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ISRITI
2018



IEEE

IEEE Conference Number #45367

ISRITI2018

proceeding

International Seminar on Research of
Information Technology and Intelligent Systems 2018

**"Opportunities and Trends on
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& Future of Internet"**

Yogyakarta-Indonesia, 21-22 November 2018

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- Roundness and Eccentricity Feature Extraction for Javanese Handwritten Character Recognition based on K-Nearest Neighbor**

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Daeng Rahmatullah; Belly Yan Dewantara; D.P.K. Iradiratu

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Balance Control of Humanoid Dancing Robot ERISA while Walking on Sloped Surface using PID

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N. Armi; C. Wael; Taufiqurrahman; Y.N. Wijayanto; W.Z. Khan; Wajeb Gharibi
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Success Factors of the Blockchain Adoption for Smart Manufacture

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Waqf Lands Assets Classification Based On Productive Value For Business Development Using Naïve Bayes

Amiq Fahmi; Edi Sugiarto; Agus Winarno; Surya Sumpeno; Mauridhi Hery Purnomo
Publication Year: 2018 , Page(s): 622 - 626
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Indonesia Stock Exchange Securities Buy/ Sell Signal Detection using Bollinger Bands and Williams Percent Range

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Information Extraction of Traffic Condition from Social Media using Bidirectional LSTM-CNN

M. Riza Alifi; Suhono Harso Supangkat
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Smart Chatbot System for E-Commerce Assitance based on AIML

Arif Nursetyo; De Rosal Ignatius Moses Setiadi; Egia Rosi Subhiyakto
Publication Year: 2018 , Page(s): 641 - 645
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SEMAR: An Interface for Indonesian Hate Speech Detection Using Machine Learning

Umu Amanah Nur Rohmawati; Sari Widya Sihwi; Denis Eka Cahyani
Publication Year: 2018 , Page(s): 646 - 651
Cited by: Papers (1)

Abstract **HTML**

An Investigation of Factors Affecting the Success of Regional Financial Management Information System (Case Study of Palangka Raya Government)

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Abstract—Regional Financial Management Information System (SIMDAKEU) is a key e-government application to implement integrated financial management. The objective of this research is to investigate the factors that influence the achievement of the application in Palangka Raya Government. Model of Delone and McLean's information systems success and technology acceptance model (TAM) are applied as the research concept and model. Data were collected through questionnaires from 126 employees of Palangka Raya Government. A Structural Equation Modeling (SEM) approach was applied in this study. The results of this research showed that from 11 hypotheses proposed from eight constructs namely quality of information, system, service, intention to use, net benefit, users' perception about the ease of use and the usefulness, there are 10 hypotheses proven and 1 hypothesis not proven. The quality of information is highly influencing the achievement of regional financial information system based on the research outcomes. The findings of this research can assist the government in developing the regional financial management information system, so the government can maximize the function of the system as a tool for realizing good and clean governance.

Keywords—Information System, Delone and McLean, Technology Acceptance Model, Information Quality, E-Government

I. INTRODUCTION

Electronic governance (e-government) is crucial to the advancement of the public aspects worldwide, as it ensures accountability and transparency [1]. In Indonesia, President Instruction no. 3 of 2003 about national policy and strategy of e-government development becomes the basis for developing and implementing the e-government. The Government instructs all governments and public institutions to utilize information technology for the benefit of public services and government administration [2]. Because of the instruction, the government and public institutions intensively develop and utilize information technology for the benefit of public services and administration, including the government of Palangka Raya which has utilized information technology for its financial management. The information system is the Regional Financial Management Information System (SIMDAKEU).

SIMDAKEU is an application program used by local government in financial management. This information system is very important, because by utilizing it, local government can administer integrated financial

management, started from budgeting, administration, to accounting and reporting. The utilization of information technology in financial management is regulated in Government Regulation Number 56 of 2005 regarding Regional Financial Information System[3]. To succeed in the implementation of information system in order to give more significant benefit to the government, a measurement of information system achievement is required.

