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Factor Affecting User Satisfaction of Property Management Helpdesk Mobile Application Using End User Computing Satisfaction (EUCS) Modification Model

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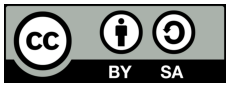
ABSTRACT

The property industry has benefited from ongoing technological advancements in apartment management. In Indonesia, apartments are among the fastest-growing real estate types. Consequently, tenants face greater competition for quality services, especially in helpdesk support. The property management helpdesk application is a modern solution developed by the property business to improve service delivery. Tenants can submit requests and complaints directly through mobile apps. This study employs a modified End User Computing Satisfaction (EUCS) model to evaluate user satisfaction with the helpdesk application. Additional variables include system quality, perceived usefulness, and attitude toward use. A simple random sampling strategy and quantitative methodology were applied. Primary data were collected through questionnaires from 336 users of the property management helpdesk application. Findings indicate that system quality, content, accuracy, format, ease of use, and timeliness positively affect users' attitudes toward the application. The results also show that both system quality and attitude toward use have a significant positive impact on user satisfaction. These data provide valuable insights for improving the application functionalities and user experience. The findings assist property management in improving service quality via enhanced application performance, elevating user happiness and renter retention in a competitive property landscape.



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1. INTRODUCTION

Rapid advancements in information technology have affected various sectors to help meet the needs of society. One factor that the community considers while addressing their demands is the growth of information technology [1]. Technology advancement has also been applied in several industries, including the property sector. In apartments, the development and use of technology can help managers and residents in the property industry carry out operational activities and service

assistance for flats, making it easier and more efficient. Apartments are now considered practical places to live, so in modern times, apartments are one of the fastest-growing properties in Indonesia, especially in the city of Jakarta [2]. The construction of flats in the Jakarta region mainly proliferates, as seen in Figure 1.

Figure 1. Graph of the number of apartments in Jakarta [3]

The data provided in Figure 1 regarding the expansion of apartments in Jakarta, which was obtained from the Databoks website, indicates that the number of apartment units has consistently increased annually from 2017 to 2022. The number of apartment units in Jakarta increased by 0.37% from 219,616 units in 2021 to 220,451 units in 2022.

Along with the rapid development of technology, especially where its utilization has been used in the field of property management, followed by the growth rate of apartment units, which is increasing every year, this makes competition in the business world in the property management sector tighter. The development of technology is proliferating, making companies rely on technology as a tool to win competition in the business world [4]. Consequently, this can incentivize all apartment managers to deliver services, particularly helpdesk services, utilizing the most advanced technology for their residents. The technology used influences the quality of service provided [5].

The property company launched the latest innovation technology, a mobile-based helpdesk property management application, to continue to meet customer demand and compete with other property companies in providing the best service. For businesses to grow and keep operating, they must be able to adapt to changes and technological advances. Mobile-based helpdesk application was launched to enable companies to remain competitive, adapt to technological advancements, and enhance customer service delivery. Helpdesk mobile applications can allow users to make requests and complaints anytime and anywhere with mobile devices [6]. Consequently, mobile-based helpdesk software must make users feel comfortable and joyful while using it. This program provides various features and conveniences for performing help services anytime and anywhere.

However, some application users who live in apartments still need to be satisfied with how the helpdesk application works. Eighteen respondents participated in the preliminary study's questionnaire-based methodology, which the researcher carried out. In the questionnaire results, as many as 67%, or 12 respondents, have experienced dissatisfaction when using the property management helpdesk application. As many as 33% of respondents, or six respondents, have never experienced problems using the property management helpdesk application. The obstacles encountered by apartment residents vary when using applications, such as errors in the information displayed, unattractive visuals and application layouts, obstacles when inputting complaints, and taking a long time to display information and data through the application.

