Analysis of Factors Influencing Intention to Use the Mora Digilib Application with User Satisfaction as an Intervening Variable

[1]Amanda Dea Agustin, Muhammad Azwar[2]
[1]Universitas Islam Negeri Syarif Hidayatullah Jakarta
[2]Universitas Islam Negeri Syarif Hidayatullah Jakarta
[1]amandadea021@gmail.com , [2]*muh.azwar@uinjkt.ac.id*

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ABSTRACT

Purpose Research. This study investigated the direct and indirect influence of system quality and information quality on the intention to use the Mora Digilib application, mediated by user satisfaction, and aimed to identify the most dominant contributing factors. **Research Method.** This study uses an associative quantitative approach. Data were collected from 83 users, selected through purposive sampling techniques, through an online questionnaire. **Analysis Data**. Data were analyzed using SmartPLS 4.1, applying the Structural Equation Modeling (SEM) method based on Partial Least Squares (PLS) through path analysis. **Results.** Findings indicate that system quality did not directly and significantly affect usage intention (p-value = 0.847 > 0.05), suggesting technical aspects alone are insufficient for sustained use. Conversely, information quality significantly and positively influenced intention to use (p-value = 0.000 < 0.05). While both system and information quality significantly contributed to user satisfaction, user satisfaction itself did not significantly mediate the relationship between these quality dimensions and usage intention. Out of seven tested hypotheses, three were accepted and four were rejected. Information quality emerged as the most dominant factor, explaining 52.3% of the variance in Mora Digilib's usage intention. **Conclusions.** The information quality factor is very important in driving the intention to use Mora Digilib. Therefore, the Library of the Ministry of Religion of the Republic of Indonesia is advised to prioritize increasing completeness, ease of understanding, relevance, updates, and security information to provided to encourage increased interest in future utilization.

Keywords: Information Quality; Intention to Use; Mora Digilib; System Quality

A. INTRODUCTION

The rapid development of information technology (IT) and information systems has transformed how individuals and institutions access, manage, and utilize information, including within library services. IT plays a crucial role in improving the search, processing, storage, and dissemination of digital information, while information systems help users and organizations manage technology effectively to optimize information use (Skawanti, 2019). This digital transformation is now a strategic imperative for libraries seeking to provide fast,

flexible, and real-time access to information. The increasing availability of mobile devices, particularly smartphones, has removed traditional barriers of time and space, enabling libraries to serve a broader and more diverse audience.

In Indonesia, digital information access has grown rapidly. Data from the Indonesian Internet Service Providers Association (APJII) show that internet users reached 221.56 million in 2024, indicating the internet's role as a primary information access channel (Gunungkidul, 2024). Supporting this, a Rakuten Insight survey reported that 83% of Indonesian respondents prefer reading books via smartphones (Databoks, 2023). Also, Katadata.co.id noted that in 2022, digital platforms such as Google Books and iPusnas recorded 487,830 accesses, highlighting a significant shift in reading habits and emphasizing the urgent need for libraries to provide accessible digital services (Katadata.co.id 2023).

The push for digital transformation is also supported by national policies, such as Law Number 43 of 2007, which mandates integrating information and communication technology into library services (Republik Indonesia 2007). These regulations urge libraries to offer digital resources such as e-books and e-journals to ensure access beyond physical boundaries. Digital libraries improve efficiency in organizing, preserving, and disseminating information (Hartono, 2017). This allows users to access information quickly and flexibly from any location. Furthermore, the International Federation of Library Associations and Institutions emphasizes that digital libraries are essential in delivering accessible and relevant collections to users regardless of location (IFLA 2019). Features such as real-time access, vast storage capacity, and 24/7 availability position digital libraries as crucial components of the modern information ecosystem.

One notable example of digital transformation is the Library of the Ministry of Religious Affairs (Kemenag) of the Republic of Indonesia. This initiative aligns with the priority program of Minister Yaqut Cholil Qoumas, aimed at modernizing public services and fostering collaboration across institutional units (Ministry of Religion of the Republic of Indonesia, 2021). As part of this transformation, the Ministry launched the Mora Digilib application in March 2023. Developed by BMBPSDM in partnership with PT Enam Kubuku (Dinazzah dan Rahmi 2022). The Mora Digilib app is accessible on various operating systems, including Windows, Mac, iOS, and Android.

