

Evaluating User Satisfaction in Institutional Repositories through a Combined WebQual 4.0, EUCS, and Importance–Performance Analysis Approach

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Abstract—This study examines user satisfaction with the UIN Syarif Hidayatullah Jakarta institutional repository by synthesizing three distinct evaluation models: WebQual 4.0, End-User Computing Satisfaction (EUCS), and Importance–Performance Analysis (IPA). While designed as a primary hub for academic publications, the repository often faces operational hurdles regarding interface usability, data accuracy, and information timeliness, leading to a gap between institutional performance and student expectations. This research seeks to identify the specific drivers of satisfaction and prioritize technical areas requiring immediate intervention. To achieve this, the study utilized a quantitative survey of 402 undergraduate students. The proposed model evaluates five core dimensions: usability, information quality, service interaction, accuracy, and timeliness. Using a combination of the WebQual Index (WQI), gap analysis, and IPA quadrant mapping, the study finds that all five factors significantly shape user satisfaction. Although the repository achieved a reputable WQI score of 0.80, the gap analysis suggests that several critical user expectations remain unmet. Specifically, the IPA results highlight data security and timeliness of information as the most pressing areas for improvement (Quadrant I). These findings provide a strategic roadmap for repository administrators to better align system capabilities with the needs of the academic community, while also offering a novel, integrated framework for evaluating digital repositories.

Index Terms—WebQual 4.0, EUCS, IPA, user satisfaction, institutional repository.

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I. INTRODUCTION

With the progress of information technology in the digital age, the exchange of information has become easier and faster [1], [2]. One significant development is the improvement in data processing and storage capabilities [3]. Digital platforms play an important role in higher education, raising urgent institutional questions and requiring a neo-institutionalist approach to understand their impact [4]–[6].

To support effective implementation, universities need to maintain high-quality information systems [7]. The quality of an information system can be evaluated using the WebQual 4.0 framework, which measures the extent to which the system improves user performance and satisfaction [8]–[10].

According to Kotler, user satisfaction can be understood as the sense of pleasure that emerges when individuals evaluate a product's actual performance and find it consistent with their expectations [11], [12]. To examine the relationship between user's actual performance and their expectations on a repository website, the WebQual 4.0 framework employs three main variables (usability, information quality, and service interaction quality) that serve to identify the factors affecting user satisfaction [12]–[16]. Within this model, usability, information quality, and service interaction quality act as essential dimensions that represent the primary indicators for measuring the level of user satisfaction [12]–[16].

Previous studies have not yet integrated the WebQual 4.0 and Importance-Performance Analysis (IPA) models with additional variables from the End-User Computing Satisfaction (EUCS) framework to evaluate user satisfaction in academic repositories. Therefore, this study aims to address this gap by incorporating accuracy and timeliness as complementary variables to enhance the WebQual 4.0 model. Several prior studies have emphasized that system processing speed plays a significant role in shaping overall user satisfaction [17], while prior research also highlighted that timeliness, together with system accuracy, are two of the most significant factors influencing user attitudes toward system acceptance and usage

[18]–[20].

Based on a theoretical perspective, this study contributes to the advancement of knowledge in evaluating user satisfaction by developing an integrated model that combines WebQual 4.0, IPA, and additional variables from EUCS. This integrated approach offers a new perspective for understanding the determinants of user satisfaction in institutional repositories. From a practical standpoint, the findings derived from the IPA method can assist repository administrators in identifying which aspects should be prioritized for improvement or maintained through quadrant-based performance mapping. This research aligns with the broader goal of enhancing sustainable public services and improving user experience within digital academic platforms.

II. RELATED WORK

Based on the study [21] evaluating the quality of the UPT Library website at UPN "Veteran" East Java, and the research on the Muspera Library website under the Ministry of Environment and Forestry [15], utilized both the WebQual 4.0 framework and the Importance-Performance Analysis (IPA) approach to assess user satisfaction. The results indicated that although certain aspects met user expectations, there were still several indicators requiring improvement.