Measuring the success of an information system becomes a must in the field of information systems [4] due to the cost incurred by the government for the development of information technology is very expensive. An understanding of the success of information systems is also needed by stakeholders to understand the value of a system, and it can be used as the basis for decision-making related to the system. This study aims to examine the influence of the achievement of SIMDAKEU in Palangka Raya Government and to provide suggestions based on the research results for further system development.

This research uses The Delone and McLean model (2003) on a theoretical basis. This model contains several connected achievement dimensions, namely: quality of information, system, service, intention to use, users satisfaction, and net benefits [5]. This study also adds variables of perceived ease of use and perceived usefulness from Technology Acceptance Model which is used as the predictor of the intention to use the systems [6], [7].

II. LITERATURE REVIEW

A. A. Delone and McLean

In 1992, the design of Delone and McLean was introduced. This model is based on causal relationships inter-dimensions (quality of a system, information, usage, user satisfaction, personal and organizational impact). The causal model presents either the relationship of one dimension to another dimension has a positive or negative influence[8].

In 2003, in order to respond the criticisms addressed to them, they updated the model [9]. The updates are, adding a dimension of service quality, combining the organizational and personal impacts into one variable or dimension called the net benefits, and adding the dimension of intention to use as an option of usage dimension. The willingness to

utilize is an attitude; the usage is a behavior. The updated model is shown in Fig.1.

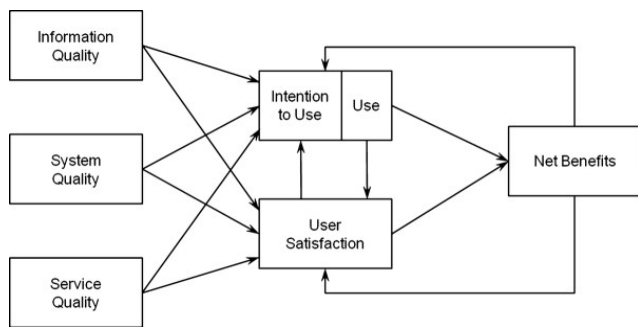


Fig.1. Updated Delone and McLean (2003)

B. Technology Acceptance Model (TAM)

Technology Acceptance Model (TAM) is used to analyze the factors that affect the acceptance of an information system. It also aims to explain technology adoption behavior. It was introduced by Davis in 1986. A behavior to use (intention to use) information technology begins with perceived usefulness and perceived ease of systems use experienced by the user [6]. Perceived usefulness is a user opinion that using an information system is going to increase their performance. While perceived ease of use is the opinion of the user's that the use of the system is easy, and it does not require user hard effort to use it[10].

C. Similar Studies

Several Studies were conducted to measure the achievement of information systems using Delone and McLean (2003) as a study and reference. The studies are conducted by [11] examining factors affecting ERP implementation. The results show that the quality of information becomes the most influential factor in user satisfaction rather than the quality of systems and services. Another study conducted by [4] calculating the achievement of information systems from the employees' judgment in the Republic of Serbia. It shows system quality has a strong impact on user satisfaction rather than information quality and service quality. Research [12] measures the success of a web portal in Amman-Jordan and it finds that compared to the quality of information and service, the system quality more strongly affects the web portal user's satisfaction and employee intent to use.

While research conducted by [13] to measure e-learning success at university, it finds that information quality is not an important variable of successful e-learning systems. Other research conducted by [14] to investigate the success factor of banking information system finds the quality of systems and services do not affect the intention to use the banking system, the other result is the quality of

information, systems, and services influence the use and satisfaction of users of the banking system. [15] Using success model and TAM to identify factors affecting e-learning acceptance, it finds that the quality of information, systems, services, perceived usefulness, and e-learning user satisfaction affected the student's intentions to use e-learning.

III. METHODOLOGY

A. Research Model and Hypothesis

This research uses the Delone and McLean model (2003) and Technology Acceptance Model (TAM) to investigate factors affecting the success of SIMDAKEU. Dimensions or factors used are information quality, system quality, service quality, perceived ease of use, perceived usefulness, intention to use, user satisfaction, and net benefits. The intention to use in this study is considered because according to [4] in the context of the use of the compulsory system, the intention to use is an important and more acceptable dimension. Researchers in technology acceptance disciplines also states that the intention to use is an antecedent of the actual use of the system [15]. The dimension of information quality related to the quality of information system output, it is about how significant the information generated by the system according to the needs of the users [16].