Companies must enhance user satisfaction to retain existing clients and augment their customer base [7]. The effort needed by the company is to improve the quality of the products or information systems they have, which will have an impact on user satisfaction [8]. Increasing user satisfaction indicates practical and quality application system development [9,10]. Hence, it is crucial to ascertain the extent of user contentment with mobile applications to identify factors that impact

them [11]. Additionally, user satisfaction is pivotal in establishing and sustaining business continuity, indicating long-term corporate prosperity [11,12].

There are various ways to gauge user satisfaction, including the End User Computing Satisfaction (EUCS) scale developed by Doll & Torkzadeh and the User Information Satisfaction (UIS) scale developed by Olson & Ives. The study contrasted the EUCS and UIS methods based on research by Seddon and Yip, and the findings showed that the EUCS method is more valuable than the UIS approach [13,14]. The EUCS model has been extensively utilized in prior studies and has seen substantial advancements in the literature [15]. This study uses the EUCS technique to determine user satisfaction.

The EUCS approach has five instruments that will be used to assess satisfaction levels, specifically content, accuracy, format, ease of use, and timeliness [16]. This approach effectively emphasizes end-user satisfaction with the user experience by thoroughly evaluating several factors to achieve it [17]. This study will utilize instruments based on the EUCS model as a foundational framework, incorporating additional variables, including system quality, perceived usefulness, and attitude toward system use.

The research problem identified arises from initial observations revealing that around 67% of apartment residents express dissatisfaction due to various challenges encountered while utilizing the application. This property management helpdesk mobile application is the most recent advancement, created to enhance the property company's services and maintain competitiveness in the market. Assessing the degree of contentment for this helpdesk application is thus essential to ascertain its efficacy.

The mobile-based helpdesk property management application was developed to provide assistance services to apartment residents, allowing them to submit requests and complaints conveniently using their mobile devices. Therefore, it is crucial to identify the factors that influence user satisfaction with the application. Thus, this research will use the EUCS Modification Model to determine what factors affect user satisfaction with the property management helpdesk mobile application.

2. LITERATURE REVIEW

2.1. Helpdesk Application

The Helpdesk application is crucial in the modern era of advanced technology for ensuring the maintenance of quality and services, and it plays a significant role within the company [21]. The helpdesk application serves as a tool for providing information, managing users, and handling technical support or complaint tickets [22]. The purpose of the application helpdesk is to promptly and effectively address concerns from all users, ensuring that no complaints are disregarded and ultimately enhancing user satisfaction. [23]. Hence, it is crucial to ascertain user satisfaction with the helpdesk application to evaluate the quality of the supplied application.

2.2. User Satisfaction

User satisfaction is a feeling of happiness or dissatisfaction that results from contrasting the apparent impact of a good or service with the anticipated value [24,25]. Additionally, customer satisfaction refers to a person's satisfaction and perception with the service or outcomes regarding their expectations as users or residents [11,26]. User satisfaction is a standard that delineates the disparity between the intended and perceived performance of the mobile application. Multiple research studies have been conducted on user satisfaction in mobile applications, such as the one performed on the UIN Raden Fatah Palembang helpdesk application [27], the LMS Mobile Application in West Sumatra [28], and the mobile banking application in Indonesia [29].

2.3. End-User Computing Satisfaction (EUCS)

EUCS model, established by Doll and Torkzadah, assesses user satisfaction with a system based on various factors, including content, accuracy, format, ease of use, and timeliness [16,17,30,31,32]. Assessing user satisfaction with a system can be done by comparing their expectations with the actual performance of an information system. This approach assesses customer satisfaction with technology aspects [33]. Multiple research studies have used the EUCS model to

consider user satisfaction. These studies include examining student satisfaction with Learning Management Systems (LMS) [16], determining the satisfaction levels of e-learning users [34], and other research [14,32,35], which suggests that all EUCS model elements significantly impact user satisfaction.