In another study [14] assessed the repository website quality at ITS Library using WebQual 4.0 and IPA. This study was designed to assess user satisfaction based on three primary dimensions. The results revealed a performance gap of 0.7 below user expectations, indicating that the overall level of user satisfaction had not yet reached its optimal point. Meanwhile, study [13] analyzed the quality and user satisfaction of the MAN Singkawang website by integrating the WebQual 4.0 framework with the End-User Computing Satisfaction (EUCS) approach. While WebQual 4.0 focused on usability, information quality, and service interaction quality, the EUCS model assessed content, accuracy, ease of use, format, and timeliness. Data were analyzed through validity and reliability tests, partial t-tests, f-tests, and coefficient of determination. The results showed that website quality significantly influenced user satisfaction, which reached 83%. This research provides a valuable reference for assessing the performance of educational websites and illustrates that the integration of the WebQual 4.0 and EUCS models can improve the quality of digital information services. Unlike previous studies that only focused on usability, information quality and service quality, this research extends the WebQual framework by incorporating accuracy and timeliness to provide a more comprehensive evaluation.

III. RESEARCH METHOD

This study employed a quantitative research design to empirically test the proposed hypotheses and evaluate the quality of the UIN Syarif Hidayatullah Jakarta Institutional Repository website from the users' perspective. The research aimed to analyze the relationship between user perceptions and expectations to assess the overall level of user satisfaction.

Data were collected through an online survey distributed via Google Forms to undergraduate students of UIN Syarif Hidayatullah Jakarta who had previously accessed the repository website. The total population consisted of 36,677 students per January 2025, and a purposive sampling technique was applied to select respondents who met specific criteria, namely active undergraduate users of the repository.

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

$$n = \frac{36677}{1 + 36677(5\%)^2} = 395,6$$

With 36,677 population (N), Slovin formula with a 5% margin of error (e), a representative sample of 396 respondents (n) was determined, and 402 valid responses were obtained for analysis, consistent with guideline suggesting 30–500 samples for behavioral research [22]–[24].

Data analysis was performed using Microsoft Excel 2016 and SPSS version 30, consisting of several stages, which is validity and reliability testing of the questionnaire, partial t-tests and paired sample t-tests for hypothesis testing, calculation of the WebQual Index (WQI) to measure overall website quality, and gap as well as conformity analyses to identify discrepancies between performance and importance.

Finally, the Importance-Performance Analysis (IPA) approach is utilized to visualize and categorize the attributes of the repository website that either meet or fall short of user satisfaction [25]. The IPA technique serves as an analytical tool for identifying key performance factors that organizations need to address in order to achieve and maintain user satisfaction [26]–[28]. Previous research has applied IPA to measure satisfaction across various factors as a basis for strategic management in determining quality improvement priorities [29, 30]. When measuring customer satisfaction using IPA, it is necessary to assess both user expectations and the performance delivered by the system [31]. This study adopts the IPA method because of its advantage in measuring and analyzing satisfaction by considering user expectations and comparing the repository website's performance against those expectations [26].

The objective of this study is to identify the key variables that influence user satisfaction with the UIN Syarif Hidayatullah Jakarta repository website. The proposed research model illustrating the relationship between these variables and user satisfaction is presented in Figure 1.

The hypotheses of this study are as follows:

- H1 : Usability has a significant effect on user satisfaction.
- H2 : Information quality has a significant effect on user satisfaction.
- H3 : Service interaction quality has a significant effect on user satisfaction.
- H4 : Accuracy has a significant effect on user satisfaction.
- H5 : Timeliness has a significant effect on user satisfaction.
- H6 : Each performance indicator within the respective variables shows a significant difference compared to the corresponding importance indicator within the same variable.



Fig. 1. Conceptual Model of the Research

This study employed a questionnaire as the data collection instrument, divided into several sections. The first section includes an introduction from the researcher, research permission, and respondent demographic data such as name, gender, faculty, semester, and the last time they accessed the UIN Syarif Hidayatullah Jakarta institutional repository website. The second section consists of 28 questions related to user perceptions (performance) and 28 questions concerning user expectations (importance).