Despite initial enthusiasm evident in the app's 4,356 visits and 536 members recorded between March 2023 and September 2024, the number of active users declined to 481 by October 2024, reflecting a drop of 55 members. This decline signals a potential gap between initial interest and sustained usage, prompting the need to examine factors influencing user behavior. Additionally, given the rise of Indonesia's Religious Harmony Index (IKUB) from 76.02 in 2023 to 76.47 in 2024 (Kemenag.go.id 2024). The Mora Digilib application could play a role in promoting religious moderation and inclusive literacy.

Intention to use is a critical indicator of future system adoption. According to Jackson et.al. (1997), "intention" reflects a person's motivation or desire to engage in a specific behavior using information systems. Models such as the Theory of Reasoned Action (TRA), Technology Acceptance Model (TAM), and Unified Theory of Acceptance and Use of Technology (UTAUT) consistently emphasize

the importance of behavioral intention as a predictor of actual use. Furthermore, in the DeLone and McLean model (2003), the intention to use is influenced by the system's quality, information quality, and user satisfaction.

Empirical studies offer varying insights into these relationships. For instance, Anafi and Winarno (2020) found that performance expectancy and system quality did not significantly influence the intention to use an online registration system. In contrast, Jazil et.al. (2022) demonstrated that system and information quality positively impacted user satisfaction with the iSantri app. More comprehensively, Li (2024) confirmed that system quality, information quality, service quality, attitude, and perceived convenience significantly affect behavioral intentions in mobile library settings.

This study contributes to the literature by focusing on Mora Digilib, a digital library with a special religious collection, a context that remains underexplored. Specifically, this research investigates how system and information quality directly and indirectly (through user satisfaction) affect users' intention to use the application.

This research is based on three main theoretical frameworks: the Theory of Reasoned Action (TRA) by Ajzen and Fishbein (1980), Expectancy Theory by Vroom (1964), and DeLone and McLean's Information System Success Model (ISSM) (2003). TRA states that an individual's intention to commit a behavior is influenced by their attitude towards that behavior and subjective norms (Jogiyanto, 2007). In this study, the intention to use Mora Digilib was considered behavioral readiness influenced by user perception of the digital library system. Expectancy Theory complements this by explaining that motivation and intention arise from the belief that effort leads to good performance (expectancy), which produces the desired result (instrumentality), and that these results are valuable (Valence) (Miner, 2015).

The DeLone and McLean Information System Success Model (ISSM) was introduced in 1992 and revised in 2003. The updated model added service quality as a new dimension, replaced the "use" variable with intention to use, and merged individual and organizational impacts into a single variable called net benefits. The model emphasizes that system quality, information quality, and service quality influence user satisfaction and intention to use.

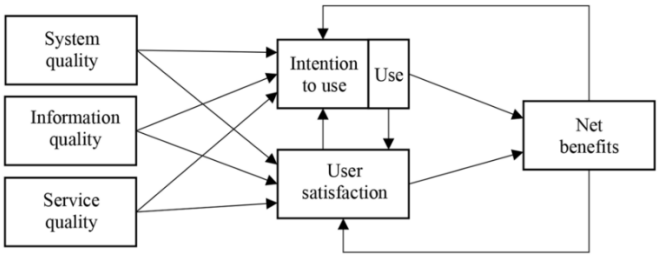

Figure 1. Update Delone & McLean ISSM (2003)

System quality refers to how well the system functions, information quality reflects the accuracy and relevance of the system's output, and service quality relates to the responsiveness and support provided to users. Intention to use is

influenced by user satisfaction, which captures users' overall experience and perceived usefulness. Net benefits represent the overall value derived from using the system for individuals and organizations.

This study adopts DeLone and McLean's (2003) model. However, it focuses only on system quality and information quality as independent variables, user satisfaction as a mediating variable, and intention to use as the dependent variable. Service quality and net benefits are excluded to maintain a focused and in-depth analysis of the most direct drivers of user behavior in the Mora Digilib digital library context.

