountabilities of the public sector. Even the increasing digital transformation requires the support of digital technology in the governance of the national, state, and local administration through an information system (Rohayati and Abdillah 2024).

Digital government paradigm promotes the use of various information systems that can be used by the government and the people. The use of information systems by the government has been promoted due to efficiency, transparency, and accountability associated with information technology. Digitalization of governance in Indonesia has become a major strategic move for improving public services and governance at the subnational level (Frinaldi, T Rezeki, and Saputra 2024). The use of information systems within the structures of the government is no longer

considered only from the technological development point of view, but rather part of broad reforms and changes aimed at improving organizational performance and public trust within the structure. Digitalization of the Indonesia public sector is facilitated through various strategic regulations and programs among which is the regulation to develop information systems to support village development. As part of developing the Law on Villages and its associated laws, the Indonesia government also introduced a policy on the Electron System on Evaluate of Village and Urban Development, which is a digital system for annual evaluation related to the developments within the administrative structures of village and cities (Malodia et al. 2021). The policy also shows Indonesia's strategic move to ensure that development planning and evaluation happening within village and cities occur systematically, transparent, and based on clear indicators. The presence of quality digital information should enable development-related policies to be more targeted and development-related resources within the public sector to be effectively allocated (Javaid et al. 2024).

Evaluasi Perkembangan Desa dan Kelurahan or Evaluation of Village or Urban Village Development (EPDesKel) came from the need to modernize and change the conventional way of performing evaluations, which were not efficient and took much time. Hence, implementing this application will enable the government to make better-quality and authentic evidence for decision-making through data or information gathering and assessment on rational grounds. The system also standardizes the evaluation processes to facilitate more objective comparisons of development indicators among regions (Ahmad Izzuddin et al. 2023). Through standardized indicators and integrated data management, EPDesKel is expected to reduce subjectivity and inconsistencies in assessment results, thereby strengthening the credibility of development evaluations.

EPDesKel is an evaluation system introduced under Regulation of the Minister of Home Affairs of the Republic of Indonesia No. 81 of 2015. It aims to assess development at the village and urban village levels, which constitute the local government tier in Indonesia. This assessment classifies the level of development

into three categories: (i) rapidly developing, (ii) developing, and (iii) underdeveloped. Accordingly, the evaluation is conducted at the village and sub-district levels; the regency or city level; the provincial level; and the Ministry of Home Affairs. Therefore, this study analyses user acceptance at the regency level (Peremendagri 2015).

This application has been implemented in Agam Regency, West Sumatra, since 2020. The implementation of EPDesKel in nagari governance is quite different, as the conditions of society, culture, and geography vary greatly. Nagari operators are in charge of inputting data in the application, and this needs to be done accurately to indicate real conditions at the grassroots level (Silaban and Rezza Fahlevvi 2025). Accurate data entry is crucial because the evaluation results generated by EPDesKel directly influence policy formulation, development prioritization, and performance assessment of nagari administrations. Nevertheless, the preparedness of the human resource aspect, technology infrastructure, and digital literacy of the operators remain factors that determine the implementation of this application (Satiti 2025). The educational levels, familiarity with digital technology, and availability of constant and reliable internet access may influence the efficiency of using the application. These factors are pertinently significant regarding the acceptance of the users of the EPDesKel application, as the effectiveness of the information system is no longer measured by its technical potential capabilities but by user perceptions and satisfaction.

In this regard, user acceptance assessment becomes crucial to determine the extent to which EPDesKel has been able to serve the expectation and needs of its users within the governance of nagari in Agam Regency. User acceptance is defined as the extent to which information systems serve as useful, useable, and supportive tools for users in their work activities (Zhao, Fang, and Jin 2018). If there is lack of acceptance, even if it is technically well-designed, those systems would fail to support their targeted benefits. Therefore, assessing acceptance is critical in order to ensure that, apart from being administrative, these systems would serve as facilitators in their support roles in governance and evaluations at the levels of