The system quality refers to the capabilities or technical characteristics of the information system [17]. The service quality is related to the service that the user receives from the service provider [18]. User satisfaction is the users' perception of how significant the system can improve their performance and expectation [15]. The net benefit of this research model is considered a measure of the success of the SIMKEU. Perceived net benefits ease the job, improve decision making, save time, improve quality related to financial management such as budgeting, administration, accounting, and reporting. The proposed research model is shown in Fig. 2.

The success of an information system is multidimensional and interdependent constructs, therefore it is necessary to examine the interrelationships between these dimensions. The hypotheses proposed in this research are as follows:

- H1: Information quality affects the intention to use information system
- H2: Information quality affects the user satisfaction of information system.
- H3: System quality affects the intention to use information system
- H4: System quality affects the user satisfaction of information system.
- H5: Service quality affects the intention to use information system
- H6: Service quality affects the user satisfaction of information system.

- H7: User satisfaction affects the intention to use information system
 H8: Intention to use of information system affects the net benefits.
 H9: User satisfaction of information system affects the net benefits.
 H10: Perceived ease of use affects the intention to use information systems
 H11: Perceived usefulness affects the intention to use information system

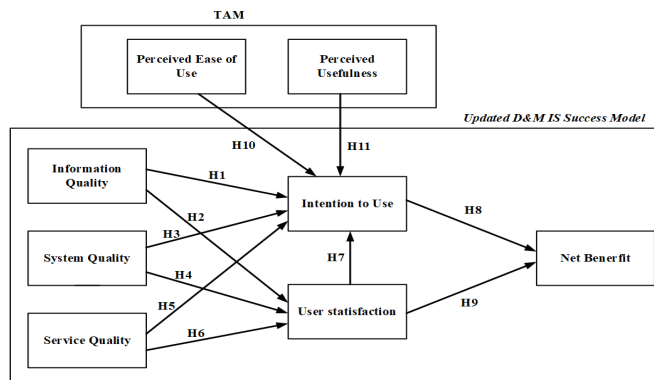


Fig.2. Proposed research model

B. Data Collection

The population of this research is the user of SIMDAKEU, which is all the employees in the financial section within the Palangkaraya government because SIMDAKEU is only used specifically for employees in the finance. The data were obtained through a survey questionnaire. The determination of the number of respondents was done using Slovin equation by considering the number of existing population. Proportional random sampling technique was used to select the sample of this research.

Questionnaires were made in accordance with the research model used. The indicators used in the questionnaire were adopted from previous similar research on the success of information systems. Each respondent is asked to answer questions about their level of agreement and disagreement on the given statement by selecting one of the available options. The questionnaire uses a Likert scale that consists of five points (1 = strongly disagree, 5 = strongly agree). Likert scale aims to measure someone's perception of the object under study.

C. Data analysis

Structural Equation Modeling (SEM) approach is used to analyze data. This model was used to analyze multivariate data especially testing causality [11]. SEM also aims to test the model of measurement and the causality relationship between one variable with other variables that have been hypothesized [19]. The software used to process the data obtained from the respondents are SPSS and AMOS.

IV. RESEARCH FINDINGS AND DISCUSSIONS

A. Respondents Characteristic

Questionnaires were distributed directly (offline) in accordance with the number of samples that have been determined with the slovin formula that is to 126 respondents in 29 agencies within the scope of Palangka Raya Government with 100% response rate. Descriptive sample statistic shows that 45.2% of respondents are male and 54.8% are female. Most respondents were aged between 31 and 40 years old with a percentage of 49.2%, while the rest were between 20 to 30 years (11.9%), 41 to 50 years (27%), and 51 to 60 years (11.9%). Almost all of the respondents have a Bachelor degree (73%), while the rest have Diploma (11.9%), Master (6.3%), and High School (8.7%). Detailed characteristics of the respondents can be seen in Table 1.