Based on this framework, the study aims to measure the direct and indirect effects of system and information quality on users' intention to use the Mora Digilib application. The research model is presented in Figure 2.

Figure 2. Research Model DeLone and McLean (2003)

The specific hypotheses tested in this study are:
H1: System quality has a significant effect on the intention to use.
H2: Information Quality has a significant effect on the intention to use.
H3: System Quality has a significant effect on User Satisfaction.
H4: Information Quality has a significant effect on User Satisfaction.
H5: User Satisfaction has a significant effect on the intention to use.
H6: User Satisfaction mediates the influence of System Quality on the intention to use.
H7: User Satisfaction mediates the influence of Information Quality on the intention to use.

This study focuses on analyzing the influence of system quality and information quality on the intention to use the Mora Digilib application, with user satisfaction as a mediating variable. Intention to use is highlighted because it reflects users' motivation as the initial step before actual usage, which is crucial in determining whether they continue engaging with the application. In light of the decline in Mora Digilib's active users, this focus is expected to reveal the most direct behavioral drivers and provide recommendations for sustaining its role as a government digital library service.

B. METHODS

This study employed a quantitative approach with an associative method to examine the relationships between variables in the proposed model, as it is suitable for hypothesis testing and analyzing causal relationships (Sugiyono 2012). The population consisted of Mora Digilib users from September to November 2024, totaling 505 users.

A purposive sampling technique was applied with specific criteria: (1) respondents had used Mora Digilib, (2) were 18 years or older, and (3) were willing to complete the questionnaire honestly.The Slovin formula was applied with a 10% margin of error (e = 0.1), resulting in a sample size of 83 respondents (Santoso 2023).

$$n = \frac{N}{1 + N \times (e^2)}$$

$$n = \frac{505}{1+ 505\ (0,1)2}$$

= 83.47 samples or respondents -> to 83 respondents.

Information:

n = number of samples
N = total population
e = Error Rate 10% or 0.1 (Santoso, 2023)

The research instrument used a closed-ended questionnaire with a five-point Likert scale, as shown in Table 1. The questionnaire was distributed online via Google Forms through email and social media to effectively reach Mora Digilib users.

Table 1. Likert Scale Score

Answer	Score
Strongly Agree (SS)	5
Agree(s)	4
Neutral (N)	3
Dissent (TS)	2
Strongly Disagree (STS)	1

Source: Bakar et.al., (2021)

The instrument contained 17 items across four variables: System Quality (X1), Information Quality (X2), User Satisfaction (Z), and Intention to Use (Y). Variable indicators and sources are presented in Table 2.

Table 2. Variables and Indicators of Research Instruments

Variable	Indicators	Brief Statement	Reference
System Quality (X1)	SQ1: Ease of Use	Mora Digilib is easy to use.	Nugraheni and Bayastura (2021), Anafi and Winarno (2020)
	SQ2: User Friendly	Mora Digilib has an attractive look, good features, and *suitable fonts and colors.*	Anafi and Winarno (2020)
	SQ3: Response Time	Mora Digilib has a fast response (such as downloading, account verification, and *loading*).	DeLone and McLean (2003), Anafi and Winarno (2020)
	SQ4: Access	Mora Digilib is accessible (anytime and anywhere).	Urbach and Muller (2012)
	SyQ5: Availability	Mora Digilib is available on multiple *platforms*	DeLone and McLean (2003)

