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Analysis Of Continuance Intention Factors Among Muslim Pro App Users Using A Modified Expectation Confirmation Model (M-ECM)

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ABSTRACT

Muslim Pro is one of the most widely used digital worship support applications in Indonesia. Despite its popularity, user reviews indicate concerns regarding application performance and user experience. This study aims to analyze the factors influencing users' continuance intention to use Muslim Pro by integrating the Information Systems Success Model (ISSM) and the Expectation-Confirmation Model (ECM). The integration of these models provides a more comprehensive perspective by examining both system-related factors and post-adoption user perceptions in explaining continuance intention. This quantitative study involved 161 active Muslim Pro users in Indonesia selected through purposive sampling. Data were analyzed using Partial Least Squares–Structural Equation Modeling (PLS-SEM) with SmartPLS 4. The results showed that six of the ten proposed hypotheses were supported. Satisfaction and Perceived Usefulness were found to be the primary determinants of Continuance Intention. In contrast, System Quality did not significantly influence Perceived Usefulness or Confirmation. These findings suggest that users' intention to continue using Muslim Pro is primarily driven by the perceived benefits and satisfaction derived from its religious features rather than by system-related attributes alone.

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1. Introduction

The daily interaction demands of Muslims in studying the Quran and performing religious practices have driven a transformation in religious literacy media[14]. This shift is characterized by the widespread adoption of mobile applications that offer practical access, transcending the limitations of space and time. The Muslim Pro application dominates the global market with a track record of over 100 million downloads and is widely adopted as a primary instrument for supporting religious routines in Indonesia [6]. Despite leading the market, the application has experienced a decline in user satisfaction, confirmed by a consistent downward trend in its Google Play Store ratings—dropping from 4.9 in 2019 to 4.3 in 2026 [8]. Observations of user reviews and preliminary survey results reveal specific patterns of dissatisfaction regarding System Quality (bugs, force closes, intrusive ads), Information Quality (truncated Quranic verses, inaccurate Qibla direction), and Service Quality (slow feature synchronization and poor complaint handling)[15]. These

technical and substantive obstacles create negative perceptions that tangibly trigger some users to uninstall the application, while others remain due to religious functionality bonds and habits[13].

In analyzing the phenomenon of post-adoption technology retention, the Expectation-Confirmation Model (ECM) developed by Bhattacherjee serves as a solid framework for measuring continuance intention [9]. The integration of ECM with the core constructs of DeLone & McLean's Information System Success Model (ISSM) has been extensively used to evaluate various information systems. However, most existing literature, such as the study by [1], applies this model to administrative or academic contexts (e.g., virtual classrooms) characterized by mandatory usage [10]. There exists a research gap in exploring the application of this integrated model to religious applications, which are entirely voluntary in nature [11]. Therefore, this study aims to empirically analyze and prove the influence of Information Quality, System Quality, and Service Quality on the Continuance Intention of Muslim Pro users, mediated by Confirmation, Perceived Usefulness, and Satisfaction.

2. Research Method

This research employs a quantitative approach aimed at testing hypotheses and explaining the causal relationships between variables derived from the integration of the Information System Success Model (ISSM) and the Expectation-Confirmation Model (ECM).

2.1 Research Model

This research model integrates the Information System Success Model (ISSM) by DeLone & McLean (2003) with the Expectation-Confirmation Model (ECM) by [2]. This integration aims to evaluate how system, information, and service qualities shape users' confirmation of expectations, which subsequently influences their perceived usefulness and satisfaction, ultimately determining the continuance intention of using the Muslim Pro application[12].