nagari as well. End User Computing Satisfaction (EUCS) technique appeared to fit perfectly in assessing acceptance, as it emphasizes core dimensions that include content, accuracy, format, usability, and timeliness (Sarongallo, Kiswanto Mendrofa, and Jober 2025). All these dimensions have important implications in relation to EPDesKel, as it is greatly dependent on data correctness, report format, and on time delivery of evaluation outcomes at nagari levels. Similarly, by assessing acceptance of users in terms of EUCS, this study proposes to offer empirical information on effectiveness of implementing EPDesKel and further explore enhancements in support of meaningful and sustainable governance in digital terms at levels (Dermawan et al. 2025). User acceptance and their satisfaction play critical roles in ensuring that information systems in governments, such as EPDesKel, perform their intended functions in terms of their use and applications pengguna An application would then serve as effective if it provides concrete benefits and is easy to use pengguna (Novita and Atika 2023). If users feel that they benefit from applications, which have eased their work, reduced their administrative burden, and increased their accuracy, there will certainly remain enthusiasm in terms of proper utilization by these users in their assigned levels (Santos, Santos, and Mamede 2025).

Hence, the assessment of user acceptance will be a key aspect in the system assessment process (Fadiah et al. 2021). Among a range of models deployed in evaluating user satisfaction, the EUCS model, in particular, evaluates five key aspects of information, which include content, accuracy, format, ease of use, and timeliness. These five aspects can evaluate users comprehensively in terms of image perceptions about the functionality of an information system. In the scenario of EPDesKel, using the five key aspects covered by the EUCS model will provide an important mechanism in evaluating user perceptions with recommendations to improve system and user satisfaction in the long run (Winantu and Viony 2023).

EUCS is highly relevant in the case of EPDesKel because this application relies heavily on direct interaction from nagari operators as end users. User satisfaction influences the continuity of system usage. Dissatisfaction or difficulty in using the application could result in the failure to input data appropriately, delays in

reporting, or even system abandonment (Maqbool and Herold 2024). On the contrary, a high level of satisfaction with the application's features and performance may directly enhance the quality of village development data produced through the evaluation process (Alawneh, Al-Refai, and Batiha 2013).

However, the development of government information systems often faces a number of problems. In Indonesia, some regions still suffer from unequal internet infrastructures, discrepancies in the level of human resources competencies, and resistance to technological changes. The competency of operators varies, as does access to the internet in each nagari, which also affects the satisfaction of users using the system. All these conditions can affect whether EPDesKel is used optimally and user perceptions about its reliability. The success of EPDesKel will depend not only on such technical factors but also on the relevance and utility of the information it provides and how well the system meets specific administrative needs at the field level. Any inaccuracies in the information, an unkind interface, errors in the system, or delay in processing data may make users view system quality negatively. Thus, evaluation based on user satisfaction utilizing an EUCS Model shall be required to identify where there is a need to improve.

Based on the pressing need to enhance the digital-based village governance system, it is imperative to conduct analysis in regards to the degree of user acceptance and satisfaction on the use of the EPDesKel application among nagari operators of Agam Regency using the EUCS model and for the following objectives:

1. Evaluate the extent of acceptance and satisfaction among 92 nagari operators utilizing the EPDesKel, which is indicated by the high value of the model fit (R-square value of.

2. Identify factors that impact user satisfaction on EUCS, which are ease of use (t-statistic = 3.182, p = 0.001).

3. Offer recommendations based on evidence for improving design and usability to favor adoption.

4. Review the associations between five dimensions of EUCS (content, accuracy, ease of use, format, and timeliness) and satisfaction, and confirm only ease of use and format as significant predictors.

The proposed research work is anticipated to contribute academically to the body of knowledge on government information systems, while, on the other hand, it is going to have some applications on the part of system developers and policymakers in improving the quality and effectiveness of the EPDesKel system application. The importance of having a comprehensive understanding of the responses of nagari operators, as end users, on the usage of EPDesKel by the system, from the aspect of producing impacts on village governance, cannot be over-emphasized. This research aims to respond to this need and provide a detailed overview of user satisfaction and the variables that influence such satisfaction.

2. Methods

This is a quantitative correlational study that aims to discover the relationship between independent and dependent variables. This research focuses on the EPDesKel application, which every nagari in Agam Regency uses with the operational staff. In this study, user satisfaction levels are described and measured using the End User Computing Satisfaction (EUCS) model. The EUCS framework was developed based on five dimensions: content, accuracy, format, ease of use, and timeliness. The primary instrument of data collection is by using a structured questionnaire for respondents. This research puts into practice a saturated sampling technique. That is to say, if the population is relatively small, meaning less than 100, then all of its members are selected to be the sample. Consequently, all 92 staff members who were in charge of the EPDesKel operation in each nagari of Agam Regency were selected as respondents (Aswadi and Sutabri 2023; Hu, Yang, and Dai 2025).