TABLE I. RESPONDENTS CHARACTERISTICS

Characteristics	Frequency	%
Gender		
Male	57	45.2
Female	69	54.8
Age		
20 - 30	15	11.9
31 - 40	62	49.2
41 - 50	34	27.0
51 - 60	15	11.9
Education		
Senior High School	11	8.7
Diploma	15	11.9
Bachelor Degree	92	73.0
Master Degree	8	6.3

A. Analysis of Measurement Model

This study uses confirmatory factor analysis (CFA) to ensure that the measurement used is valid and reliable. This analysis examines the convergent validity, composite reliability, and discriminant validity of the measurement model. To achieve convergent validity, the value of factor loading and average variance extracted (AVE) should be higher than 0.70 and 0.5 [20]. The test results show all indicators in the variables have a loading factor more than 0.70 and AVE value higher than 0.50. therefore, all factors meet the criteria of convergent validity.

Reliability tests were performed with Cronbach's alpha and composite reliability (CR), and the result should be more than 0.70 [21], [22]. If each variable of the test results has Cronbach's alpha and CR values greater than 0.70, it means the stability and consistency of the instruments used in the study are high. It indicates that all statements used to measure each variable have good reliability. This result also shows that all constructs/variables in this study can be used as a suitable measuring tool. Details of the test of convergent validity and composite reliability can be seen in Table II.

Furthermore, discriminant validity test is conducted. Discriminant validity can be seen based on the value of cross loading of manifest variables on each latent variable. If the correlation between the latent variable and its indicators is higher than the correlation with other latent variables, the latent variable can predict the indicators better than the other latent variables. In other words, discriminant validity is achieved. The test results show discriminant validity is achieved. Details of discriminant validity are shown in Table III.

B. Structural Model Analysis

The structural model test in this study used seven conformity indexes to measure the proposed model. The indexes are significant probability, Root Mean Square Error of Approximation (RMSEA), Goodness of Fit Index (GFI), Adjusted Goodness Fit of Index (AGFI), CMIN/DF, TLI, and Comparative Fit Index (CFI). The results of the structural model test show the model can be acceptable and used in this research. The detail of model conformance test results can be seen in Table IV.

TABLE II. CONVERGENT VALIDITY AND COMPOSITE RELIABILITY TEST RESULTS

Variables	Indicators	Factor Loading	CR	AVE	CA
Information Quality (IQ)	1	0.734	0.8955	0.5889	0.885
	2	0.753			
	3	0.718			
	4	0.829			
	5	0.815			
	6	0.749			
System Quality (SQ)	1	0.912	0.9027	0.6516	0.902
	2	0.774			
	3	0.760			
	4	0.713			
	5	0.861			
Service Quality (SEQ)	1	0.831	0.8559	0.5984	0.851
	2	0.765			
	3	0.778			
	4	0.716			
Perceived Ease of Use (PEOU)	1	0.748	0.8571	0.6688	0.849
	2	0.930			
	3	0.763			
Perceived Usefulness (PEU)	1	0.732	0.8701	0.5729	0.869
	2	0.786			
	3	0.785			
	4	0.717			
	5	0.762			
Net benefits (NB)	1	0.833	0.9107	0.6309	0.908
	2	0.732			
	3	0.730			
	4	0.871			
	5	0.835			
	6	0.753			
User satisfaction (US)	1	0.841	0.8553	0.6634	0.854
	2	0.799			
	3	0.803			
Intention to Use (IU)	1	0.851	0.8851	0.6593	0.885
	2	0.799			
	3	0.722			
	4	0.868			

TABLE III. DISCRIMINANT VALIDITY TEST RESULTS

DISCRIMINANT VALIDITY								
	IQ	SQ	SEQ	PEOU	PEU	NB	US	IU
IQ	0.7674	0.1920	0.2260	0.1600	0.1420	0.2580	0.2440	0.2920
SQ	0.1920	0.8072	0.1580	0.0900	0.1360	0.1400	0.2490	0.2070
SEQ	0.2260	0.1580	0.7736	0.1320	0.1370	0.3390	0.2310	0.2990
PEOU	0.1600	0.0900	0.1320	0.8178	0.0600	0.1070	0.0800	0.1890
PEU	0.1420	0.1360	0.1370	0.0600	0.7569	0.0990	0.1320	0.2050
NB	0.2580	0.1400	0.3390	0.1070	0.0990	0.7943	0.3030	0.3030
US	0.2440	0.2490	0.2310	0.0800	0.1320	0.3030	0.8146	0.2830
IU	0.2920	0.2070	0.2990	0.1890	0.2050	0.3030	0.2830	0.8120