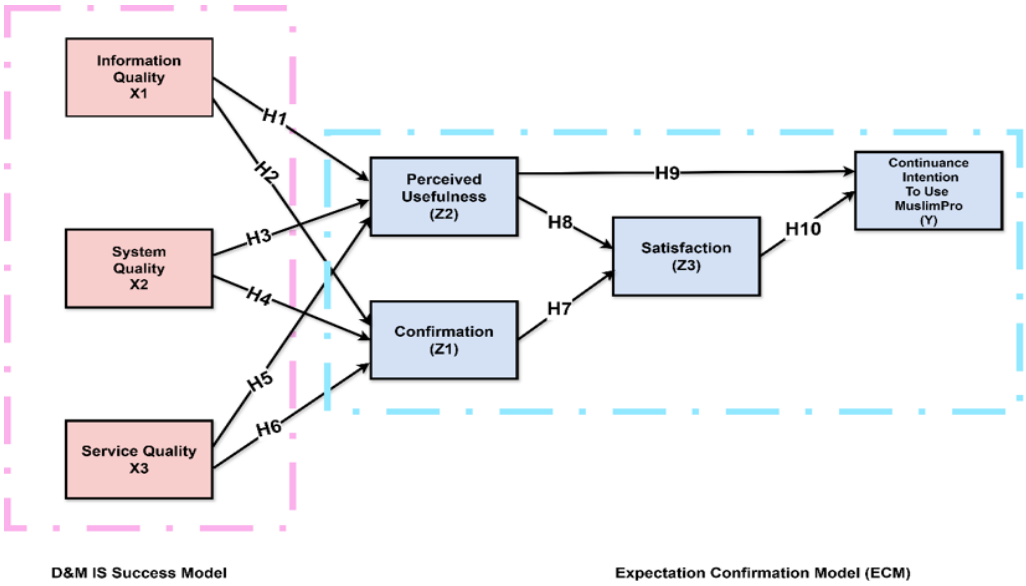

Figure 1. Conceptual Framework Integrates the **DeLone & McLean**

Based on the aforementioned conceptual framework, 10 (ten) research hypotheses are formulated as follows:

H1: Information Quality has a significant effect on Perceived Usefulness.
H2: Information Quality has a significant effect on Confirmation.
H3: System Quality has a significant effect on Perceived Usefulness.
H4: System Quality has a significant effect on Confirmation.
H5: Service Quality has a significant effect on Perceived Usefulness.
H6: Service Quality has a significant effect on Confirmation.
H7: Confirmation has a significant effect on satisfaction.
H8: Perceived Usefulness has a significant effect on Satisfaction.
H9: Perceived Usefulness has a significant effect on Continuance Intention.
H10: Satisfaction has a significant effect on Continuance Intention.

2.2 Operational Variables

This stage of the research defines the variables based on the DeLone & McLean (2003) theory, with the addition of new variables[16]. There are seven variables in total, which are grouped into three categories: independent, intervening, and dependent variables. The independent variables in this study consist of Information Quality, System Quality, and Service Quality, as detailed below:

Table 3. Independent (Free) Variable X

Variable	Indicator		Reference
	Code	Indicator Name	
Information Quality	IQ1	Information Accuracy	(DeLone & McLean, 2003; Landrum et al., 2009)
	IQ2	Relevance	
	IQ3	Completeness	
	IQ4	Ease of Understanding	
System Quality	SQ1	System Stability	(DeLone & McLean, 2003; Landrum et al., 2009)
	SQ2	Access Speed	
	SQ3	Ease of Use	
	SQ4	Functionality	
Service Quality	SRQ1	Service Response Time	(DeLone & McLean, 2003; Landrum et al., 2009)
	SRQ2	System Assurance	
	SRQ3	Empathy	

The dependent variable in this study is Continuance Intention, with the following indicators:

Table 4. Variabel Dependen (Terikat) Y

Variable	Indicator		Reference
	Code	Indicator Name	
Continuance Intention	CI1	Continuance Intention	(Bhattacherjee, 2001; Tam et al., 2020)
	CI2	Recommendation	
	CI3	Usage Priority	

An intervening variable is a variable that emerges when an independent variable influences a dependent variable. Confirmation, Perceived Usefulness, and User Satisfaction are identified as the intervening variables in this study, with the following indicators:

Table 5. Variable Intervening Z

Variable	Indicator		Reference
	Code	Indicator Name	
Confirmation	CF1	Expectation Confirmation	(Bhattacherjee, 2001; Tam et al., 2020)
	CF2	Performance Expectation	
	CF3	Service Confirmation	
Perceived Usefulness	PU1	Religious Productivity	
	PU2	Use Effectiveness	(Bhattacherjee, 2001; Tam et al., 2020)
	PU3	General Usefulness	
Satisfaction	ST1	Performance Satisfaction	
	ST2	Enjoyment	(Bhattacherjee, 2001; Tam et al., 2020)
	ST3	Decision Accuracy	

2.3 Population and Sample

The population of this study consists of active Muslim Pro application users residing across Indonesia. The sampling technique employed is *purposive sampling*, with the following criteria: respondents must be active users who have installed and utilized the application for at least three consecutive months. Referring to the *rule of thumb* for Structural Equation Modeling (SEM) analysis, which requires a sample size between 100 and 200, the final dataset utilized in this study comprises 161 respondents, which are considered representative and have passed the data cleaning process [7].

