



Application of Solid-State Drive to User Experience and User Satisfaction (Literature Review Study)

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Abstract: The Literature Review of the Implementation of Solid-State Drive on User Experience and User Satisfaction is a scientific article that aims to build a research hypothesis on the influence of variables to be used in further research within the scope of Management Information Systems. This literature review article uses the library research method, sourced from online media such as Google Scholar, Mendeley and other academic online media. The results of this study are: 1) Solid State Drive affects User Experience; 2) Solid State Drives affect User Satisfaction; 3) User Experience influences User Satisfaction. Apart from these exogenous variables that affect endogenous variables, there are other factors, including variables: Software, Malware and User Interface.

Keywords: Solid State Drive, User Experience, User Satisfaction

INTRODUCTION

Inside a computer, there is a hardware component whose existence is quite important, namely storage for the data needed. At first, storage on computer devices used hard disk drives. However, as the need for storage capacity and data transfer speed increased, solid-state drives began to be implemented and used in many computer devices to replace hard disk drives. Solid-state drives have a more compact size and high data transfer rates, so storage using solid-state drives is considered more effective and efficient.

Based on the background of the problem above, the formulation of the research problem is determined as follows:

1. Does the Solid-State Drive affect the User Experience?
2. Does the Solid-State Drive affect the User Satisfaction?
3. Does User Experience affect the User Satisfaction?

LITERATURE REVIEW

User Experience

User experience is the perception and response of users on their experience using a product, system or service. User experience is a condition in which a person evaluates a person's

satisfaction and comfort regarding a product, system or service. User experience is a consumer who can determine satisfaction (customer rule). User experience indicators include: 1) Ease of use, 2) Effectiveness, and 3) Productivity (Damayanti et al., 2020).

Previous researchers, among others have extensively researched User Experience: (Damayanti et al., 2020), (Yulianti & Rachmawati, 2017), (Salehudin & Sada, 2020), (Hairiyah & Ali, 2017), (Sulistiorini & Ali, 2017), (Sivaram, Hudaya, & Ali, 2019), (Lawu & Ali, 2022), (Arsad & Ali, 2021).

User Satisfaction

User satisfaction evaluates customer choices from certain purchasing decisions and experiences using goods or services. User satisfaction is a feeling of pleasure or displeasure owned by people that comes from the results of their impressions of a product's perceived performance and expectations. User satisfaction is the customer's response regarding the perceived evaluation between previous expectations (or other performance norms) and the product's actual performance as perceived by the user. Indicators of user satisfaction include 1) Compliance with needs, 2) Totality of providing services, and 3) Pleasure and comfort (Yulianti & Rachmawati, 2017).

Previous researchers, among others have extensively researched User Satisfaction: (Sudiantini & Saputra, 2022), (Binsar, Pangaribuan, & Ali, 2018), (Ali, Zainal, & Ilhamalimy, 2022), (Sivaram, Munawar, & Ali, 2020), (Ali, 2019).

Solid-State Drive

Solid state drives are hardware devices used as the latest generation of storage media and are used in computer devices. Solid state drives are data storage devices and their used on a series of ICs as memory. Solid state drive indicators include 1) Percentage of life, 2) Temperature, and 3) Written data unit (Kemal & Farizy, 2022).

Previous researchers, among other have extensively researched Solid-State Drive: (Kemal & Farizy, 2022), (Harsono, 2022), (Ilhamalimy & Ali, 2021), (Setyadi & Ali, 2017), (Fahmi & Ali, 2022).

Table 1. Relevant Previous Research Results

No	Author (year)	Previous Research Results	Similarities with this article	Difference with this article
1	(Kemal & Farizy, 2022)	Analysis the Causes of Bottleneck on a Computer Using the Benchmarking Crystaldiskmark Application Using the Swot Method	Discuss about Solid State Drive	Differences in variables Bottleneck
2	(Basiroh, Asmarajati, & Fatmafury, 2020)	The Influence of Online Store User Interface on User Convenience Case Study at E-Commerce Wonosobo Mall	Discuss about User Satisfaction	There are research locus in E-Commerce Wonosobo Mall
3	(Damayanti et al., 2020)	Social Interaction Analysis of User Experience for Loyalty in Playing Games	Discuss about User Experience	Differences in variables Social Interaction
4	(Annisa, Suwandari, & Adi, 2019)	Analysis of the Influence of Customer Experience, User Experience, and Barriers to Switching on Interest to Repurchase (Study on Go-Jek Consumers in Purwokerto City)	Discuss about User Experience	There are research object namely on Go-Jek Consumer
5	(Salehudin & Sada, 2020)	The Use of Technology-Based Multimedia for Teacher Professional Education (PPG): User Experience (UX) Analysis	Discuss about User Experience	Differences in variables Teacher Professional Education

