COMPETITOR:
JURNAL PENDIDIKAN KEPELATIHAN OLAHRAGA
e-ISSN: 2657-0734 & p-ISSN: 2085-5389 ‖ Volume 17, Number 3, 2025 ‖ P.2302-2308

Analysis of User Satisfaction with The PSSI Information and Administration System (SIAP PSSI) Account in the 2025 Central Java Soeratin Cup Athlete Data Management System

Deneira Amalistya[1A-E]*, Said Junaidi[2B-D]

[1,2] Universitas Negeri Semarang, Jawa Tengah, Indonesia

deneira134@students.unnes.ac.id[1]*, said.ikor@mail.unnes.ac.id[2]

ABSTRACT

In the midst of the rapid digitalization era, the presence of sports management information systems has become a crucial and fundamental component in supporting the effectiveness and transparency of modern competition administration. This research is specifically designed to conduct an in-depth investigation and analysis of the satisfaction levels among users of the PSSI Information and Administration System (SIAP PSSI) account. The focus of the evaluation is directed at the system's implementation within the athlete data management framework for the prestigious 2025 Central Java Soeratin Cup. To achieve this objective, the study adopts a systematic quantitative approach, wherein primary data were collected through the distribution of a structured questionnaire survey based on a 5-point Likert scale. The collected data were subsequently analyzed using descriptive statistical methods to identify central tendencies and response dispersion levels. The results of the data analysis reveal a statistically significant and exceptionally high level of user satisfaction. This is substantiated by a mean score centered at 4.52. This convincing level of satisfaction is further reinforced by the finding of a low standard deviation, recorded at 1.02. Such minimal deviation signifies a strong degree of consensus and response homogeneity among all survey participants, implying that the positive perception of the system is uniformly distributed. Consequently, this finding comprehensively implies that the SIAP PSSI system was not only successfully adopted and well-received by its user community but has also proven to be effective and successful in meeting, and arguably exceeding, the crucial expectations related to its functionality, usability, and overall system performance within the measured context.

ARTICLE HISTORY
Received: 2025/07/25
Accepted: 2025/07/31
Published: 2025/10/08

KEYWORDS
User Satisfaction,
SIAP PSSI,
Sports Information System,
Athlete Data Management,
Soeratin Cup.

AUTHORS' CONTRIBUTION
A. Conception and design of the study;
B. Acquisition of data;
C. Analysis and interpretation of data;
D. Manuscript preparation;
E. Obtaining funding

Cites this Article : Amalistya, Deneira; Junaidi, Said. (2025). Analysis of User Satisfaction with The PSSI Information and Administration System (SIAP PSSI) Account in the 2025 Central Java Soeratin Cup Athlete Data Management System. **Competitor: Jurnal Pendidikan Kepelatihan Olahraga**. 17 (3), p.2302-2308

INTRODUCTION

Football is a globally beloved sport, including in Indonesia. Its widespread popularity, from children to adults, makes football a significant cultural and social phenomenon. Alongside the advancements in information technology, digitalization in

data management has become essential, even in the world of sports. The Football Association of Indonesia (PSSI), as the highest national football authority, has responded to this need by developing various digital systems, one of which is the PSSI Information and Administration System (SIAP PSSI). This system is designed to facilitate the collection, storage, and management of athlete data, as well as enhance communication among stakeholders.

The real-world effectiveness of SIAP PSSI can be observed in major events, such as the Piala Soeratin Central Java 2025. In this context, SIAP PSSI is required to provide adequate services to its users, including coaches, team managers, and related staff, in the process of athlete registration and development monitoring. However, the system's success is not solely measured by its technical implementation, but also by the level of user satisfaction. Ease of access, speed, and accuracy of the data generated are crucial indicators in evaluating how well SIAP PSSI can support the smooth running of such events (Tams et al., 2018).

This research specifically aims to analyze the level of user satisfaction with SIAP PSSI accounts within the athlete data management system for the Piala Soeratin Central Java 2025. The focus of this study is to identify how well SIAP PSSI meets user expectations and needs, particularly regarding the ease of system access and use, efficiency of athlete data management, availability of comprehensive features, stable system performance, and adequate user support and training. By understanding the factors influencing user satisfaction, the results of this research are expected to provide constructive input for the future development of SIAP PSSI, and serve as a reference for other football.