2.4 Research Instrument

Primary data collection was conducted online through the distribution of electronic questionnaires via Google Forms. The research instrument was measured using a 5-point Likert scale, ranging from 1 (Strongly Disagree) to 5 (Strongly Agree)[17]. The research model is constructed based on 7 (seven) main variables, consisting of three exogenous variables (Information Quality, System Quality, Service Quality) and four endogenous variables (Confirmation, Perceived Usefulness, Satisfaction, Continuance Intention), comprising a total of 23 indicator items.

2.5 Data Analysis Technique

The collected quantitative data were analyzed using the Partial Least Square - Structural Equation Modeling (PLS-SEM) method, operated via SmartPLS 4 software[18]. The evaluation of the model was conducted in three main stages:

1. **Measurement Model Evaluation (Outer Model):** Aimed at ensuring the validity of the instrument by testing convergent validity (outer loading > 0.70 and AVE > 0.50), discriminant validity (comparing cross-loading values between constructs), and reliability (Composite Reliability and Cronbach's Alpha > 0.70).
2. **Structural Model Evaluation (Inner Model):** Aimed at measuring the predictive power and relevance of the structural model through the evaluation of the coefficient of determination (R-Square), effect size (F-Square), and predictive relevance (Q-Square).
3. **Hypothesis Testing:** Aimed at proving the significance of causal relationships between latent variables. The testing of the 10 research hypotheses was performed using the bootstrapping procedure. The criteria for hypothesis acceptance were set at a T-statistic value > 1.96 and a P-value < 0.05 at a 5% significance level.

3. Result and Discussion

This section presents the empirical findings of the study obtained through the Partial Least Squares–Structural Equation Modeling (PLS-SEM) approach. The analysis is based on data collected from validated questionnaires completed by active Muslim Pro users in Indonesia. The findings include the evaluation of both the measurement model and the structural model, providing evidence for the proposed research hypotheses. Furthermore, this section offers an in-depth discussion of the relationships among the research constructs, including continuance intention, satisfaction, perceived usefulness, confirmation, and information system success factors. The results are interpreted to explain the behavioral patterns underlying the continued use of digital religious applications in the Indonesian context.

3.1 Pilot Test Results

Prior to the primary data collection, a pilot test was conducted with 30 respondents to evaluate the feasibility of the research instrument[19]. This testing encompassed validity and reliability tests.

a. Validity Test: The measurements are considered valid if the outer loading value is > 0.700 and the Average Variance Extracted (AVE) value is > 0.500 [20]. The test results indicate that all indicators for the IQ, SQ, SRQ, CF, PU, ST, and CI variables were declared valid.

Table 1. Pilot Test Validity Results

Variable	Indikator	Outer Loading	Keterangan	AVE
Information Quality (IQ)	IQ1	0.786	valid	0.656
	IQ2	0.928	valid	
	IQ3	0.805	valid	

	IQ4	0.705	valid	
System Quality (SQ)	SQ1	0.780	valid	0.705
	SQ2	0.940	valid	
	SQ3	0.722	valid	
	SQ4	0.900	valid	
Service Quality (SRQ)	SRQ1	0.874	valid	0.808
	SRQ2	0.911	valid	
	SRQ3	0.911	valid	
Confirmation (CF)	CF1	0.838	valid	0.720
	CF2	0.913	valid	
	CF3	0.790	valid	
Perceived Usefulness (PU)	PU1	0.741	valid	0.629
	PU2	0.830	valid	
	PU3	0.804	valid	
Satisfaction (ST)	ST1	0.899	valid	0.702
	ST2	0.794	valid	
	ST3	0.816	valid	
Continuance Intention (CI)	CI2	0.847	valid	0.643
	CI2	0.815	valid	
	CI3	0.740	valid	

b. Reliability Test: The measurements are considered reliable if the Cronbach's Alpha value is > 0.70 [21]. The test results indicate that all variables have values that meet the reliability criteria.

Table 2. Results of the pilot test reliability test

Variabel	*Cronbach's Alpha*	*Composite Reliability*	Information
Information Quality	0.825	0.860	Reliable
System Quality	0.857	0.881	Reliable
Service Quality	0.881	0.883	Reliable
Confirmation	0.806	0.821	Reliable
Perceived Usefulness	0.703	0.708	Reliable
Satisfaction	0.786	0.798	Reliable
Continuance Intention	0.720	0.726	Reliable

3.2 Data Collection Results

Data collection for this study was conducted online through a Google Form, distributed via various social media platforms (WhatsApp, Instagram, Threads, Telegram, and TikTok) to reach respondents across Indonesia. The process continued until 201 initial responses were obtained from active Muslim Pro users.