		(Android, iOS, MAC, and Windows).	
Quality of Information (X2)	IQ1: Completeness	Mora Digilib has complete information/collections.	
	IQ2: Ease of Understanding	Mora Digilib's information is easy to understand, clear and readable.	
	IQ3: Relevance	Mora Digilib has a collection that is relevant and according to my religious information needs.	DeLone and McLean (2003), (Anafi dan Winarno 2020)
	IQ4: Update	Mora Digilib provides regular updates/collections.	Nugraheni and Bayastrua (2021)
	IQ5: Security	The information provided by Mora Digilib is secure, especially for personal data.	
User Satisfaction (W)	US1: Overall Satisfaction	Overall, I feel satisfied using the Mora Digilib app.	DeLone and McLean (2003)
	US2: Information Satisfaction	I am satisfied with the information/collection provided on religious topics in Mora Digilib.	
	US3: User Experience	My experience using Mora Digilib has been satisfactory and easy to understand.	Jazil et.al., (2022)
Intention of Use (Y)	IU1: Plan to Use	I intend to download and use Mora Digilib.	Utari and Fauziah (2023)
	IU2: Daily Use	I intend to use the Mora Digilib application more often in my daily life.	DeLone and McLean (2003)
	IU3: Recommended	I intend to recommend Mora Digilib to my family and friends.	Wang and Li (2016)
	IU4: Intention to Reuse	I intend to recommend Mora Digilib to my family and friends.	DeLone and McLean (2003)

Source: Processed researcher, 2024

Data analysis was carried out using SmartPLS version 4.1, applying the Structural Equation Modeling (SEM) method based on Partial Least Squares (PLS) through path analysis. SEM-PLS was chosen because of its ability to handle relatively small sample sizes, does not require normal data distribution, and is effective in testing models with mediated variables. In addition, PLS-SEM supports the measurement of reflective latent constructs as used in this study, and provides accurate relationship estimation despite the complex model (Hair and Alamer 2022). The analysis process includes two main stages: the measurement model (Outer model) and the structural model (Inner model).

The measurement model is evaluated to assess the validity and Reliability of the research instrument. Convergent validity is confirmed when the outer loading

value > 0.70 and the Average Variance Extracted (AVE) value > 0.50 discriminate are assessed using cross-loading values, where validity is met if the correlation of the indicator with its original construct is higher than its correlation with other constructs Reliability is established when Cronbach's Alpha and Composite Reliability values> 0.70 (Jazil et al., 2022).

Structural models test hypothetical relationships between variables. This involves checking the R-square value to determine the predictive power of the independent variable against the dependent variable, and the path coefficient's estimation for the relationship's strength and direction. In addition, predictive relevance (Q^2) is assessed to evaluate the model's ability to predict empirical data, where a Q^2 value greater than 0 indicates good predictive relevance. The hypothesis was tested using bootstrapping, with significance determined by a statistical T-value greater than 1.96 and a value of p-value less than 0.05 (Zainuddin dan Aditya 2024).

C. RESULT AND DISCUSSION

Based on the data collected during the research process regarding the influence of System Quality, Information Quality, and User Satisfaction on the Use Intention of the Mora Digilib application, the research results were obtained. The data presented was acquired by filling out a questionnaire through a Google Form and sharing it with the research respondents.

Table 3. Demographic Respondents

Characteristic	Classification	N=83	Percentage (%)
Gender	Man	37	44.6
	Woman	46	55.4
Age	18-25 Years	33	39.76
	26-35 Years	29	34.94
	36-45 Years	17	20.48
	>46 Years	4	4.82
Work	Employees of the Ministry of Religion of the Republic of Indonesia	14	16.87
	Librarian	12	14.46
	Lecturer	7	8.43
	Teacher	12	14.46
	Researchers	3	3.61
	Student	1	1.20
	College Student	30	36.14
	PNS	1	1.20
	Islamic Religious Extension Worker	1	1.20
	Christian Religious Extension Worker	1	1.20
	Housewives	1	1.20

Source: Results of research data processing, 2025

The research questionnaire comprised 17 statement items covering four variables: System Quality (X1), Information Quality (X2), User Satisfaction (Z), and Use Intention (Y). The sample size of 83 respondents was determined using the Slovin formula.

The average assessment was high at 4.36. "access" scored highest (4.61), indicating strong user perception of accessibility. Conversely, "user-friendly," related to visual design and features, received a slightly lower score of 4.13, suggesting areas for potential interface improvement.

Information Quality received a high average score of 4.11. The "ease of understanding" indicator scored highest (4.33), followed by "security" (4.25). However, "completeness" of information/collection scored lower at 3.83, implying some users found the content less comprehensive.

For User Satisfaction, the average score was also high at 4.09. "Overall user experience" scored highest (4.22), while "satisfaction with information/collection provided" was slightly lower at 3.95. These findings provide crucial context for the inferential analysis.