This questionnaire is based on the variables of the EUCS evaluation model because it encompasses most comprehensively the various experiences of users in interacting with information systems. According to Doll and Torkzadeh, each

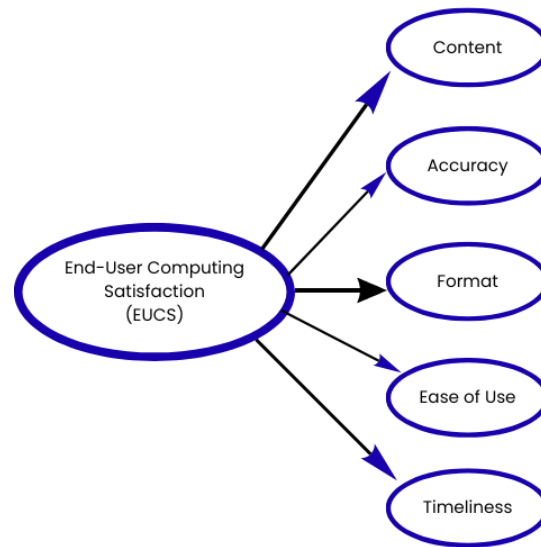dimension represents a unique aspect of end-user satisfaction.

Figure 1. End-User Computing Statification Model

Data analysis was done through SEM using the PLS approach. The steps involved in this analysis include outer model evaluation, inner model assessment, and hypothesis testing. The outer model evaluation is aimed at checking the validity and reliability of the research instrument. A measuring instrument is considered valid if the loading factor exceeds 0.5, and the AVE is greater than 0.5. It is considered reliable if the composite reliability values are ≥ 0.6 and Cronbach's alpha values are ≥ 0.7.

The inner model test or analysis examines the correlations among latent variables, especially the correlations that exist between the exogenous and endogenous variables. The measure or strength of the correlations is expressed through the use of R-square statistics, which can be classified as strong (0.75), medium (0.55), and weak (0.25). The testing of hypotheses relies on the comparisons drawn between the t-statistic value and the critical value of 1.96. The hypothesis is considered significant if the t-statistic value crosses the critical threshold.

Hypothesis testing in this research is based on comparing the calculated t-value with the critical t-value. If the calculated t-value is greater than the critical t-value of 1.96, then it is statistically significant. The hypothesis formulated in this research is as follows:

H1: Content has an effect on end-user computing satisfaction

H1 of the EUCS theory investigates whether the quality of content on the system affects the level of user satisfaction. The assumptions made by the hypothesis suggest that the more accurate, relevant, and appropriate the information used by the system, the greater is the level of user satisfaction. The proposed hypothesis under the research methodology investigates whether the content of the system is a crucial element affecting the usage experience of the information system by the user.

H2: Accuracy has an effect on end-user computing satisfaction

H2 investigates the impact of accuracy on user satisfaction. This hypothesis asserts that accuracy in the form of error-free and reliable outputs of a computer system increases user satisfaction. With regards to the relevant information systems research, the hypothesis tests the accuracy and reliability of the information as the most important factor that determines the level of system quality.

H3: Ease of use has an effect on end-user computing satisfaction

H3 investigates whether user satisfaction is influenced by ease of use. It is grounded in the argument that technology for which users can easily comprehend, learn, and use with little effort heightens user satisfaction. In this research, hypothesis H3 analyzes whether user satisfaction is influenced largely by system usability.

H4: Format has an effect on end-user computing satisfaction

H4 examines the impact of format or presentation on the level of user satisfaction. In essence, the assumption underlying the test of this hypothesis is the fact that the layout, aesthetics, neatness, and interface of the system have the potential to influence the comfort of the users during interaction with the system. In the study, H4 determines the impact of effective visualization of information on the level of satisfaction of users in the use of the application or the digital platform.