This study employed a five-point Likert scale, with distinct scales for assessing perceptions and expectations, as detailed in Table 1. For perceptions, the response options range from strongly disagree (1), disagree (2), neutral/do not know (3), agree (4), to strongly agree (5). For expectations, the scale ranges from very unimportant (1), unimportant (2), neutral/do not know (3), important (4), to very important (5).

Table 1. Research Indicator

Code	Statements	Reference
USA1	The UIN Jakarta repository website is easy to learn and operate.	[14], [21], [32]
USA2	The interaction with this website is clear and understandable.	[14], [21], [32]
USA3	The UIN Jakarta repository website is easy to navigate.	[15], [21], [32]
USA4	The UIN Jakarta repository website is easy to use.	[21], [32]
USA5	The UIN Jakarta repository website has an attractive appearance	[14], [21], [32]
USA6	The design of the UIN Jakarta repository website corresponds with typical institutional repository websites.	[21], [32]
USA7	The UIN Jakarta repository website provides a positive user experience.	[15], [21], [32]
IQ1	The UIN Jakarta repository website provides accurate information.	[21], [32]
IQ2	The UIN Jakarta repository website provides sufficiently clear information.	[14], [32]

IQ3	The UIN Jakarta repository website provides relevant information.	[15], [21], [32]
IQ4	The UIN Jakarta repository website provides information that is easy for users to understand.	[15], [21], [32]
IQ5	The UIN Jakarta repository website provides complete and detailed information.	[15], [21], [32]
IQ6	The UIN Jakarta repository website provides information in an appropriate format.	[21], [32]
SIQ1	The UIN Jakarta repository website has a good reputation.	[14], [21], [32]
SIQ2	I feel safe when interacting with the UIN Jakarta repository website.	[14], [21], [32]
SIQ3	The UIN Jakarta repository website safeguards user information.	[14], [21], [32]
SIQ4	The UIN Jakarta repository website offers personalization options for its users.	[15], [21], [32]
SIQ5	The UIN Jakarta repository website makes users feel part of the campus community.	[21], [32]
SIQ6	The UIN Jakarta repository website makes it easy for users to interact with the library staff.	[14], [21], [32]
SIQ7	The UIN Jakarta repository website provides information as promised.	[16], [21], [32]
ACC1	The UIN Jakarta repository website provides information that matches what I am looking for.	[13], [33]
ACC2	The UIN Jakarta repository website provides trustworthy information.	[33]
TML1	The UIN Jakarta repository website delivers information quickly.	[13], [33]
TML2	The UIN Jakarta repository website provides up-to-date information.	[13], [33]
US1	I am satisfied when accessing or using the UIN Jakarta repository website.	[21], [32], [33]
US2	I feel pleased with the UIN Jakarta repository website because it makes it easier for me to obtain information.	[21], [32]
US3	I will seek information more often through the UIN Jakarta repository website.	[21], [32], [33]
US4	I will recommend my friends to access the UIN Jakarta repository website.	[21], [32], [33]

In this study, a five-point Likert scale was used, differentiated for assessing perception and expectation, as presented in Table 2. For perceptions, the response options range from strongly disagree (1), disagree (2), neutral/do not know (3), agree (4), to strongly agree (5). For expectations, the scale ranges from very unimportant (1), unimportant (2), neutral/do not know (3), important (4), to very important (5).

Table 2. Likert Scale Used in the Study

Scale	Performance		Importance	
	Answer	Abbreviation	Answer	Abbreviation

Scale	Performance		Importance	
	Answer	Abbreviation	Answer	Abbreviation
1	STS	Strongly disagree	STP	Very unimportant
2	TS	Disagree	TP	Unimportant
3	N	Neutral/Do not know	N	Neutral/Do not know
4	S	Agree	P	Important
5	SS	Strongly Agree	SP	Very important

IV. RESULT

Respondent characteristics refer to the process of evaluating respondent profiles based on data collected from distributed questionnaires. The data collection took place over a three-week period, from May 28, 2025, to June 21, 2025, yielding a total of 402 respondents. The demographic characteristics of respondents were categorized into five questions covering gender, major, semester, and the last time they accessed the UIN Syarif Hidayatullah Jakarta repository website. The recapitulation of this demographic data is presented in Table 3.