Upon collection, an initial screening was performed based on established respondent criteria. A total of 21 responses were eliminated because the respondents stated they had never used the Muslim Pro application or had used it for less than three months, thus failing to meet the study's population criteria. Subsequently, the remaining 180 responses underwent a data cleaning process. Based on post-survey evaluation, 19 responses were excluded due to indications of bias, such as constant straight-lining or irregular numerical input patterns. This step was taken to prevent threats to the structural factor validity and measurement reliability, as emphasized by [3]. Consequently, the final sample size deemed to have met all eligibility criteria and utilized for data processing and analysis was 161 respondents.

3.3 Respondent Characteristics

Respondent characteristics in this study are used to describe the profile of Muslim Pro users in Indonesia, covering usage duration, gender, generational category, and domicile.

1. By Usage Duration: The majority of respondents have used Muslim Pro for 6 months to 1 year, totaling 63 individuals (39.1%). This is followed by users with a duration of more than 1 year (56 individuals, 34.8%), and new users with a duration of 3 to 6 months (42 individuals, 26.1%). This indicates that the majority of respondents have substantial experience, making their responses tend to be objective and based on actual usage.
2. By Gender: Female respondents dominated with 94 individuals (58.4%), while male respondents accounted for 67 individuals (41.6%). This high participation among female respondents reflects a strong interest in religious applications among women in Indonesia.
3. By Generational Category: The majority of respondents belong to Gen Z (born 1997–2012) at 83 individuals (51.6%), followed by Gen X/Boomers at 41 individuals (25.5%), and Gen Y/Millennials at 37 individuals (22.9%). This Gen Z dominance is consistent with the habits of the younger generation, who are highly intensive in utilizing smartphone applications to support their daily routines.
4. By Domicile: Respondents are spread across Indonesia, with the highest concentration in Jambi Province (35 individuals, 21.7%), followed by DKI Jakarta (20 individuals, 12.4%), and West Java and West Sumatra at 13 individuals (8.1%) each. This distribution shows that Muslim Pro has been widely adopted across various regions, both in urban centers and other areas.

3.4 Descriptive Statistical Analysis of Research Variables

Descriptive analysis was performed to illustrate the tendency of respondents' answers toward the indicators of each variable using a 5-point Likert scale. Based on the criteria established by [4] and [5], the results indicate that the Muslim Pro application is perceived as "Very Good" by its users overall.

The perceived usefulness and satisfaction levels reached the "Very Good" category with a mean score of 4.35, indicating that features such as prayer schedules and Quranic readings genuinely assist users in their spiritual productivity. Other variables, namely Information Quality (3.72), System Quality (3.57), Service Quality (3.56), Confirmation (3.84), and Continuance Intention (4.33), fall into the "Good" category[22]. The standard deviation values for all variables are below their respective means, indicating that the data is consistently distributed with minimal extreme variation in respondents' opinions. In general, these descriptive results suggest that despite technical constraints, users still consider Muslim Pro a reliable tool for religious practices.

3.5 Measurement Model Evaluation (Outer Model)

The outer model evaluation was conducted to assess the validity and reliability of the research instrument in measuring the latent variables utilized in this study. This process ensures that each indicator accurately represents its construct and consistently measures the intended variables. The evaluation also includes testing convergent and discriminant validity as well as reliability to confirm the quality, consistency, and suitability of the measurement model before proceeding to further structural analysis and hypothesis testing.