2.4. Content

Content is a component of the EUCS model, which assesses user satisfaction with content. Content encompasses the various functions, information, and data that the system produces to fulfill the application users' requirements [17,27,30]. Content is a measurement variable related to the application's presentation of information as content [36]. Helpdesk application that provides appropriate and complete content with what users expect and need can undoubtedly increase customer satisfaction among customers utilizing the helpdesk application. Studies conducted by Dewi et al. [37], Megawaty and Ariningsih [38], and Ilias et al. [39] have found that content significantly impacts user satisfaction.

2.5. Accuracy

Accuracy is a component of the EUCS model that gauges user satisfaction with the precision of data obtained from the system during input and subsequent processing into information [17,27,40]. Helpdesk application that displays appropriate and accurate data will produce valid information to be conveyed to users. Of course, this can increase customer satisfaction with the helpdesk application. Research conducted by Yang and Sihotang [41] and Munap et al. [42] shows that accuracy influences user satisfaction. Nevertheless, this study's findings directly oppose the research conducted by Azdy and Putra [43], which indicates that accuracy does not impact user satisfaction.

2.6. Format

Format is a component of the EUCS model that evaluates user satisfaction by assessing the visual and aesthetic aspects of the system's interface [17,27,40]. The application interface comprised display design and aesthetics, and has a format with measurable variables [36]. Of course, a helpdesk application that looks attractive and user-friendly in terms of application UI can increase user satisfaction. Studies conducted by Robby and Mauritsius [16] and Ependi et al. [44] indicate that an application's format significantly impacts user satisfaction. However, the results of this study contradict the research undertaken by Pratomo et al. [17] and Ilias et al. [39], which suggest that the format does not affect user satisfaction.

2.7. Ease of Use

One aspect of the EUCS model is Ease of Use, which evaluates user satisfaction by assessing how easily the system is to use [27,40]. Ease of use is one of the metrics for assessing the quality of a user-friendly program [36]. User-friendly helpdesk applications can enhance customer satisfaction for those utilizing the service. The research undertaken by Indrayanto et al. [30] and Wijaya and Legowo [45] demonstrates that the ease-of-use influences user satisfaction. Nevertheless, the findings of that study are in direct opposition to the research conducted by Juliana et al. [46], which proposes that the ease-of-use has no impact on user satisfaction.

2.8. Timeliness

Timeliness is a factor of the EUCS model that assesses user satisfaction by evaluating how promptly the system offers requested data or information to users [17,40]. Helpdesk application that can provide timeliness for every request or input made by users in real time and display up-to-date information can undoubtedly increase customer satisfaction. The studies conducted by Ariningsih Megawaty [38] and Munap et al [38] and Munap et al. [42] prove that timeliness influences user satisfaction. However, the results of that study contradict the research conducted by Indrayanto et al. [30] and Ilias et al. [39], which argue that timeliness does not affect user satisfaction.

2.9. System Quality

System quality refers to the desired characteristics exclusive to the system [47]. System quality pertains to system efficiency assessment, considering integration, usability, utility, dependability, responsiveness, and adaptability [48]. Thus, system quality refers to the degree of information systems' effectiveness, usability, usefulness, and capability. User satisfaction is evaluating system quality from the user's viewpoint [49]. Therefore, consumers who perceive the system's advantages will experience satisfaction and contentment. A system is deemed successful when it efficiently facilitates users' performance in executing their activities [50] and delivers satisfaction [51]. Seddon asserts that system quality directly impacts user satisfaction, and this relationship has been substantiated by empirical evidence [52]. Hence, considering the phenomena outlined in the study's background and the results of prior research, this study will incorporate the aspects of system quality to assess user satisfaction. Fitriani and Astiti [53] conducted previous research using a model that integrates multiple attributes from the EUCS and IS Success Model. The findings of this study demonstrate that system quality characteristics have a substantial impact on user satisfaction.