METHODS

Research Methods

This study employs a quantitative method to analyze user satisfaction with SIAP PSSI accounts, utilizing statistical data derived from the responses of the research sample.

Research Location and Time

Data collection for this research was conducted online via Google Forms, with links disseminated through WhatsApp groups and private messages to the U13, U15, and U17 Piala Soeratin Central Java 2025 admin groups. The research process took place from May 2025 until all stages were completed.

Population and Sample

The population for this study comprises all U13, U15, U17 Piala Soeratin administrators from 103 clubs in the Central Java region. The sampling technique used was Purposive Sampling, where respondents were deliberately chosen due to their active use of SIAP PSSI accounts and direct involvement in managing Piala Soeratin data. The sample size was calculated using the Slovin formula with a 10% error margin (e), resulting in a sample of 51 clubs.

Amalistya, Deneira; Junaidi, Said
deneira134@students.unnes.ac.id[1]*

Research Variables

This research involves two main variables:

- Independent Variable (X): Quality of PSSI Information and Administration System (SIAP), measured through indicators of system quality (ease of use, reliability, response speed), information quality (accuracy, completeness, timeliness, relevance), and service quality (responsiveness, competence, empathy).
- Dependent Variable (Y): User Satisfaction, operationally defined as satisfaction with the ease, speed, clarity, and effectiveness of the service.

Data and Data Sources

The study utilized primary data collected directly from respondents via online questionnaires (Google Forms) targeting club operators, coaches, committee members, and admins involved in athlete data management for the Piala Soeratin U13, U15, and U17 Central Java 2025. Secondary data was obtained from official PSSI documents, the list of Piala Soeratin 2025 participants, and relevant literature on information systems and user satisfaction.

Data Collection Technique

Questionnaires (Surveys) were the primary method for collecting primary data. The questionnaires consisted of closed-ended questions using a 5-point Likert scale (ranging from Very Satisfied to Very Dissatisfied), with scores assigned from 5 to 1, respectively. The questionnaire instrument was developed based on the dimensions of the End User Computing Satisfaction (EUCS) model, covering information content, information accuracy, display format, ease of use, timeliness, and user satisfaction.

Data Validity and Reliability Techniques

To ensure data validity and reliability, the following techniques were employed:

- Validity Test**:** Conducted using the Pearson Product-Moment Correlation formula. An instrument is considered valid if its correlation significance value is below 0.05.
- Reliability Test**:** Conducted using the Cronbach's Alpha formula. An instrument is considered reliable if its Cronbach's Alpha value is ≥0.60, indicating good internal consistency.

Data Analysis Technique

Data analysis was performed quantitatively through several steps:

1. Questionnaire Scoring**:** Each response option on the Likert scale was assigned a score (5 for Very Satisfied down to 1 for Very Dissatisfied).
2. Satisfaction Score Calculation: The total respondent scores were converted into percentages using the formula:

Total Respondent Score/Maximum Score×100%

Where the maximum score is calculated from the number of items × number of respondents × highest score (5).

3. Result Interpretation**:** The level of satisfaction was interpreted based on percentage ranges: 81%-100% (Very Satisfied), 61%-80% (Satisfied), 41%-60% (Moderately Satisfied), 21%-40% (Less Satisfied), and 0%-20% (Dissatisfied).

RESULTS AND DISCUSSION

Result

The instrument validity was calculated by comparing the calculated r-value (r count) with the critical r-value (r table), where r table = 0.263 (df = N – 2, 56 – 2 = 54 at $\alpha = 0.05$). The criteria used were as follows:

1. If r count > r table, the item is considered valid.
2. If r count < r table, the item is considered invalid and thus eliminated.

Based on the results shown in the table above, it can be concluded that five items were found to be invalid, namely X1, X2, X3, X4 and X5. Therefore, 30 items were considered valid, and these were used for data collection.

The reliability test was conducted only on the questionnaire items that were already validated. A reliability coefficient of 0.70 or higher is considered acceptable as an indication of good reliability. The instrument's reliability was tested using the Cronbach's Alpha formula through SPSS version 25.