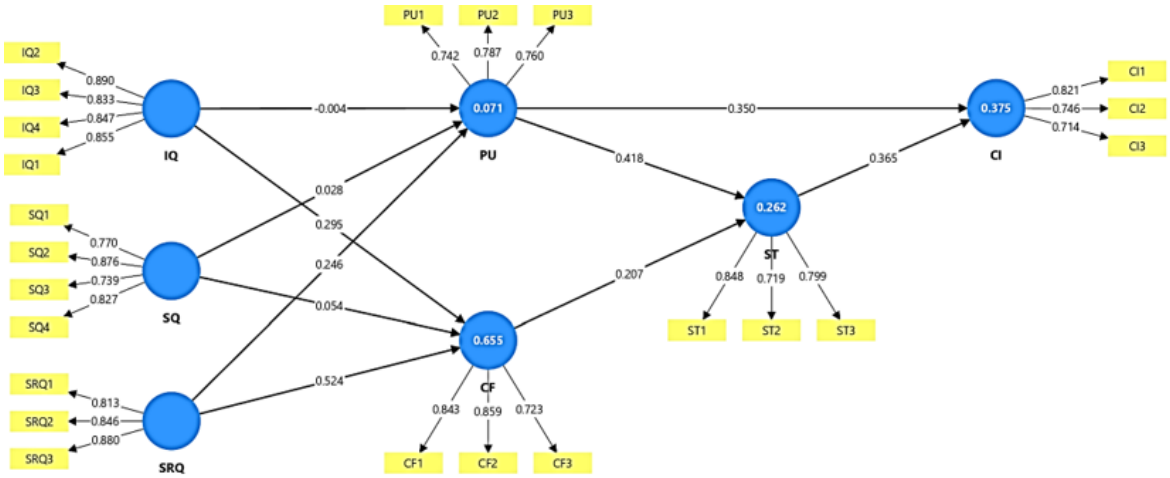

Figure 2. Structural Equation Model (SEM) Path Diagram

a. Convergent Validity

The convergent validity test aims to determine the extent to which the indicators within a latent variable correlate with one another. The test results indicate that all indicators have factor loadings above 0.70. Furthermore, the Average Variance Extracted (AVE) values for all constructs (IQ, SQ, SRQ, CF, PU, ST, and CI) are above the 0.50 threshold [23]. This confirms that the instrument used meets the convergent validity requirements, as each variable is able to explain more than 50% of the variance of its indicators.

Table 3. Convergent Validity Test Results

Variable	Indicator Code	Outer Loading	AVE	Remarks
Information Quality	IQ1	0.855	0.733	Valid
	IQ2	0.890		
	IQ3	0.833		
	IQ4	0.847		
System Quality	SQ1	0.770	0.647	Valid
	SQ2	0.876		
	SQ3	0.739		
	SQ4	0.827		
Service Quality	SRQ1	0.813	0.717	Valid
	SRQ2	0.846		
	SRQ3	0.880		
Confirmation	CF1	0.843	0.657	Valid
	CF2	0.859		
	CF3	0.723		

Perceived Usefulness	PU1	0.742	0.582	Valid
	PU2	0.787		
	PU3	0.760		
Satisfaction	ST1	0.848	0.625	Valid
	ST2	0.719		
	ST3	0.799		
Continuance Intention	CI1	0.821	0.580	Valid
	CI2	0.746		
	CI3	0.714		

Discriminant Validity

Discriminant validity is assessed to ensure that each latent variable is uniquely distinct from others. Based on the evaluation of cross-loading values, it was found that the correlation of each indicator with its own latent variable is consistently higher than its correlation with other latent variables[24]. These results indicate that the model possesses good discriminant validity, thereby confirming the absence of overlap between constructs.

Table 4. Discriminant Validity Test

Indikator	CF	CI	IQ	PU	SQ	SRQ	ST
CF1	**0.843**	0.028	0.682	0.138	0.664	0.730	0.205
CF2	**0.859**	0.272	0.595	0.209	0.643	0.699	0.256
CF3	**0.723**	0.256	0.416	0.308	0.317	0.411	0.332
CI1	0.226	**0.821**	0.136	0.418	0.134	0.237	0.451
CI2	0.079	**0.746**	-0.104	0.433	0.017	0.006	0.416
CI3	0.192	**0.714**	0.042	0.328	0.004	0.114	0.329
IQ1	0.535	-0.014	**0.855**	0.151	0.697	0.656	0.106
IQ2	0.651	0.029	**0.890**	0.153	0.703	0.661	0.138
IQ3	0.635	0.073	**0.833**	0.191	0.593	0.566	0.179
IQ4	0.605	0.014	**0.847**	0.166	0.570	0.584	0.163
PU1	0.204	0.340	0.189	**0.742**	0.192	0.245	0.344
PU2	0.207	0.410	0.146	**0.787**	0.220	0.213	0.342
PU3	0.170	0.438	0.113	**0.760**	0.101	0.154	0.389
SQ1	0.507	0.094	0.488	0.175	**0.770**	0.611	0.151
Indikator	**CF**	**CI**	**IQ**	**PU**	**SQ**	**SRQ**	**ST**
SQ2	0.578	0.111	0.620	0.179	**0.876**	0.726	0.194
SQ3	0.527	-0.072	0.628	0.157	**0.739**	0.555	0.115
SQ4	0.614	0.093	0.658	0.201	**0.827**	0.678	0.117
SRQ1	0.649	0.150	0.573	0.148	0.665	**0.813**	0.146
SRQ2	0.643	0.142	0.586	0.277	0.719	**0.846**	0.096
SRQ3	0.686	0.110	0.664	0.244	0.655	**0.880**	0.083
ST1	0.354	0.440	0.224	0.436	0.211	0.232	**0.848**
ST2	0.187	0.366	0.113	0.296	0.077	0.046	**0.719**
ST3	0.180	0.445	0.060	0.369	0.118	-0.003	**0.799**