2.10. Perceived Usefulness

Perceived Usefulness is a component of the TAM model that pertains to the notion that using technology can enhance the simplicity and effectiveness of executing a task or activity [54,55]. It measures individuals' belief in the system's benefit and utility [56]. Thus, perceived usefulness refers to the extent of one's conviction that technology can simplify and enhance one's job. Users are more likely to adopt and utilize technology when they perceive it as valuable and capable of improving their daily chores and productivity [57]. The level of happiness experienced by people is highly linked to their acceptance of technology [58]. Perceived Usefulness is the measure of users' belief in the potential of a specific technology to enhance performance and productivity [59]. Hence, users who experience the favorable effects of perceived usefulness are more inclined to embrace the application.

2.11. Attitude Towards Using

Attitude Towards Using correlates with their perceptions of participating in the specific behaviour using technology [61]. This perspective on usage relates to the emotions encountered during technology utilization. Research shows that attitudes toward utilizing technology significantly impact user satisfaction. The study conducted by Ying Lee [62] found that positive sentiments regarding using mobile application services provided by companies directly impact user satisfaction. Previous research studies explain the relationship between user satisfaction, perceived usefulness, perceived ease of use, content, format, accuracy, ease of use, and timeliness [40]. It also explains the relationship between the mediating variable and attitude towards using.

3. RESEARCH METHOD

The research developed a conceptual model specifically presented to examine user satisfaction with helpdesk mobile applications in property companies. Based on the proposed research model in Figure 2, created by the author, the researcher's thought process to develop the conceptual model that would solve the problem can be fully understood. This research examines the factors contributing to user satisfaction with helpdesk mobile applications (see Figure 2).

This research enhances the EUCS model by incorporating many variables from established models, including TAM, McLean, and DeLone, which have been utilized in prior studies. This study used a modified EUCS model incorporating many variables associated with system success and user acceptance. The framework applied in this study emphasizes user satisfaction with system utilization while also encompassing the user's experience of system acceptance and the efficacy of the utilized system. Thus, combining these new factors, the proposed updated model can enhance the applicability of EUCS to mobile app usability studies and provide a more context-sensitive perspective.

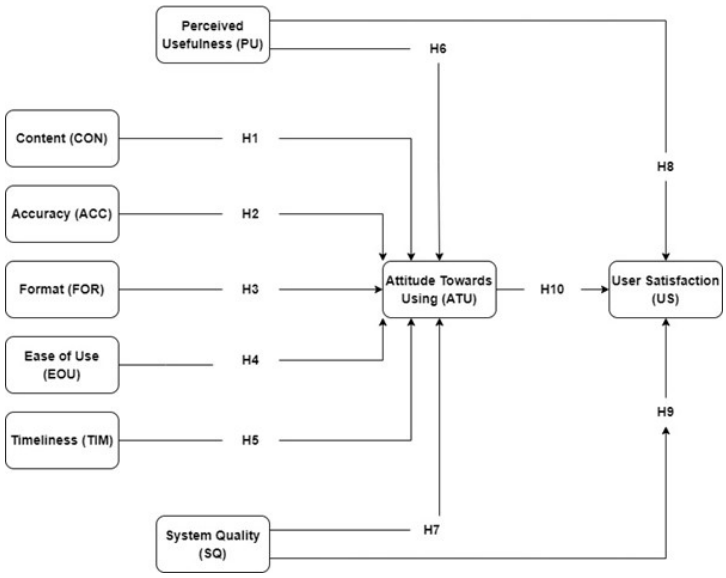

Figure 2. Research Model (Source: Author)

3.1. Population And Sample

The research methodology employed in this study is quantitative and descriptive. The sample populations for this study will include individuals living in apartments using the property management helpdesk mobile application. A simple random sampling method chooses the sample from the population. The sample size for this research was determined using the Slovin formula.

$$n = \frac{N}{1 + N^2}$$

Description:
n: minimum sample size
N: total population size
e: margin of error, taken for example, 0.05 = 5%

The researcher will calculate the sample by applying the Slovin formula and draw a sample of 336 respondents.