6	(Yulianti & Rachmawati, 2017)	The Influence of User Experience on Customer Satisfaction in Cellular Operator Users in Indonesia	Discuss about User Satisfaction and User Experience	There are research object namely on Cellular Operator Users
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RESEARCH METHODS

The method of writing literature review articles is the library research method, which is sourced from online media such as Google Scholar, Mendeley and other academic online media. In this research, literature review must be used consistently based on methodological assumptions. This means that a literature review must be used so that it does not raise questions that will be asked of researchers. Researchers use qualitative methods because they are exploratory (Ali, H., & Limakrisna, 2013).

FINDINGS AND DISCUSSION

Based on the formulation of the problem, literature review and previous research tables, the discussion of this research is as follows:

1. The Effect of Solid State Drive on User Experience

The application of solid-state drives has a positive effect on user experience, so what users or computer companies must do is: 1) Use solid-state drive storage on the latest computers; 2) The user replaces the previous storage using something other than a solid-state drive; 3) Can use an external solid state drive if the computer device does not support using an internal solid state drive.

If a user uses a solid state drive, replaces previous storage other than a hard disk drive, and uses an external solid state drive, the user experience will include: 1) Ease of use, where it is easy to implement internal and external solid state drives; 2) Effectiveness: where the speed of data transfer makes work more effective; and 3) Productivity: using a solid state drive makes users more productive because they can do work quickly without interrupting the length of the data transfer process.

This means that if the implementation of a solid-state drive can be done on a work device, namely by changing from hard disk drive storage to a solid-state drive when you want to buy a new computer device, choose a computer that uses solid-state drive storage, and uses an external solid state drive. If there is no special storage slot available on the computer device, it will affect the user experience. The experience of using solid-state drive storage will be very different from using a hard disk drive. Therefore, a solid-state drive affects the user experience.

Solid-state drives affect the user experience, and this is in line with research conducted by: (F. Saputra, 2022), (Nugroho & Ali, 2022), (Astawan, 2022), (Wahono & Ali, 2021), (Chong & Ali, 2021).

2. The Effect of Solid State Drive on User Satisfaction

Solid state drives have a positive effect on user satisfaction, so what must be done is: 1) Developers or computer companies start implementing or using solid state drives as storage devices on computers that they want to offer to users; 2) Ease of use: with a compact solid-state drive size, it is hoped that its use will be effective and comfortable, and 3) Can adapt to needs: where there is no or little cache on the solid state drive.

If the user/company develops, implements, makes it easy to use and can adapt to user needs, it will have an impact on 1) Compatibility with needs: where solid state drives have various versions and sizes that are compact for various types of computers; 2) Totality of service provision: is the amount of cache that can take up storage on the solid state drive; and 3) Fun and convenience: using a solid state drive will make users happy because it can do work quickly due to fast data transfer.

Solid state drives affect user satisfaction, which is in line with research: (Frederik, Priatna, & Roswina, 2020), (Tjahjadi & Limakrisna, 2022), (Athar, Sutanto, & Kusmayadi, 2020), (Suharyono & Ali, 2015), (Richardo, Hussin, Bin Norman, & Ali, 2020).