H5: Timeliness has an effect on end-user computing satisfaction

H5 Timeliness has an impact on end-user satisfaction with computing H5 analyzes how timeliness, which refers to information delivery speed, influences user satisfaction. The hypothesis suggests that a system capable of supplying information on time and without delays can improve user satisfaction. In this research methodology, H5 analyzes if timeliness and speed of information delivery influence user satisfaction as essential components regarding user contentment with information technology.

3. Result and Discussion

Validity Test

In this study, the validity test was conducted using the product-moment correlation technique, which correlated each item in the questionnaire with the total score of the respondent's answers for each variable. Next, the r-value calculated was compared against the critical r-value from the table. A statement is said to be valid if the calculated r-value is greater than the table r-value, and vice-versa. The validity of the items is supported by Haryani et al. (2022). Convergent validity for the EUCS model is met when the AVE values of all variables exceed 0.5, as seen in Table 1 (Ismatullah, 2023). Validity testing was performed on 92 respondents at a 0.05 significance level (α). The table r-value was computed using Df = N – 2 = 100 – 2 = 98, where r-table = 0.197. For data to be valid, r-calculated should be > r-table, while the p-value should be < 0.05. A Pearson product-moment correlation formula, implemented in SmartPLS, was used in the validity test.

Table 1. Loading Factor and Ave Values

	Ave	Indikator
AC1	0,945	0,961
AC2		0,953
C1	0,790	
C2		0,907
C3		0,866
C4		0,850
E1	0.786	0,914
E2		0,920

F1	0,885	0,928
F2		0,925
T1	0,915	0,951
T2		0,956
US1		0,899
US2		0,855
US3	0,667	0,857
US4		0,887
US5		0,819

The results of the measurement model show that all indicators have loading factors above 0.5, as reported in Table 1, confirming the convergent validity of the EUCS constructs. As presented in Table 1, the loadings for all indicators of Content, Accuracy, Ease of Use, Format, Timeliness, and User Satisfaction range from 0.667 to 0.956, with AVE values above 0.5 for each construct.

Reliability Test

Testing reliability is important in guaranteeing the quality of research instruments through establishing that each variable is consistently measuring the same construct. It refers to the stability and consistency of the results when measurements are repeated under similar conditions. In quantitative research, a variable is said to be reliable if its indicators show consistency in measuring the same construct.

In the present research, for reliability evaluation, two methods are employed: Composite Reliability (CR) and Cronbach's Alpha (CA). Both measures were checked together in order to show the degree of representation of indicators for latent variables in the EUCS model. These are standard methods in PLS-SEM because they provide a comprehensive assessment of internal consistency.

Table 2. Composite Reability and Cronbach Alpha

	Cronbach's alpha	**Composite reliability (rho_c)**
AC	0,941	0,972
C	0,912	0,938
E	0,728	0,880
F	0,871	0,939
T	0,908	0,956
US	0,873	0,909

As indicated in Table 2, all variables in the EUCS model obtained a composite reliability greater than 0.6 and Cronbach's Alpha greater than 0.7, which showed that all constructs had high reliability.
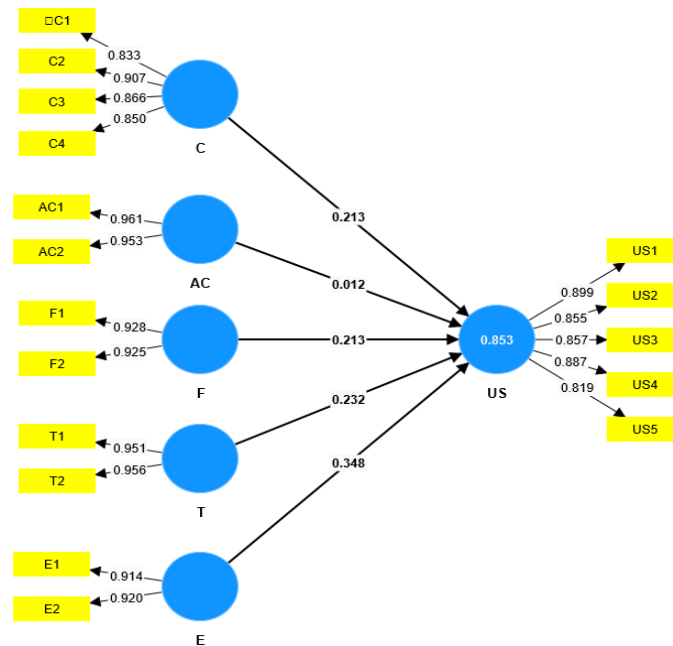