Intention to use the overall average score for this variable was (4.38), categorized as very high, indicating an intense desire among most respondents to use the application. The highest-scoring statement was "I intend to recommend Mora Digilib to my family and friends" with a score of 4.61, reflecting high user trust and satisfaction that encourages recommendations. Conversely, the "Daily Use" indicator, "I intend to use the Mora Digilib application more often in my daily life," scored 4.13.

Although still categorized as High, this suggests that some users have not fully integrated the application into their daily routines. This presents an opportunity to increase application usage frequency through improvements in system quality or information quality..

Measurement Evaluation (Outer Model)

This evaluation was conducted to assess the validity and consistency of the indicators in measuring latent constructs using algorithmic calculations. It aimed to ensure that each indicator demonstrated adequate convergent and discriminant validity, so that it could accurately represent the latent variables (Zainuddin dan Aditya 2024).

Table 4. Validity and Reliability Test Results

Indicators	Variable	Outer Loading	AVE	Composite reliability (cronbach's alpha)	Validity	Reliability
SQ1	System Quality (X1)	0.816	0.537	0.787	Valid	Reliable
SQ2		0.73			Valid	Reliable
SQ3		0.728			Valid	Reliable
SQ4		0.685			Valid	Reliable
SQ5		0.699			Valid	Reliable
IQ1	Quality Information (X2)	0.858	0.633	0.854	Valid	Reliable
IQ2		0.789			Valid	Reliable
IQ3		0.774			Valid	Reliable
IQ4		0.798			Valid	Reliable

IQ5		0.754			Valid	Reliable
IU1		0.863			Valid	Reliable
IU2	Intention	0.941	0.803	0.918	Valid	Reliable
IU3	to Use (Y)	0.902			Valid	Reliable
IU4		0.878			Valid	Reliable
US1	User	0.942			Valid	Reliable
US2	Satisfaction	0.887	0.796	0.871	Valid	Reliable
US3	(W)	0.845			Valid	Reliable

Source: SmartPLS 4.1 output results, 2025

The results confirm that all 17 indicators across the four variables—system quality, information quality, user satisfaction, and intention to use—meet the convergent validity criteria with most outer loadings above 0.60, AVE values above 0.50, and strong reliability with composite reliability and Cronbach's Alpha above 0.70. However, Hair and Alamer (2022) emphasized that loading values above 0.70 indicate excellent indicators. However, values between 0.40 and 0.70 can still be retained if their removal does not substantially increase composite reliability or AVE. This indicates that the research instrument is valid and reliable, thus the collected data can be trusted for structural model analysis and hypothesis testing.

Structural Model Evaluation (Inner Model)

This evaluation involves reviewing the R-square values of the dependent variables and the path coefficients of the independent variables. The significance of inter-variable relationships was tested using t-statistics.

R-Square

R-square represents the extent to which the independent variables explain the variance in the dependent variables (Setiabudhi, Suwono, dan Setiawan 2024).

Table 5.Output R-square

Variable	R-square	R-square adjusted
Intention to Use (Y)	0.65	0.637
User Satisfaction (W)	0.736	0.729
Average	0.693	0.683

Source: SmartPLS 4.0 data processing results, 2025

The R-square for Intention to Use is 0.650, indicating that 65% of its variation is explained by system and information quality, while the remaining 35% is affected by other factors including user satisfaction. For User Satisfaction, the R-square is 0.736, meaning 73.6% of its variance is explained by the variables in the model, with 26.4% influenced by external factors.

F-Square

F-square measures the effect size of independent variables on dependent variables. The interpretation categories are: 0–0.1 = weak, 0.11–0.3 = moderate, 0.31–0.5 = substantial, and >0.5 = strong (Hair dan Alamer 2022).