3. The Effect of User Experience on User Satisfaction

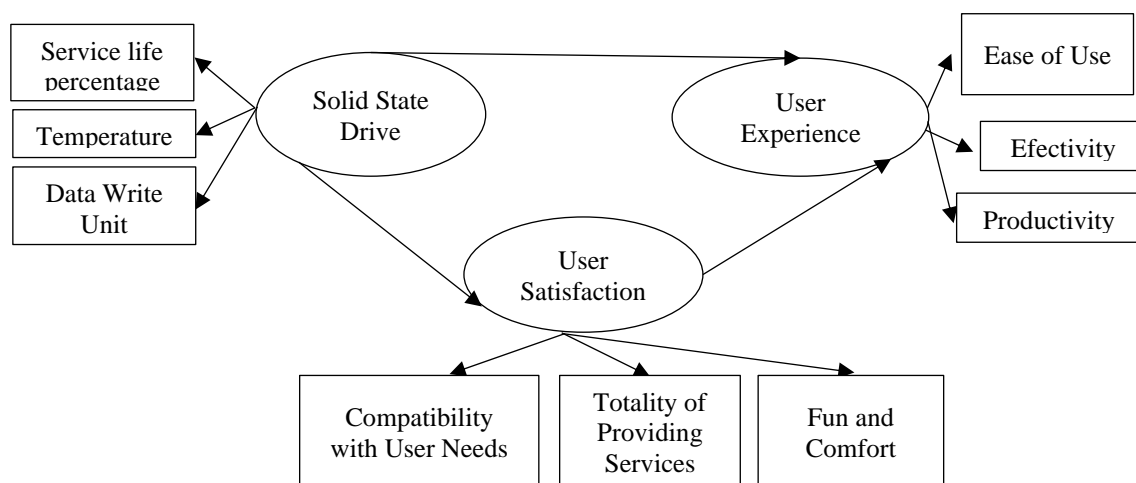
User experience affects user satisfaction, so what must be done is: 1) Start implementing solid-state drives on all new computers or old versions of computers; 2) Ease of use: where implementing a solid-state drive must be done easily; and 3) Temperature: where the solid state drive must be able to choose the optimal temperature when used so that it does not overheat and reduce its performance.

If the company/development pays attention to the percentage of service life, temperature and written data units, it will have an impact on 1) User pleasure and comfort: users feel satisfied when using solid state drives; 2) Totalis provides services: users who are satisfied when using solid state drives will be totality and always use solid-state drive storage devices for their computer devices; and 3) Compliance with needs: where the solid-state can adapt to the conditions faced by users when they want to use a solid-state drive as their storage device

User experience affects user satisfaction, which is in line with research: (Hidayatuloh & Aziati, 2021), (Syaputra, 2021), (Fazri, Maulidiyah, Singasatia, & Agus Sunandar, 2022), (Widayati et al., 2019), (Firmansyah & Ali, 2019).

Conceptual Framework

Based on the formulation of the problem, literature review and discussion above, the framework of this article is as follows:



Source: (Wongso, 2020), (Kemal & Farizy, 2022)

Figure 1. Conceptual Framework

This study discusses the application of solid state drives to user experience and user satisfaction. There are other factors that affect endogenous variables, among others:

- 1) Purchase Decisions: (Maharani & Saputra, 2021), (Sudiantini & Saputra, 2022), (S. A. H. Havidz, Jianmu, Aima, & Ali, 2017), (M. R. Putra, Yandi, & Maharani, 2020), (Mahaputra & Saputra, 2021), (Putri Primawanti & Ali, 2022), (Mukhtar, Ali, & Jannah, 2016).
- 2) Purchase Interest: (F. Saputra & Mahaputra, 2022), (Desmiwerita & Saputra, 2019), (E. B. Saputra, Saputra, & Satriawan, 2019), (E. B. Saputra, 2022), (F. Saputra & Saputra, 2021), (Lathiifa & Ali, 2013), (R. Putra & Ali, 2022), (Sari & Ali, 2022), (Kasman & Ali, 2022).

- 3) Repeat Purchase: (Zulhendra & Nofrialdi, 2022), (Nofrialdi, 2022), (Nofrialdi, 2021), (Rahmayani & Nofrialdi, 2022), (Werita & Nofrialdi, 2021), (Kurniadi & Mahaputra, 2021), (Harahap & Ali, 2020), (Khalid, S. A., & Ali, 2006), (Doan & Ali, 2021).
- 4) Data Transfer Rate: (Munawar & Mahaputra, 2022), (Indrawan & Pratomo, 2021), (Mahaputra & Saputra, 2022), (Ilhamalimy & Mahaputra, 2021), (H. B. H. Havidz & Mahaputra, 2020), (Hazimi Bimaruci Hazrati Havidz, 2020), (Hasyim & Ali, 2022), (Kholisoh & Ali, 2020), (Fauzi & Ali, 2021).

CONCLUSION AND RECOMMENDATION

Conclusion

Based on the literature review and discussion above, the following research conclusions are obtained:

1. Solid state drive berpengaruh terhadap user experience.
2. Solid state drive berpengaruh terhadap kepuasan pengguna.
3. User experience berpengaruh terhadap kepuasan pengguna.

Recommendation

Based on the conclusions above, suggestions are needed to develop other research related to user experience and user satisfaction. Other factors can be used for further research, including Purchase decisions, purchase interests, repeat purchases and data transfer rates.

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