Figure 2. Outer Model Analysis

The relationships between latent constructs and their indicators in the EUCS measurement model are illustrated in Figure 2, which presents the outer model and the corresponding loading factors for each indicator. As shown in Figure 2, all indicators for Content (C1–C4), Accuracy (AC1–AC2), Format (F1–F2), Timeliness (T1–T2), Ease of Use (E1–E2), and User Satisfaction (US1–US5) load strongly on their respective constructs, supporting the convergent validity of the measurement model.

R-Square Test

The R-Square test is an important measure within the PLS approach in SEM. R^2 essentially measures the strength of the explanation of independent variables over dependent variables in a research model, reflecting the predictive strength of the structural model. In this study, the dependent variable to be analyzed using R^2 is User Satisfaction (US) with the EPDesKel application, which in the EUCS model is impacted by five independent variables.

Table 3. R-Square Test

	R-square	R-square adjusted
US	0,790	0,759

The high R-square value for User Satisfaction (0.790) in Table 3 suggests that the EUCS dimensions collectively provide a robust explanation of operators' satisfaction with the EPDesKel application.

Path Coefficient

Test Among the main techniques in PLS-SEM, path coefficient analysis is used to establish the effect of independent variables on the dependent variable. In this research, the dependent variable is User Satisfaction (US), while the independent variables consist of the five constructs in the EUCS model, including Content, Accuracy, Ease of Use, Format, and Timeliness.

Table 4. Path Coefficient

	Original sample (O)	T statistics (|O/STDEV|)	P values
AC -> US	0,012	0,059	0,953
C -> US	0,213	1,622	0,105
E -> US	0,348	3,182	0,001
F -> US	0,213	1,949	0,051
T -> US	0,232	1,146	0,252

The detailed results of the structural model are presented in Table 4, which reports the path coefficients, t-statistics, and p-values for the effects of each EUCS dimension on user satisfaction. As shown in Table 4, only the path from Ease of Use to User Satisfaction is statistically significant ($p < 0.05$), whereas the paths from Content, Accuracy, Format, and Timeliness to User Satisfaction are not significant.

Discussion

Effect of Accuracy on End-User Computing Satisfaction

User satisfaction regarding accuracy is usually measured by the level of completeness and relevance between the information provided by a system and the needs of users. The more complete and relevant the system's information, the greater the user satisfaction is expected to be. Based on the analysis of data, the

coefficient of the relationship equaled 0.012, the t-statistic equaled 0.059, and the p-value equaled 0.953. Therefore, Hypothesis H1 could not be proven, which means that the accuracy variable does not have a significant enough impact on the satisfaction of users regarding the information system. These results are in line with Fitriansyah's (2018) research, where the results showed that users were unhappy with the content aspects of the Universal University website. Low operator satisfaction in Nagari about content may occur because respondents felt the outputs and information produced by EPDesKel were not in line with their needs and were incomprehensible to them.

Effect of Content on End-User Computing Satisfaction

As explained by Doll and Torkzadeh, user satisfaction, as measured through the content dimension, assesses the 'accuracy' and 'relevance' of information that results from processing system inputs. Accuracy may be analyzed based on how frequently incorrect outputs or system errors occur in the processing of data. For this research, Hypothesis H2 was refused with a p-value of 0.105, t-statistic 3.182, and a relationship coefficient of 0.213. The previous statement corresponds with Sabon, 2020, where the influence of accuracy toward user satisfaction was negative yet significant. The dissatisfaction of operators in managing EPDesKel at DPMN Kabupaten Agam might be a result of the perceived belief that this system often generates information that is inaccurate, unreliable, or incorrect and that reports produced cannot assist managers in making proper decisions effectively.