3.2. Data Analysis

The primary data from respondents was compiled using a Likert scale survey. The Likert scale utilized in this research encompasses a spectrum of responses, ranging from "strongly disagree" to "strongly agree." Subsequently, the primary data obtained from the questionnaire respondents will be processed using the outer and inner models.

4. RESULTS AND DISCUSSION

4.1. Convergent Validity of Measurement

The convergent validity test is a commonly employed method for assessing the validity of the outer model in testing. The Loading Factor value and Average Variance Extracted (AVE) value are utilized to evaluate the validity of the convergent validity test.

Table 1. Loading Factor and AVE Validity Test

Variable	Indicators	Loading Factor	AVE
	ACC1	0.895	
Accuracy	ACC2	0.904	0.809
	ACC3	0.908	

Variable	Indicators	Loading Factor	AVE
Attitude Towards Using	ACC4	0.891	0.847
	ATU1	0.915	
	ATU2	0.930	
	ATU3	0.920	
	ATU4	0.915	
Content	CON1	0.899	0.799
	CON2	0.898	
	CON3	0.908	
	CON4	0.871	
Ease of Use	EOU1	0.927	0.844
	EOU2	0.922	
	EOU3	0.929	
	EOU4	0.898	
Format	FOR1	0.918	0.846
	FOR2	0.922	
	FOR3	0.931	
	FOR4	0.907	
Perceived Usefulness	PU1	0.911	0.855
	PU2	0.938	
	PU3	0.935	
	PU4	0.914	
System Quality	SQ1	0.904	0.842
	SQ2	0.932	
	SQ3	0.923	
	SQ4	0.912	
Timeliness	TIM1	0.908	0.834
	TIM2	0.921	
	TIM3	0.918	
	TIM4	0.905	
User Satisfaction	US1	0.937	0.899
	US2	0.961	
	US3	0.954	
	US4	0.941	

Table 1 displays the convergent validity test results. The loading factor value that is considered ideal must be more than 0.7 [63]. Based on the loading factor values presented in Table 1, the results of the convergent validity test using outer loading indicate that all 32 indicators, encompassing each variable examined in this study, possess optimal and reliable weights. The convergent validity test using the Average Variance Extracted (AVE) value must have a value greater than 0.5 [43]. The results shown in Table 1 make it clear that all the constructs or variables in this study met the requirements.

4.2. Reliability of Measurement

A reliability test is a measurement procedure conducted on constructed variable indicators. A construct may be deemed dependable if it exhibits a Cronbach's alpha coefficient over 0.7 [63]. Based on the findings of the reliability test conducted using Cronbach's alpha, as presented in Table 2, it can be inferred that all variables included in this study exhibit satisfactory reliability and are deemed suitable for research purposes.

Table 2. Reliability Test

Variable	Cronbach Alpha	Composite Reliability
Accuracy	0.921	0.944
Attitude Towards Using	0.940	0.957
Content	0.916	0.941
Ease of Use	0.939	0.956
Format	0.939	0.956
Perceived Usefulness	0.943	0.959
System Quality	0.938	0.955
Timeliness	0.934	0.953
User Satisfaction	0.963	0.973

Composite reliability is another method that can also be used for reliability testing. The construct can have a high reliability value if it has a composite reliability value greater than 0.70 [63]. Hence, the composite reliability value for all variables employed in this study exceeds 0.70. These findings suggest that every variable in the study demonstrates a significant reliability level and fulfills the composite reliability requirements.

4.3. Coefficient of Determination

The Coefficient of Determination, often known as the R-squared test, is employed to quantify the extent to which the independent variable influences the dependent variable. The outcomes of the R-squared test can be classified into distinct groups, including strong, moderate, and weak. An R-squared value of 0.75 is vital, while 0.50 is medium, and 0.25 is weak [63].