c. Reliability Test

Reliability is assessed to ensure the consistency of the instrument in conducting measurements. The analysis results demonstrate that all constructs possess Composite Reliability values above 0.70. These

results are further supported by Cronbach's Alpha values that meet the standard (> 0.70) [25], confirming that all questionnaire items in this study are consistent and reliable for use as data collection instruments.

Table 5. Reliability Test

Variable	Cronchbach's Alpha	Composite Reliability	Remarks
Information Quality	0.879	0.917	Reliable
System Quality	0.817	0.880	Reliable
Service Quality	0.802	0.883	Reliable
Confirmation	0.741	0.851	Reliable
Perceived Usefulness	0.642	0.807	Reliable
Satisfaction	0.700	0.833	Reliable
Continuance Intention	0.639	0.805	Reliable

3.6 Structural Model Evaluation (Inner Model)

The evaluation of the inner model was conducted to examine the strength of causal relationships between variables and the predictive capability of the constructed structural model. This analysis aims to assess how well the proposed relationships among latent variables explain the structural connections within the research framework. Through this evaluation, the significance and direction of each path coefficient can be identified, providing insight into the robustness of the model. In addition, the inner model assessment helps determine the model's ability to predict endogenous variables accurately, ensuring that the theoretical relationships align with empirical data and support the overall validity of the research findings and conclusions.

a. Coefficient of Determination (R-Square)

The analysis results indicate an R-Square value of 0.655 for the *Confirmation* variable (moderate category), 0.375 for *Continuance Intention* (moderate), 0.262 for *Satisfaction* (moderate), and 0.071 for *Perceived Usefulness* (weak). These values demonstrate that the integrated ECM-ISSM model is capable of explaining the variance in these variables with an adequate level of explanatory power.

Variabel	R-square	Explanation
C*onfirmation* (CF*)*	0.655	Moderate
Continuance Intention (CI*)*	0.375	Moderate
Perceived Usefulness (PU)	0.071	Weak
Satisfaction (ST)	0.262	Moderate

The R-Square results indicate that the *Confirmation* variable has an R^2 value of 0.655, meaning that 65.5% of its variance can be explained by the exogenous variables in the model, falling into the moderate category. The *Continuance Intention* variable has an R^2 of 0.375, and *Satisfaction* has an R^2 of 0.262, both of which are also classified as moderate. Meanwhile, *Perceived Usefulness* has an R^2 of 0.071, which is considered weak. These results demonstrate that the model possesses adequate explanatory power for the *Confirmation*, *Satisfaction*, and *Continuance Intention* variables, but remains limited in explaining *Perceived Usefulness*.

b. Effect Size (F-Square)

Variable	IQ	SQ	SRQ	CF	PU	ST	CI
IQ				**0.101**	0.000		
SQ				0.003	0.000		
SRQ				**0.258**	**0.021**		
CF						**0.054**	
PU						**0.222**	**0.152**
ST							**0.166**
CI							

The effect size results indicate that most relationships between variables exhibit effects in the small to moderate range. A moderate effect was observed in the relationship of Service Quality to Confirmation (0.258), Perceived Usefulness to Satisfaction (0.222), Satisfaction to Continuance Intention (0.166), and Perceived Usefulness to Continuance Intention (0.152). Meanwhile, the effects of Information Quality on Confirmation (0.101), Confirmation on Satisfaction (0.054), and Service Quality on Perceived Usefulness (0.021) were classified as small. Furthermore, the relationships of System Quality to Confirmation (0.003), Information Quality to Perceived Usefulness (0.000), and System Quality to Perceived Usefulness (0.000) showed no meaningful effect. Thus, the influence contribution within this research model is predominantly characterized by small to moderate effects. Overall, the findings suggest that most pathways contribute limited explanatory strength, with only a few relationships demonstrating stronger but still moderate practical significance for the proposed theoretical model in this study context of analysis.

c. Predictive Relevance (Q-Square)

Predictive Relevance (Q-Square) is a measure in PLS-SEM used to assess the model's ability to predict endogenous variables. A Q-Square value greater than zero indicates that the model has good predictive relevance, meaning it can accurately predict observed outcomes. Conversely, a value of zero or below suggests weak or limited predictive capability within the research model.