Table 3.
Respondent Demographics

Category	Item	Count
Gender	Male	147
	Female	255
Jurusan	Information Systems	51
	Psychology	46
	Accounting	38
	International Relations	23
		22
	Development Economic Management	17
	Islamic Economics	17
	Informatics Engineering	18
	Others (various majors) (e.g., Sociology, Mathematics, Library Science, Pharmacy, Education, etc.)	176
	Semester	2 nd Semester
4 th Semester		26
6 th Semester		135
8 th Semester		193
10 th Semester		27
12 th Semester		6
14 th Semester		1
Last time accessing the UIN Jakarta Institutional Repository Website		Within last week
	Two to four weeks ago	103
	One to three months ago	88
	More than three months ago	29

The demographic summary in Table 3. shows that the majority of respondents are female. Most participants come from the information systems and psychology programs, while the rest represent various majors across the university. In terms of academic level, respondents are dominated by eighth and sixth semester students. Regarding website usage, most students reported accessing the institutional repository within

the past week, indicating a relatively high level of recent engagement.

A. T-Test

The partial t-test aims to examine the individual effect of each independent variable (X) individually exerts a significant influence on the dependent variable (Y). In this research, the independent variables consist of usability (X1), information quality (X2), service interaction quality (X3), accuracy (X4), and timeliness (X5), while the dependent variable represents user satisfaction (Y).

Table 4.
Partial T-Test

Model	B	Beta	t	Sig.
Usability	.186	.263	6.519	<.001
Information Quality	.155	.172	3.988	<.001
Service Interaction Quality	.057	.074	2.061	.040
Accuracy	.592	.271	6.495	<.001
Timeliness	.436	.224	5.794	<.001

According to the results of the t-test presented in Table 4, all independent variables show calculated t-values greater than 1.966, which corresponds to a significance level (Sig.) below 0.05 [34]. This indicates that each independent variable exerts a significant influence on the dependent variable, which in this study is user satisfaction. A paired sample t-test was conducted to determine whether a significant difference exists between two related groups, specifically the importance and performance measures in this study.

Table 5.
Paired T-Test

Pair	df	Two-Sided P Significance
USA_P - USA_H	401	<.001
IQ_P - IQ_H	401	<.001
SIQ_P - SIQ_H	401	<.001
ACC_P - ACC_H	401	<.001
TML_P - TML_H	401	<.001
US_P - US_H	401	<.001

The paired t-test results in Table 5 indicate that all independent variables (usability, information quality, service interaction quality, accuracy, and timeliness) have a significant effect on user satisfaction. This finding suggests that each dimension of website quality plays an essential role in shaping users' perceptions and overall experiences. Methodologically, this significance arises because these variables represent the core aspects of system interaction such as ease of navigation, clarity of information, reliability of service, timeliness of data delivery, and accuracy of content. These results are consistent with the user satisfaction model proposed by [32] and [35], which posits that system quality, information quality, and

service quality collectively determine user satisfaction with an information system.

Table 6.
Webqual Index

Indicator	WQI Score
USA1	0.83
USA2	0.82
USA3	0.82
USA4	0.85
USA5	0.65
USA6	0.75
USA7	0.84
Average Usability Score	0.80
IQ1	0.84
IQ2	0.84
IQ3	0.84
IQ4	0.83
IQ5	0.81
IQ6	0.83
Average Information Quality Score	0.83
SIQ1	0.79
SIQ2	0.82
SIQ3	0.80
SIQ4	0.68
SIQ5	0.72
SIQ6	0.68
SIQ7	0.81
Average Service Interaction Quality Score	0.76
ACC1	0.82
ACC2	0.85
Average Accuracy Score	0.83
TML1	0.83
TML2	0.80
Average Timeliness Score	0.81
US1	0.82
US2	0.84
US3	0.83
US4	0.84
Average User Satisfaction Score	0.81
Overall	0.80

Table 6 shows a significant difference is indicated when overall, the website's WebQual Index score is 0.80, falls into the "very good" category [32, 36]. However, there are still areas that require improvement, particularly within the service interaction quality variable, which recorded a below-average score of 0.76. A closer examination reveals that the least satisfactory indicators in this dimension include SIQ1 (website reputation), SIQ4 (service personalization), SIQ5 (community involvement), and SIQ6 (ease of communication). Other indicators that also need improvement are USA5 (visual appeal) and USA6 (design suitability).