Table 3. Coefficient Determinant Test

Variable	R-Square	R-Square Adjusted
Attitude Towards Using	0.842	0.838
User Satisfaction	0.779	0.777

The coefficient of determination (R-squared) analysis in Table 3 indicates that the combined influence of content, accuracy, format, ease of use, timeliness, system quality, and perceived usefulness on attitudes toward using a variable is 0.838, or 83%. Attitudes toward the use of variables can be categorized within the robust model classification. The estimated combined effect of system quality, attitude towards use, and perceived usefulness on user satisfaction is 77%. User satisfaction can be categorized as a robust model.

4.4. F Square

The effect size, also known as the F-squared test, offers a comprehensive understanding of the extent of exogenous (latent) variables' impact on endogenous (independent) variables at the order or structure level. The f-square value of 0.35 falls within the strong impact category. The f-square value of 0.15 is classified as moderate influence, whereas the f-square value of 0.02 is categorized as weak [63].

Table 4. F-Square Test

Independent Variable	Dependent Variable	F-Square
Accuracy	Attitude Towards Using	0.027
Attitude Towards Using	User Satisfaction	0.457
Content	Attitude Towards Using	0.019
Ease of Use	Attitude Towards Using	0.043
Format	Attitude Towards Using	0.035
Perceived Usefulness	User Satisfaction	0.008
Perceived Usefulness	Attitude Towards Using	0.018
System Quality	Attitude Towards Using	0.023
System Quality	User Satisfaction	0.033
Timeliness	Attitude Towards Using	0.114

Based on the findings of the effect size (f-square) presented in Table 4, it can be inferred that the following conclusions can be drawn: The weak model category partially indicates the extent to which variables such as content, accuracy, format, ease of use, timeliness, system quality, and perceived usefulness influence the attitude toward using variable at the structural level. The impact of system quality variables and perceived usefulness on user satisfaction variables at the structural level is partially shown to fall within the category of weak models. The robust model category partially supports the relationship between attitude towards using variables and user satisfaction variables at the structural level.

4.5. Q Square

The Predictive Relevance test is employed to evaluate the structural adequacy of the model fit value, as determined by the R-squared value. A q-square value greater than zero signifies that the model used in the investigation exhibits favorable predictive relevance. Therefore, when the q-square value is less than zero, the model used in the study does not possess sufficient predictive validity. The outcomes of the Q-square test can be classified into various groups, including oversized, medium, and tiny. A q-square value of 0.50 is classified as a strong influence, while a q-square value of 0.25 falls into the moderate influence category, and a q-square value of 0 indicates a weak impact [63].

Tabel 5. Q-Square Test

Variable	Q-Square
Attitude Towards Using	0.832
User Satisfaction	0.713

Based on the predictive relevance analysis findings in Table 5, the R-squared value associated with the attitude toward using the variable is 0.832. The q-square value suggests it belongs to the strong category, indicating a significant impact due to its value above 0.50. The Q-square value for the user satisfaction variable is 0.713. According to the Q-square value, it is evident that it belongs inside the strong category, signifying a significant impact due to its value exceeding 0.50.

4.6. Hypothesis Testing

This study used Structural Equation Modeling using Partial Least Square (PLS) to examine the causal link between constructs. The acquired results are as follows:

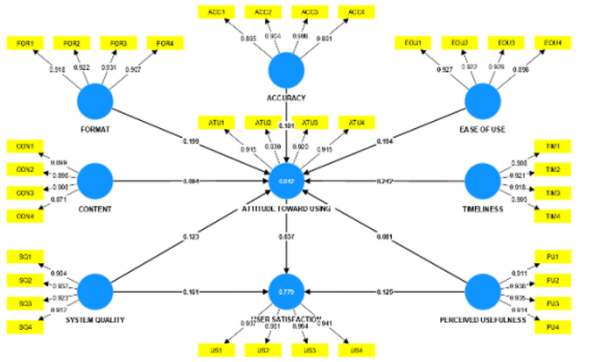

Figure 3. Structural Equation Modeling Results

This study employs a significant test to ascertain the extent of influence exerted by the independent variable on the dependent variable within the conducted research. The chosen significance threshold for this investigation is 0.05, equivalent to 5%. If the p-value exceeds a significance level of 0.05, the null hypothesis (H0) is rejected, and the alternative hypothesis (Ha) is accepted. Nevertheless, if the p-value is less than 0.05, the null hypothesis (H0) is accepted, while the alternative hypothesis (Ha) is refuted. Applying the Partial Least Square bootstrapping approach will yield the beta coefficient value, t-statistic, and p-value for this test's results.

Table 6. Hypothesis Test Result

	T-Statistics	P-Values	Results
Content → Attitude Towards Using	2.260	0.024	**H1 Accepted**
Accuracy → Attitude Towards Using	2.697	0.007	**H2 Accepted**
Format → Attitude Towards Using	2.995	0.003	**H3 Accepted**
Ease of Use → Attitude Towards Using	3.172	0.002	**H4 Accepted**
Timeliness → Attitude Towards Using	4.109	0.000	**H5 Accepted**
Perceived Usefulness → Attitude Towards Using	1.197	0.231	H6 Rejected
System Quality → Attitude Towards Using	2.504	0.012	**H7 Accepted**
Perceived Usefulness → User Satisfaction	1.803	0.072	H8 Rejected
Attitude Towards Using → User Satisfaction	9.781	0.000	**H9 Accepted**
System Quality → User Satisfaction	2.412	0.016	**H10 Accepted**

The results of hypothesis testing in Table 6 indicate that Content, Accuracy, Format, Ease of Use, Timeliness, and System Quality significantly influence Attitude toward using. Nevertheless, the variable Perceived Usefulness does not impact Attitude Towards Using, and Perceived Usefulness does not affect User Satisfaction.

4.7. Hypothesis Discussion

Based on the research and testing conducted in this study, eight of the ten submitted hypotheses were accepted, and two were rejected. This study accepts Hypothesis 1. Content influences usage attitude. This study's findings align with prior research [58,64,65,66,67], indicating that attitudes towards app usage are significantly affected by the content offered by applications. Hypothesis 2 in this study is accepted. Accuracy influences the attitude toward using. This study's findings are consistent with previous studies [66,67], which show that accuracy positively affects users' attitudes toward using applications. Conversely, the findings of this study stand in opposition to previous research [64], which indicated that accuracy did not influence users' attitudes toward the use of applications.

Hypothesis 3 in this study is accepted. Format influences the attitude toward using. This study's findings are consistent with other research [64,65,66], which shows that format can significantly affect users' attitudes toward utilizing applications. Nevertheless, the findings of this study are at odds with previous research [58], which indicated that format did not significantly influence attitudes toward usage. Hypothesis 4 in this study is accepted. Ease of use influences the attitude toward using. The study's findings are consistent with earlier studies [64,67], which show that ease of use can significantly influence users' attitudes toward using applications. Nonetheless, the results of this study diverge from prior investigations [66], which indicated that ease of use does not benefit attitudes toward usage.

Hypothesis 5 in this study is accepted. Timeliness influences the attitude toward using. It follows that being on time positively impacts attitudes toward using. The study's findings are consistent with earlier studies [64,67], showing that timeliness can significantly affect users' attitudes about utilizing applications. Hypothesis 6 in this study is rejected. Attitude toward using is unaffected by perceived usefulness. This study's findings are consistent with earlier research [68][69], which showed that attitudes toward using applications are unaffected by perceived utility. However, the results of this study challenge previous research that indicated perceived usefulness significantly influences attitudes toward usage [56,66].