Variabel	Q-Square	Predictive Relevance
Confirmation	**0.636**	**Yes**
Perceived Usefulness	**0.013**	**Yes**
Continuance Intention	**0.002**	**Yes**

The predictive relevance test results demonstrate that the Confirmation (0.636), Perceived Usefulness (0.013), and Continuance Intention (0.002) variables have Q-Square values greater than zero, indicating that the model possesses predictive capability for these three variables. Meanwhile, the Satisfaction variable has a Q-Square value of -0.011, suggesting that the model's predictive capability for this variable remains limited. However, this value is very close to zero and does not affect the overall validity of the model or the significance of the relationships between variables that have been validated in the structural model. Overall, these results indicate that the model demonstrates adequate predictive relevance for most constructs, thereby supporting the robustness of the proposed structural relationships in this research framework. The findings further imply that the model is generally capable of predicting key endogenous variables, even though one construct shows weaker performance. This reinforces the overall empirical adequacy and interpretive strength of the study.

3.7 Hypothesis Testing

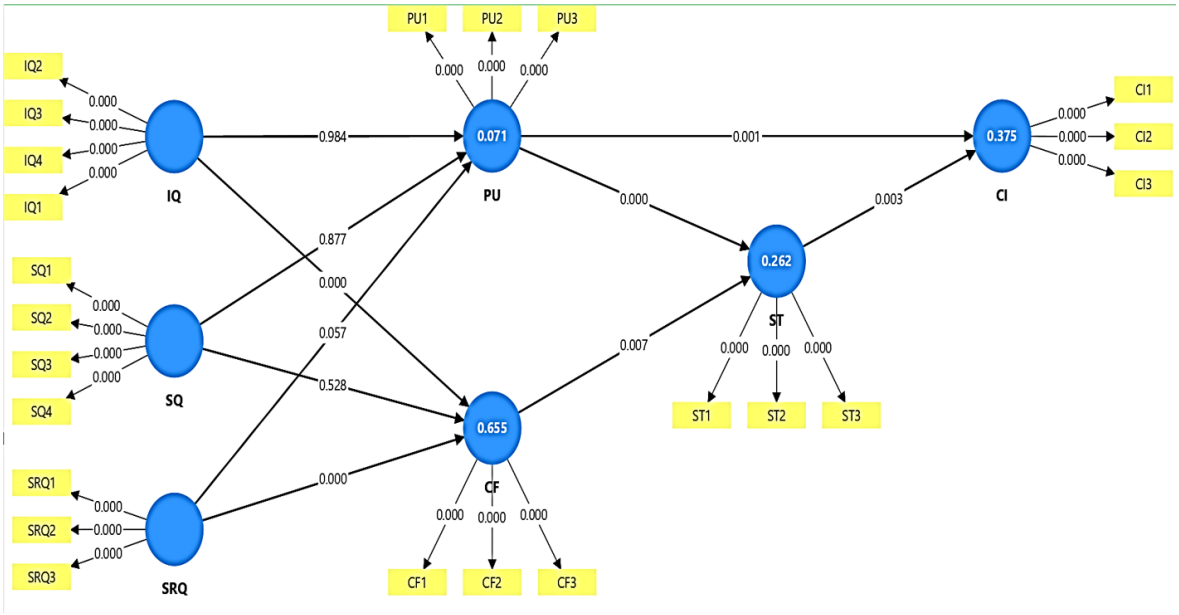

Figure 3. Structural Equation Modeling Hypothesis Testing

Table 6. Hypothesis Testing

Variable	T Statistics	P Value	Impact
CF -> ST	2.681	0.007	**Significant**
IQ -> CF	3.902	0.000	**Significant**
IQ -> PU	0.021	0.984	Insignificant
PU -> CI	3.449	0.001	**Significant**
PU -> ST	5.621	0.000	**Significant**
SQ -> CF	0.631	0.528	Insignificant
SQ -> PU	0.154	0.877	Insignificant
SRQ -> CF	6.859	0.000	**Significant**
SRQ -> PU	1.902	0.057	Insignificant
ST -> CI	3.023	0.003	**Significant**

Based on the bootstrapping results in SmartPLS 4 presented in Table 6, out of the 10 hypotheses proposed, 6 were accepted and 4 were rejected. *Information Quality* has a significant effect on *Confirmation* (T = 3.902; P = 0.000), but no significant effect on *Perceived Usefulness* (T = 0.021; P = 0.984). *Service Quality* has a significant effect on *Confirmation* (T = 6.859; P = 0.000), but no significant effect on *Perceived Usefulness* (T = 1.902; P = 0.057). Furthermore, *Confirmation* has a significant effect on *Satisfaction* (T = 2.681; P = 0.007).