B. Importance-Performance Analysis

The Importance-Performance Analysis (IPA) approach is employed to assess user satisfaction by examining the alignment between users' expectations (importance) and the actual performance of the system. This process involves calculating the level of conformity and the gap between the two aspects, which are then visualized in an IPA chart to illustrate which indicators already satisfy users and which still require

attention.

Furthermore, conformity analysis is conducted to evaluate the degree to which the service quality of the UIN Syarif Hidayatullah Jakarta repository website meets user expectations. This is done by comparing performance scores with important scores. If the percentage exceeds 100%, it indicates that the performance goes beyond user expectations, whereas if it falls below 100%, it shows that the performance has not fully satisfied users.

Table 7.
Conformity Analysis

Indikator Code	Conformity Score
USA1	94.40%
USA2	93.45%
USA3	93.98%
USA4	96.29%
USA5	76.60%
USA6	89.90%
USA7	95.35%
Average Usability	91.43%
IQ1	93.55%
IQ2	93.86%
IQ3	94.89%
IQ4	93.68%
IQ5	90.94%
IQ6	94.51%
Average Information quality	93.57%
SIQ1	91.80%
SIQ2	93.59%
SIQ3	90.58%
SIQ4	78.58%
SIQ5	89.95%
SIQ6	85.75%
SIQ7	90.75%
Average Service Interaction	88.72%
ACC1	92.33%
ACC2	95.15%
Average Accuracy	93.72%
TML1	94.16%
TML2	88.03%
Average Timeliness	91.10%
US1	93.83%
US2	96.58%
US3	95.56%
US4	97.35%
Average User Satisfaction	95.83%
Overall	91.98%

Table 7 shows that the usability dimension reached a conformity percentage of 91.43%, information quality 93.57%, service interaction quality 88.72%, accuracy 93.74%,

timeliness 91.10%, and user satisfaction 95.83%. Overall, the conformity percentage of the UIN Syarif Hidayatullah Jakarta Repository website is 91.98%.

The conformity analysis indicates that no individual indicator fully meets user expectations, suggesting that users are not yet completely satisfied. Specifically, the usability, service interaction quality, and timeliness dimensions fall below the overall average conformity score, implying that these areas require improvement. Conversely, the information quality and accuracy dimensions scored higher percentages, indicating that these variables sufficiently meet user expectations.

Gap analysis involves calculating the difference between the average performance score and the average importance score. A higher gap value signifies that the system's performance has not yet fulfilled user expectations.

Table 8.
Gap Analysis

Indicator Code	Gap Score
USA1	-0.25
USA2	-0.29
USA3	-0.26
USA4	-0.16
USA5	-1.00
USA6	-0.42
USA7	-0.20
Average <i>Usability</i> Gap	-0.37
IQ1	-0.29
IQ2	-0.27
IQ3	-0.23
IQ4	-0.28
IQ5	-0.40
IQ6	-0.24
Average <i>Information quality</i> Gap	-0.29
SIQ1	-0.35
SIQ2	-0.28
SIQ3	-0.42
SIQ4	-0.93
SIQ5	-0.40
SIQ6	-0.56
SIQ7	-0.41
Average <i>Service Interaction</i> Gap	-0.29
ACC1	-0.34
ACC2	-0.22
Average <i>Accuracy</i> Gap	-0.28
TML1	-0.26
TML2	-0.54
Average <i>Timeliness</i> Gap	-0.40
US1	-0.27
US2	-0.15

US3	-0.19
US4	-0.11
Average <i>User Satisfaction</i> Gap	-0.18
Overall	-0.35

Table 8 shows that the usability dimension has a gap value of -0.37; information quality, -0.29; service interaction quality, -0.48; accuracy, -0.28; timeliness, -0.40; and user satisfaction, -0.18. Overall, the gap value for the UIN Syarif Hidayatullah Jakarta Repository website is -0.35. The existence of a gap between user expectations and website performance indicates that although the repository website performs well, several indicators have not yet fully met user expectations. The primary contributing factors, this includes a relatively basic and less visually appealing interface design, limited-service personalization features, such as advanced search filters and content recommendations, and inconsistencies in the timeliness of content updates. In addition, some users reported difficulty in locating relevant documents due to search inaccuracy, which negatively affects their perception of the website's efficiency. This gap highlights the need for further improvements in functionality, reliability, and design consistency to achieve higher user satisfaction.