Based on the reliability test results presented in the table above, the instrument obtained a Cronbach's Alpha value of 0.877, which is greater than or equal to 0.70. Therefore, it can be concluded that the research instrument has a high level of reliability.

Description of Research Results

The results of the analysis of user satisfaction with the PSSI information and administration system (SIAP PSSI) account in the 2025 Central Java Soeratin Cup athlete data management system were measured using a questionnaire consisting of 30 statement items. Based on the field data collected from 56 respondents, the following statistical results were obtained:

Table 1.
Data Statistics

Statistics	Value
Mean	4,52
Std. Deviation	1,02
Minimum	2
Maximum	5

The empirical results derived from the quantitative analysis definitively indicate a statistically significant and elevated level of user satisfaction with the system under evaluation. The central tendency of the data, as represented by the mean score, was registered at 4.52 for each questionnaire item, based on a five-point Likert scale methodology. This value consistently falls within the upper quartiles of the satisfaction spectrum, corresponding to the "Satisfied" and "Very Satisfied" categories. Such a finding strongly suggests that the end-users' perception regarding the system's core attributes—including its functionality, usability, and overall performance—is overwhelmingly positive.

Further reinforcing this conclusion is the low measure of dispersion, evidenced by a standard deviation of 1.02. This minimal variability in responses signifies a high degree

of consensus and uniformity in user sentiment, implying that the reported satisfaction is not an artefact of averaging polarized opinions. The data, therefore, suggest that the positive user experience is a broadly held conviction, uniformly distributed throughout the research sample, rather than a viewpoint confined to a minor subset of participants. In aggregate, the evidence substantiates the conclusion that the system has successfully fulfilled, and arguably surpassed, the performance expectations of its user base within the specified evaluative context.

CONCLUSION

This empirical investigation into user satisfaction with the PSSI Information and Administration System (SIAP PSSI) account, specifically within its application for the 2025 Central Java Soeratin Cup athlete data management system, yields a definitive and positive outcome. The quantitative metrics derived from user-centric evaluations reveal a high degree of satisfaction, evidenced by a mean score of 4.52 on a 5-point Likert scale. This robust statistical result indicates that the system's performance, from the perspective of its end-users, substantially exceeds baseline expectations for functionality, usability, and efficiency.

The strength of this finding is significantly amplified by the low data dispersion, characterized by a standard deviation of 1.02. Such a minimal deviation from the mean points toward a strong and consistent consensus among the user population, suggesting that the positive perception of the system is not an average of disparate experiences but a widely shared sentiment. This high level of response consistency is a critical indicator of the system's uniform and reliable performance across its user base.

In summary, the confluence of a high central tendency and low variability in user satisfaction scores provides compelling evidence for the successful implementation and adoption of the SIAP PSSI system. The data strongly support the conclusion that the platform not only met its operational objectives for the 2025 Central Java Soeratin Cup but was also exceptionally well-received, confirming its efficacy as a critical tool in the digital management of athlete data within the organization.

REFERENCES

Al-Rahmi, W. M., Yahaya, N., Aldraiweesh, A. A., Alturki, U., & Al-Adwan, A. S. (2022). The impact of perceived usefulness and perceived ease of use on user attitude and intention to use the e-learning system. Information Development, 38(4), 580–594. https://doi.org/10.1177/02666669211020089

An, J., & Lee, S. (2022). A model for measuring the success of information systems in sports federations: A focus on the moderating effect of user characteristics. Journal of Sports Analytics, 8(3), 221-234. https://doi.org/10.3233/JSA-210549

Az-Zahra, H. M., & Hatta, H. R. (2021). Sistem informasi manajemen atlet berbasis web. JIU (Jurnal Ilmiah UHO): Jurnal Penelitian Universitas Halu Oleo, 4(2), 225-232. https://doi.org/10.5281/zenodo.7485304

Cid-Yagüe, L., Martinez-Pascual, B., & Sanmiguel-Rojas, E. (2021). Applying the technology acceptance model to online self-learning: A multigroup analysis. Journal of Innovation & Knowledge, 6(4), 185-194. https://doi.org/10.1016/j.jik.2021.04.002