Hypothesis 7 in this study is accepted. System quality influences the attitude toward using. The study's findings are consistent with earlier studies [70], showing that system quality can significantly impact users' attitudes toward utilizing applications. However, the results of this study do not support earlier research [71], which found that system quality had no appreciable impact on attitudes regarding use. Hypothesis 8 in this study is rejected. User Satisfaction is unaffected by perceived usefulness. This study's findings also support earlier research [72], which found no relationship between perceived usefulness and user pleasure. However, the study's findings contradict earlier research [73], which found that perceived usefulness significantly affects user happiness.

Hypothesis 9 in this study is accepted. Thus, a user's attitude toward using positively affects user satisfaction. The study's findings are consistent with earlier research [66], showing that a user's attitude about usage can significantly impact their level of happiness. The results of other studies [64], which indicate that attitudes toward using significantly affect user happiness, also corroborate the findings of this study. Hypothesis 10 in this study is accepted. System quality influences user satisfaction. The study's findings are consistent with other research [48,70,74], showing that system quality can significantly impact user happiness. Similarly, further research has shown that system quality positively affects user happiness, which corroborates the findings of this study [53].

4.8. Practical Implication

Content positively influences attitude toward using, as indicated by the results of the acceptance of H1. These suggestions include ensuring that the information about the complaint and request tracking feature utilized by users is accurate and aligns with the reported complaint and request information. Accuracy positively influences attitude toward using, as indicated by the results of the acceptance of H2. These ideas include measures such as ensuring the alignment of displayed data with users' information requirements. Format positively influences attitude toward using, as indicated by the results of the acceptance of H3. One such suggestion is to standardize the display format of the application, thereby promoting user comfort and ease of use. Ease of use positively influences attitude toward using, as indicated by the results of the acceptance of H4. Researchers can advise property companies to make it simpler for users to use the application and process complaints and request reports through the application.

Timeliness positively influences attitude toward using, as indicated by the results of the acceptance of H5. It is natural to expect that the property management helpdesk mobile application can maintain and even improve the timeliness of processing data and sending it to users. System quality positively influences attitude toward using, as indicated by the results of the acceptance of H7. Therefore, recommendations to the company so that it can make applications more accessible to open and access, perform routine application maintenance to handle user issues like crashes and other issues, and enhance application performance.

Attitude toward using variables positively influences user satisfaction, as indicated by the results of the acceptance of H9. Researcher recommends that the company persist in enhancing and upholding the quality of their property management helpdesk mobile application. System quality variables positively influence user satisfaction, as indicated by the results of the acceptance of H10. Researchers suggest to property companies how they can enhance the application's security by implementing robust measures to safeguard and encrypt all user data, instilling user confidence and ease. Thus, users will feel satisfied with the app.

5. CONCLUSION

This research seeks to pinpoint the factors that affect satisfaction with mobile applications for property management helpdesk services. The results reveal that content, accuracy, format, ease of use, timeliness, and system quality significantly impact user attitudes towards the property management helpdesk mobile application. Furthermore, the findings of this study demonstrate that variables such as the user's attitude towards using and system quality impact the user's satisfaction with the property management helpdesk mobile application. Based on the analysis and findings presented in this study, recommendations for organizational directions are put forth. The following recommendation is for a property company:

1. Property companies have the potential to maintain and improve so that all information provided and displayed to users is accurate, correct, relevant, and always up to date according to user needs.
2. Property companies have the potential to improve the program's interface design, making it more user-friendly and accessible to individuals of all age groups.

LIMITATIONS

The researcher acknowledges some limitations in this study, particularly with the sampling technique employed; due to the random selection process, there exists a risk that specific sub-groups are not proportionately represented. This study is constrained by sampling, which is restricted to participants from a single institution. Future studies are anticipated to use other sample methodologies to enhance representativeness and incorporate several institutions, increasing the findings' generalizability. Future investigations can identify and integrate further elements affecting user satisfaction in the application that were not addressed in this study. This will enrich the depth and thoroughness of the investigation, leading to substantial implications for businesses and future inquiries.

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