Effect of Ease of Use on End-User Computing Satisfaction

The ease-of-use dimension by Doll (1998) describes user satisfaction from the system usability perspective, including data entry, processing, and retrieval of information. This study discovered that ease of use significantly and positively impacts user satisfaction with a path coefficient of 0.348, t-statistic of 3.182, and p-value of 0.001, thus supporting Hypothesis H3. This result is in line with Prasetya (2020), who found that the satisfaction of e-learning systems on usability is 4.25. Despite all these positive results, some respondents commented that learning to use

the EPDesKel takes an excessive amount of time, isn't user-friendly, lacks guidance, is hard to teach to others, and overall feels cumbersome.

Effect of Format on End-User Computing Satisfaction

User satisfaction might also be influenced by the system's format, such as visual design issues, interface aesthetics, and report layout. According to Doll, the format dimension assesses the evaluation of satisfaction concerning the presentation of a system. This dimension had a path coefficient of 0.213, a p-value of 0.051, and a t-statistic of 1.949. Therefore, Hypothesis H4 was rejected. From these, it can be seen that the impact of format on satisfaction is positive but not significant. Earlier, Darwi's study (2019) and Kurniawan's study (2018) discovered that generally, users were satisfied with interface design. However, respondents also claimed that generally EPDesKel is unattractive, its reports are incomprehensible, information presentation is unclear, and the interface is difficult to use; therefore, this has resulted in low efficiency for completing tasks (Ramadhayanti, Mulyadi, and Rasywir 2023).

Effect of Timeliness on End-User Computing

Satisfaction Timeliness refers to the degree of satisfaction of users regarding the information's promptness and responsiveness. Darwati (2022) states that, from the results, it is revealed that timeliness does not affect user satisfaction, since the p-value equals 0.252 with a t-statistic of 1.146, which declines hypothesis H5. This supports the findings by Nurdiansyah, where the relationship between timeliness and satisfaction was negative and insignificantthe subjects were highly dissatisfied with timeliness as a system usability influential factor. In all, ease of use was the strongest predictor of user satisfaction, while accuracy, content, format, and timeliness were either less influential or statistically insignificant in affecting satisfaction with the EPDesKel application. These results emphasize the importance of user-friendly design and intuitive operation of systems in the enhancement of end-user satisfaction (Darwati 2022; Nurdiansyah, Wulandari, and Wulandari 2020).

4. Conclusion

The research discusses the acceptance and user satisfaction of 92 operators of nagari regarding the EPDesKel application with a framework based on the End-User Computing Satisfaction (EUCS) model. Overall, through this research, it is observable that users have relatively high user satisfaction regarding this system. The structural model accounts for a substantial amount of variation in overall user satisfaction of EPDesKel, which reflects its overall acceptance and satisfactory performance to function properly as a digital governance system at the level of nagari. The result throws a positive indication about this application to be able to handle everything at a certain level in the administration of village governments.

With regard to the second research objective, findings indicate that all dimensions of EUCSs do not have an equal contribution to user satisfaction. Ease of use and format dimensions are recognized to be the only dimensions with statistical significance in terms of effect, whereas content, accuracy, and timeliness dimensions reveal no statistical significance in terms of effect. Ease of use comes out to be the most dominant dimension in this scenario with a t-statistic value of 3.182, underlining the fact that people using simple and intuitive systems requiring less effort can easily produce positive user satisfaction. The finding about the importance of the format dimension reinforces the importance of clarity in graphics, arrangement, and presentation.

Concerning the third objective, the result offers a clear ground for preparing prescriptions to be taken to improve the EPDesKel system. In that vein, it is recommended that the development phase of the system focuses on improving the design of the user interface, the procedures followed during data entry, and the provision of the help and instructions functionality. These measures will hopefully help lessen errors, boost efficiency, and boost the confidence level of the system users. Though the quality of the presented contents, the accuracy of the presented information, and the timeliness of the response had no significant bearing on the level of satisfaction, these issues, nonetheless, should not be ignored but improved

to the best through an equal balance that will not affect system usability due to the improved quality of the presented information.

At last, this research verifies that, compared to informational aspects, usability considerations, especially ease of use and format, are of more paramount significance regarding end-user satisfaction with the EPDesKel system. The above-mentioned finding indicates that, within a rural context of e-government, users basically value the operability of applications rather than their completeness. The information derived from this survey adds to prevalent knowledge regarding user behavior within a local digital governance context and can serve as a useful guideline for administrators and developers of digital applications in a rural area, ensuring long-term usage of these applications.

the process of rural government information system development in Indonesia.

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