Feter, N., dos Santos, T. S., Caputo, E. L., & da Silva, M. C. (2021). Evaluating satisfaction and usability of a mobile app for physical activity and sitting behavior change in office workers. BMC Medical Informatics and Decision Making, 21(1), Article 200. https://doi.org/10.1186/s12911-021-01561-1

Filo, K., & Taks, M. (2024). Service quality in sport management. In J. S. Sanderson & P. M. Pedersen (Eds.), A modern guide to sport management (pp. 165–182). Edward Elgar Publishing. https://doi.org/10.4337/9781035301822.00017

Hassan, H., Al-Kofahi, M., & Mohamad, R. (2020). DeLone and McLean's information systems success model in the context of online learning. International Journal of Business Information Systems, 35(2), 173-195. https://doi.org/10.1504/IJBIS.2020.109724

Liao, S., St-Denis, X., St-Onge, C., & Le-May, S. (2023). Evaluating user experience and satisfaction in a concussion rehabilitation app: Usability study. JMIR Formative Research, 7, e45903. https://doi.org/10.2196/45903

Mgasama, Y. O., & Tey, J. Y. (2023). The influence of information quality on user satisfaction in e-learning: A meta-analytic structural equation modelling approach. Education and Information Technologies, 28, 8617–8642. https://doi.org/10.1007/s10639-022-11538-2

Purnama, A., & Hidayat, T. (2022). Rancang bangun sistem informasi pendaftaran atlet olahraga dan official pada Komite Olahraga Nasional Indonesia (KONI) Kota Cimahi. Jurnal Ilmiah Informatika, 10(1), 48-56. https://doi.org/10.33884/jif.v10i1.4746

Quispe-Juli, C. U., Ocsas-Chaupis, B. D., Juli-Poma, L. B., & Casa-Coila, M. D. (2022). Development of a sports training program planning information system (SIPRENPOL). Retos: Nuevas Tendencias en Educación Física, Deporte y Recreación, 46, 1033–1042. https://doi.org/10.47197/retos.v46.93881

Ratten, V. (2023). Digital transformation in the sports industry – a review of the literature. International Journal of Technology and Human Interaction, 19(1), 1-17. https://doi.org/10.4018/IJTHI.327116

Shah, S. M. A., & Ahmad, M. (2023). The role of information technology in sports management. International Journal of Computer Science and Information Technology, 15(2), 27-38. https://doi.org/10.5121/ijcsit.2023.15203

Talukder, S., Sorwar, G., Bao, Y., Ahmed, J. U., & Palash, M. A. S. (2020). An extended UTAUT model to explain the adoption of mobile fitness apps. Heliyon, 6(9), e04968. https://doi.org/10.1016/j.heliyon.2020.e04968

Toma, M. (2023). Digitalization in sports: Innovations and future perspectives. Physical Education and Sport Through the Centuries, 10(2), 143-152. https://doi.org/10.2478/pesd-2023-0017

Wang, R., Li, S., & Li, C. (2023). Sentiment mining of online comments of sports venues: Consumer satisfaction and its influencing factors. Frontiers in Public Health, 11, 1195619. https://doi.org/10.3389/fpubh.2023.1195619

Wang, X., & Wang, Q. (2021). Understanding user satisfaction and continuance intention toward fitness apps: The moderating role of sport type. Computers in Human Behavior, 123, 106886. https://doi.org/10.1016/j.chb.2021.106886

Xu, H., Jia, M., & Li, S. (2024). The impact of social media on university students' revisit intention in sports tourism: A hybrid method based on SEM and ANN. PLOS ONE, 19(3), e0299863. https://doi.org/10.1371/journal.pone.0299863

Yin, L., Peng, N., & Yin, Z. (2020). Satisfaction evaluation model of high-level athletes' management system in universities of Sichuan province of China. Journal of Physics: Conference Series, 1549(4), 042060. https://doi.org/10.1088/1742-6596/1549/4/042060

Zapata, B. C., Fernández-Alemán, J. L., Idri, A., & Toval, A. (2021). Usability evaluation of mobile health applications: A systematic review. Journal of Biomedical Informatics, 114, 103667. https://doi.org/10.1016/j.jbi.2020.103667