Table 6. Output F-Square

Variable	X1	X2	Y	Z
System Quality			0.001	0.228
Information Quality			0.232	0.509
Intention to Use				
User Satisfaction			0.066	

Source: SmartPLS 4.1 data processing results

Based on the F-square results, System Quality (X1) has a weak effect on Intention to Use (Y) with a value of 0.001, but a moderate effect on User Satisfaction (Z) at 0.228. Information Quality (X2) has a moderate effect on Intention to Use (Y) at 0.232 and a substantial effect on User Satisfaction (Z) with a value of 0.509. Intention to Use (Y) weakly influences User Satisfaction (Z), indicated by a value of 0.066. These findings suggest that Information Quality contributes the most to User Satisfaction, while the influence of Intention to Use on satisfaction remains weak.

Q-Square

The Q-Square (Q^2) value is used to assess the predictive relevance of the model for the endogenous variables. A Q^2 value greater than 0 indicates strong predictive relevance, while values below 0 suggest low predictive capability (Zainuddin & Aditya, 2024, p. 189). A Q^2 of 0.9076 demonstrates that the model has very high predictive relevance, explaining 90.76% of the variability in the endogenous variables.

Q2 = 1 - (1− R12)(1− R22)
Q2 = 1 - (1− 0.736)(1− 0.650)
Q2 = 1 - (0.264)(0.350)
Q2 = 1 – 0.0924
= 0.9076

Hypothesis Testing

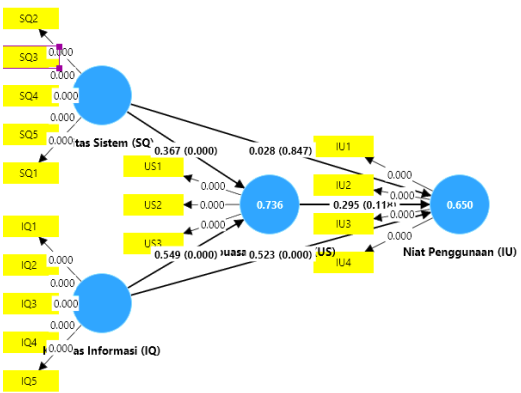

Figure 3. Hypothesis test bootsrapping, SmartPLS 4.1

Hypothesis testing was performed using SmartPLS 4.0 through direct and indirect effects between variables using the bootstrapping algorithm. A hypothesis is accepted if the t-statistic > 1.96 and p-value < 0.05 (Zainuddin dan Aditya 2024).

Table 7. Path Coefficient

Variable	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (|O/STDEV|)	P values	Information
X1 -> Y	0.028	0.038	0.145	0.192	0.847	Rejected
X2 - > Y	0.523	0.517	0.150	3.496	0.000	Accepted
X1 -> Z	0.367	0.369	0.089	4.135	0.000	Accepted
X2 - > Z	0.549	0.550	0.087	6.275	0.000	Accepted
Z -> Y	0.295	0.296	0.189	1.562	0.118	Rejected

Source: SmartPLS 4.0 data processing results, 2025

The results of the direct effect test showed that the quality of the system had no significant effect on the intention of use (H1: β = 0.028, t = 0.192, p = 0.847), while the quality of the information had a significant effect on the intention of use (H2: β = 0.523, t = 3.496, p = 0.000). The quality of the system also had a significant effect on user satisfaction (H3: β = 0.367, t = 4.135, p = 0.000), as well as the quality of information on user satisfaction (H4: β = 0.549, t = 6.275, p = 0.000). However, user satisfaction had no significant effect on intent to use (H5: β = 0.295, t = 1.562, p = 0.118).

Table 8. Results of the hypothesis test (specific inderct effect)

Vairabel	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (|O/STDEV|)	P values	Information
X1 → Z→ Y	0.108	0.116	0.085	1.28	0.201	Rejected
X2 → Z → Y	0.162	0.157	0.101	1.598	0.11	Rejected

Source: SmartPLS 4.1 data processing results, 2025

Meanwhile, in the indirect effect test, the quality of the system did not have a significant effect on the intention of use through user satisfaction (H6: β = 0.108, t = 1.280, p = 0.201), and the quality of the information also did not have a significant effect on the intention of use through user satisfaction (H7: β = 0.162, t = 1.598, p = 0.110).

DISCUSSION

The data analysis results indicate that H1, which posits that system quality positively influences the intention to use Mora Digilib, is not supported (0.847 > 0.05), leading to the rejection of this hypothesis. DeLone and McLean (2003) position intention to use as an alternative before actual usage, suggesting it is an attitude influenced directly by system quality, information quality, or indirectly

through user satisfaction. Ideally, a well-designed system should enhance users' positive attitudes and encourage their intention to use it.