After conducting the gap and conformity analysis, the results were visualized using a Cartesian diagram based on the Importance-Performance Analysis (IPA) method. This diagram maps each indicator according to its priority level. The values used in the visualization are derived from the comparison of the average scores of performances and importance. Based on Fig. 2, the results can be interpreted as follows.

- Quadrant I (concentrate here) highlights the indicators that require the most urgent attention because they reveal a wide the discrepancy between user expectations and actual performance. Based on Fig. 2, two indicators fall into this quadrant: SIQ3, which concerns the repository website's ability to protect user information, and TM2, which refers to the timeliness of delivering up-to-date content. Both are crucial for building user trust and ensuring relevance; therefore, they must be prioritized to enhance user satisfaction.
- Quadrant II (keep up the good work) consists of 17 indicators that users perceive as both important and well-performed. These dimensions strongly contribute to overall satisfaction and should be maintained. Usability indicators (USA1, USA2, USA3, USA4, USA7) confirm that the website is easy to learn, navigate, and use, providing a positive experience. Information quality indicators (IQ1–IQ6) demonstrate that users value accuracy, clarity, relevance, completeness, and proper formatting of information. Service interaction quality (SIQ2, SIQ7) shows that users feel secure when interacting with the website and that services are delivered as promised. Accuracy indicators (ACC1, ACC2) highlight the precision and reliability of the information, while timeliness (TM1) reflects the prompt delivery of content. Finally, user satisfaction (US1) confirms that users are generally pleased

which include key aspects of usability, information quality, service interaction quality, accuracy, timeliness, and overall satisfaction. Presenting these indicators in tabular form helps to clearly distinguish the website's strengths and reinforces the strategic areas that the repository administrators should continue to support in order to maintain user satisfaction.

Table 10.
Quadrant II

Indicator	Statements
USA1	The UIN Jakarta repository website is easy to learn and operate.
USA2	The interaction with this website is clear and understandable.
USA3	The UIN Jakarta repository website is easy to navigate.
USA4	The UIN Jakarta repository website is easy to use.
USA7	The UIN Jakarta repository website provides a positive user experience.
IQ1	The UIN Jakarta repository website provides accurate information.
IQ2	The UIN Jakarta repository website provides sufficiently clear information.
IQ3	The UIN Jakarta repository website provides relevant information.
IQ4	The UIN Jakarta repository website provides information that is easy for users to understand.
IQ5	The UIN Jakarta repository website provides complete and detailed information.
IQ6	The UIN Jakarta repository website provides information in an appropriate format.
SIQ2	I feel safe when interacting with the UIN Jakarta repository website.
SIQ7	The UIN Jakarta repository website provides information as promised.
ACC1	The UIN Jakarta repository website provides information that matches what I am looking for.
ACC2	The UIN Jakarta repository website provides trustworthy information.
TM1	The UIN Jakarta repository website delivers information quickly.
US1	I am satisfied when accessing or using the UIN Jakarta repository website.

Quadrant III (low priority) contains indicators that show both low importance and low performance from the perspective of users. Although these indicators do not strongly influence overall user satisfaction at the moment, they may still contribute to a better user experience if improved gradually. The indicators in this quadrant include aspects related to visual appearance, design consistency, website reputation, personalization features, sense of community, and ease of communication with library staff. Since these elements are not considered urgent, they can be addressed over time as part of long-term development efforts. The indicators positioned in this quadrant can be seen in Table 11.