Perceived Usefulness was proven to have a significant effect on *Satisfaction* (T = 5.621; P = 0.000) and *Continuance Intention* (T = 3.449; P = 0.001). *Satisfaction* also significantly affects *Continuance Intention* (T = 3.023; P = 0.003). Conversely, *System Quality* showed no significant effect on either *Confirmation* (T = 0.631; P = 0.528) or *Perceived Usefulness* (T = 0.154; P = 0.877). These results indicate that the *Continuance Intention* of Muslim Pro users is influenced more by perceived benefits and user satisfaction than by system quality factors.

3.8 Discussion of Research

Findings This discussion integrates statistical findings with phenomena observed in the field:

1. **H1** (IQ ke PU) – **Rejected :** The statistical results indicate a P-value of 0.984 (> 0.05). Although the information provided in Muslim Pro is considered comprehensive, users do not view information quality as the primary determinant of the application's perceived usefulness. Descriptive findings (IQ3) suggest a necessity for improved accuracy of diacritical marks (harakat) so that users feel more assisted.
2. **H2** (IQ ke CF) – **Accepted :** Proven to be significant (T: 3.902; P: 0.000). Users feel satisfied when the presented information (such as accurate prayer schedules tailored to their location) aligns with their initial expectations.
3. **H3** (SQ ke PU) – **Rejected :** System quality does not have a significant effect. This is closely related to numerous complaints regarding intrusive pop-up advertisements (SQ3). Users feel that these ads diminish comfort, causing technical system performance to no longer be perceived as a driver of usefulness.
4. **H4** (SQ ke CF) – **Rejected :** System stability, considered a mandatory standard (hygiene factor), results in system quality no longer being able to significantly increase users' confirmation of expectations.
5. **H5** (SRQ ke PU) – **Rejected :** Automated services have a limited impact on perceived usefulness. Users value the functionality of religious features more than technical support or customer services.
6. **H6** (SRQ ke CF) – **Accepted :**Significant (T: 6.859; P: 0.000). Routine updates and bug fixes serve as crucial factors that ensure users' expectations of the application are met.
7. **H7** (CF ke ST) – **Accepted :** Significant (T: 2.681; P: 0.007). When the application performs according to initial expectations, satisfaction emerges automatically.
8. **H8** (PUke ST) – **Accepted :** Significant (T: 5.621; P: 0.000). Practical benefits (such as the ease of using the Qibla compass and offline Quran access) act as the primary triggers for users' emotional satisfaction.
9. **H9** (PU ke CI) – **Accepted :** The perceived benefits, specifically the functionality of religious features, serve as the primary reason users maintain this application on their smartphones (T: 3.449; P: 0.001).
10. **H10** (ST ke CI) – **Accepted :** User satisfaction serves as the strongest predictor of continuance intention. As long as satisfaction is fulfilled through spiritual benefits, users will continue to use the application despite the presence of technical constraints (T: 3.023; P: 0.003).

4. Conclusion

This research confirms that the integration of the ISSM and ECM models effectively explains the *Continuance Intention* of Muslim Pro religious application users. Out of the 10 hypotheses tested, 6 were supported and 4 were rejected. User *Continuance Intention* is strongly driven by the perceived magnitude of specific religious benefits (*Perceived Usefulness*) and overall *Satisfaction*. Conversely, although the application is regarded as informationally accurate, technical factors such as *System Quality* and *Service Quality* have failed to meet basic convenience expectations due to the high intensity of intrusive advertisements and slow system recovery. It can be concluded that current user loyalty is grounded more in functional spiritual tolerance than in satisfaction with the application's underlying technological infrastructure. Based on these findings, it is recommended that the developers immediately review the layout of advertisements to ensure they are less intrusive and expedite the automated system recovery process (bug

fixes). This study has a limitation in the predictive relevance of the *Satisfaction* variable (-0.011); therefore, it is suggested that future research separate samples between free and premium users, and incorporate external variables such as "Spiritual Benefit," which is believed to play a significant role in the ecosystem of religious applications.

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