This finding contradicts the DeLone and McLean (2003), Puspitasari et.al. (2020), and Rachmawati and Budiati (2024), which assert that system quality significantly drives the intention to use information systems. However, it aligns with findings from Anafi and Winarno (2020) and Utari and Fauziah (2023), who reported insignificant effects. However, Ajzen and Fishbein (1980) acknowledge external factors influencing behavioral intention beyond attitudes and subjective norms, such as system characteristics, experience, and education (Jogiyanto, 2007).

This finding can be interpreted through Vroom's Expectancy Theory (1964) as discussed in Miner (2015) and the TRA concept of intention. While users may technically evaluate the system positively (expectations met), this is insufficient to form a firm intention to use. If users do not perceive significant benefits or rewards (valence) or a clear connection between system use and desired outcomes (instrumentality), motivation and intention to use the application will not be robust. Users may regard good system quality as a baseline standard or minimum Expectation. This finding suggests that good system quality is viewed as a baseline by users and is insufficient to drive intent or use significantly. Other factors, such as information quality, perceived ease of use, perceived usefulness, attitudes, and subjective norms, may play a more substantial role in shaping the intention to use the application.

The results of the H2 hypothesis test showed that the quality of information had a positive and significant effect on the intention to use Mora Digilib (0.000<0.05), so the H2 hypothesis was accepted. These findings are consistent with DeLone and McLean (2003) and supported by Tuzzahra and Widodo's study (2019) and Puspitasari et.al. (2020), which explains that information quality is the main factor in shaping the intention to use information systems. So that complete, easy to understand, relevant, up-to-date, and safe information encourages the intention of use. According to DeLone and McLean (2003), Information quality is one of the important determinants that can directly or indirectly affect the intention to use the system. As in the TRA, a person's intention (Intent) to perform an action is based on a belief in the consequences of the action (Jogiyanto, 2007). Therefore, the good quality of information on the Mora Digilib application will form a positive belief in the user that the information provided is useful, accurate, and easy to understand, further increasing intention. So that when it is linked from the Theory of Hope (Expectancy Theory), Vroom (1964), in Miner (2015), therefore, a high quality of information directly meets the valence or value that users are looking for from a system, thus encouraging strong motivation and intention to use.

The results of the H3 hypothesis test showed that the system's quality had a positive and significant effect on the satisfaction of Mora Digilib users (0.000<0.05), so the H3 hypothesis was accepted. This shows that a reliable, easy-to-use, responsive system with good technical performance can significantly increase user satisfaction using digital library applications. These findings support DeLone and McLean (2003), Jazil et.al. (2022), and Utari and Fauziah (2023), which

affirms the quality of the system as the main factor in increasing user satisfaction. As (Expectancy Theory) from Vroom (1964), in this theory, the user's perception of the quality of the system can be analogized as expectations (expectancy), i.e., the belief that efforts to use a quality system will result in good performance and positive experiences (Miner, 2015). Thus, when these expectations are met, users are more likely to feel satisfied.

The results of the H4 hypothesis test showed that the quality of information had a positive and significant effect on the satisfaction of Mora Digilib users (0.000 < 0.05). This proves that the fourth hypothesis (H4) is accepted. This means that the better the user's perception of the quality of information in the application, the higher their satisfaction level. These findings are consistent with DeLone and McLean (2003), Jazil et.al. (2022), Burn et.al. (2021), and Panjaitan (2025), which emphasize the importance of information quality in improving user satisfaction. Then, when it is linked to the Theory of Hope (Expectancy Theory) from Vroom (1964), a person who has expectations in this case is a system that provides information that is of value to them (Valence) (Miner, 2015). So that when the information presented meets or exceeds these expectations, user satisfaction will increase.