Table 11.
Quadrant III

Indicator	Statements
USA5	The UIN Jakarta repository website has an attractive appearance
USA6	The design of the UIN Jakarta repository website corresponds with typical institutional repository websites.
SIQ1	The UIN Jakarta repository website has a good reputation.
SIQ4	The UIN Jakarta repository website offers personalization options for its users.
SIQ5	The UIN Jakarta repository website makes users feel part of the

campus community.

SIQ6 The UIN Jakarta repository website makes it easy for users to interact with the library staff.

Quadrant IV (possible overkill) consists of indicators that demonstrate high performance but are perceived as having relatively low importance by users. Although these indicators are performing well, their limited contribution to overall satisfaction suggests that additional investment in these areas may not yield significant improvements. The indicators in this quadrant primarily relate to users' enjoyment, their frequency of accessing the repository, and their willingness to recommend it to others. Since these aspects do not strongly influence satisfaction, they can be deprioritized to allow greater focus on indicators that require more urgent attention. The indicators positioned in this quadrant can be seen in Table 12.

Table 12.
Quadrant IV

Indicator	Statements
US2	I feel pleased with the UIN Jakarta repository website because it makes it easier for me to obtain information.
US3	I will seek information more often through the UIN Jakarta repository website.
US4	I will recommend my friends to access the UIN Jakarta repository website.

The results of this study reinforce prior findings that website quality dimensions, particularly usability, information quality, and service interaction quality, play a pivotal role in shaping user satisfaction. Similar conclusions were drawn by [25] in their assessment of the SPMB Sebelas Maret University website, where usability and service interaction were the dominant predictors of user satisfaction. However, unlike their study, which focused solely on the original WebQual 4.0 dimensions, this research integrates two additional variables, accuracy and timeliness, derived from EUCS model. This combination enhances the analytical precision in identifying technical and content related issues that influence satisfaction in institutional repositories, offering a more comprehensive evaluation framework than that used in previous WebQual based studies [17].

C. Discussion

Moreover, the use of the Importance Performance Analysis (IPA) method strengthens this study's practical contribution by linking statistical significance with strategic prioritization. Earlier works, such as those by [29] and [26], applied IPA to measure satisfaction levels but did not directly integrate it with WebQual and EUCS variables. In contrast, the present study uses IPA quadrant mapping to visualize the alignment between performance and importance for each indicator, enabling administrators to identify the most critical areas of improvement, particularly user data security and information timeliness. This integrative framework allows a dual layer analysis that measures satisfaction quantitatively and prioritizes improvement qualitatively, making it more actionable for higher education repositories compared to conventional satisfaction models.

Additionally, this research extends theoretical understanding by situating the findings within the context of academic digital repositories, a setting that has received limited empirical exploration in prior literature. While most studies such as [21] and [16] investigated library or public service websites, the current work focuses specifically on the institutional repository, which functions as a scholarly communication infrastructure. By identifying repository specific indicators such as personalization, community engagement, and ease of communication that fall into lower priority quadrants, this study provides nuanced insights that go beyond general web quality evaluations. Consequently, the developed integrated WebQual 4.0 EUCS IPA model not only validates theoretical constructs of user satisfaction but also translates them into a structured decision-making tool for repository administrators, marking a methodological advancement over existing research.

V. CONCLUSION

This study concludes that usability, information quality, service interaction, accuracy, and timeliness are all critical factors that significantly drive user satisfaction within the UIN Syarif Hidayatullah Jakarta institutional repository. The empirical findings confirm that in a digital academic environment, the synergy between system quality and information reliability fundamentally shapes the user experience.

From a theoretical perspective, this research validates the effectiveness of an integrated framework combining WebQual 4.0, EUCS, and Importance–Performance Analysis (IPA). By synthesizing these models, the study offers a more nuanced diagnostic tool for assessing repository quality than conventional single-framework approaches. In practical terms, the results provide a clear mandate for repository administrators. Strategic focus should be directed toward strengthening data security and ensuring information timeliness, as these emerged as high-priority gaps. Additionally, refining the visual appearance and personalizing services will further align system performance with evolving student expectations. Future research could broaden the scope to include postgraduate students and faculty members, or employ mixed methods to gain deeper qualitative insights into users' behavioral patterns.

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