The results of the H5 test showed that user satisfaction had a positive but insignificant effect on the intention to use Mora Digilib (0.118>0.05), so the H5 hypothesis was rejected. These findings do not fully support DeLone and McLean (2003), Tuzzahra and Widodo (2019), as well as Suryani et.al. (2021), which suggests that user satisfaction tends to drive intent to reuse the system. In the context of Mora Digilib, even if the user feels quite satisfied, this is not enough to form the intention to use. These results align with the study of Akter et.al. (2024), 2024 who found that user satisfaction does not necessarily mediate the relationship between system quality and net intent or benefit. Other factors, such as attitudes and perceptions of usability, often play a more mediated role between system quality and behavioral intent (Li, 2024). These findings also imply, as it relates to the theory of Expectation, that even if users have a satisfactory experience (expectations met), the perceived instrumentality or valence of their experience is still not high enough to trigger an intention to use. In other words, satisfaction due to the user experience has already been achieved. However, the user has not yet seen enough significant benefits (Valence) or clear rewards (Instrumentalities) to continue using the app.

The specific indirect effect test results showed that H6, the indirect influence of system quality on user intent through user satisfaction, was positive but insignificant (0.201>0.05), so the H6 hypothesis was rejected. This means that while the system's quality improves the satisfaction of Mora Digilib users, it is not yet strong enough to drive usage intent significantly. These findings indicate that although the system's quality increases satisfaction, it is not yet strong enough to sustainably drive the intention to use the Mora Digilib application. These results align with the study of Akter et.al. (2024), 2024 who found that user satisfaction does not necessarily mediate the relationship between system quality and net intent or benefit. Other factors, such as attitudes and perceptions of usability, often mediate between system quality and behavioral intent (Li, 2024). Furthermore,

from the perspective of the Theory of Hope (Expectancy Theory) Vroom (1964), described in Miner (2015, p. 94), motivation and intention arise from a combination of Expectation (the belief that the effort will succeed), instrumentality (the belief that performance will result in reward), and valence (the value of the reward).

These findings imply that even if users have a satisfactory experience of system quality (expectations met), the perceived instrumentality or valence of continuous use is still not high enough to trigger intent. In other words, satisfaction as a result of the experience has already been achieved. However, users have not seen a sufficiently valuable benefit (valence) or a clear reward (instrumentality) of regularly using the system, making them firmly intend to continue using it.

The results of the specific indirect effect test of H7 showed that the indirect influence of information quality on user intent through user satisfaction was positive but insignificant (0.110>0.05), so the H7 hypothesis was rejected. Although the quality of Mora Digilib's information is rated high and directly affects user satisfaction and intent, user satisfaction is not strong enough to be a significant mediator. Users are more influenced by direct perception of the quality of information than by perceived satisfaction. This can be explained from the perspective of Vroom's (1964) Expectancy Theory in Miner (2015). Although high-quality information can create satisfaction (expectations are met), the belief that the information will bring specific results (instrumentality) or personal value from those outcomes (valence), such as the user's intention to use, is not strong enough to significantly trigger the intent. Users may be satisfied with the information, but do not see a large enough "reward" from just the satisfaction itself to drive the intention of continued use, compared to the immediate benefits of the information itself.

D. CONCLUSION

Based on the results of the study, information quality proved to be the most dominant factor that significantly affected the intention to use the Mora Digilib application, while system quality and user satisfaction did not show a significant influence. Although system quality and information quality affect user satisfaction, user satisfaction itself does not sufficiently mediate the relationship between system quality and information quality and usage intent. These findings show that the availability of relevant, complete, up-to-date, guaranteed security, and easy-to-understand information is crucial in encouraging the intention to use digital library applications.

Therefore, the Library of the Ministry of Religion of the Republic of Indonesia is advised to prioritize improving the quality of information by providing collections according to user needs. To encourage the intention of sustainable use, libraries can optimize the use of the collection request feature, actively promote new collections through social media, consider adding religion-based public collections (fiction, inspirational, biographies of religious figures), and develop notification features (push notifications or emails) to notify users of relevant collections.

This research contributes to developing technology acceptance models in digital libraries, especially government institutions. Expanding the model with

variables from TAM or UTAUT is recommended for further research, using a qualitative approach for a deeper understanding, expanding the sample, and conducting comparative studies with other digital applications to produce more general and applicable findings.

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