TABLE IV. TEST RESULTS OF FIT INDEX

Goodness of fit index	Cut-off value	Research model	Model
Significant probability	≥ 0.05	0,000	Less Fit
RMSEA	≤ 0.08	0,059	Good Fit
GFI	≥ 0.90	0,745	Marginal Fit
AGFI	≥ 0.80	0,703	Marginal Fit
CMIN/DF	≤ 2.0	1,436	Good Fit
TLI	≥ 0.90	0,905	Good Fit
CFI	≥ 0.90	0,914	Good Fit

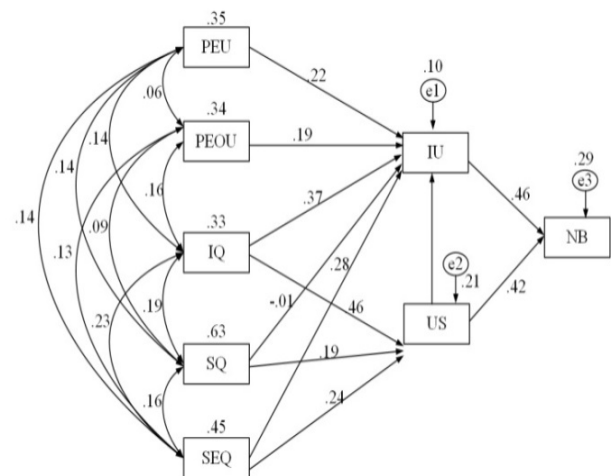


Fig.3. Structural model analysis

B. Hypothesis testing results

As shown in Table 6, from 11 proposed hypotheses, there are 10 hypotheses proven and 1 hypothesis is not proven. These results prove that the proposed model is in line with the reality and the purposes of the study, for most of the hypotheses are proved. The information quality significantly affects the intention to use and user satisfaction, H1 and H2 are proven. The System quality has no effect on the intent to use but affects the user's satisfaction. H3 is not proven, while H4 is proven. Service quality significantly affects the intention to use and user satisfaction, H5 and H6 are proven. From all the exogenous factors, the quality of information strongly affects the intention to use and user satisfaction. See Fig.3. User satisfaction has a positive relationship on intent to use, H7 proven. User satisfaction and intent to use have a positive relationship with net benefits, H8 and H9 are proven. Furthermore, perceived ease of use and perceived usefulness affect the intention to use, H10 and H11 are proven.

TABLE V. HYPOTHESIS TESTING RESULTS

H	Relations	P	Limit	Results
H1	IQ → IU	0.003	0.05	Proven
H2	IQ → US	0.000	0.05	Proven
H3	SQ → IU	-0.849	0.05	Not proven
H4	SQ → US	0.011	0.05	Proven
H5	SEQ → IU	0.002	0.05	Proven
H6	SEQ → US	0.026	0.05	Proven
H7	US → IU	0.045	0.05	Proven
H8	IU → NB	0.000	0.05	Proven
H9	US → NB	0.002	0.05	Proven
H10	PEOU → IU	0.008	0.05	Proven
H11	PEU → IU	0.020	0.05	Proven

C. Discussion

Based on the results of hypothesis testing that has been done there is one hypothesis that is not proven. System quality has no effect on the intention to use, whereas some studies represent that the system quality affects the intention to use [4], [12]. This implies that system quality is not an important factor in determining employee intent to use SIMDAKEU. System usage intentions are more affected by the usefulness of information and support from IT staff. Another possible explanation for the nature of the use of the SIMDAKEU in the Palangkaraya City government is mandatory, so regardless of the system quality, employees should use the system. Although the relationship between system quality and intention to use is not proven, system quality remains an important part in the success of SIMDAKEU as it affects user satisfaction. Quality of information, service, perceived ease of use, perceived usefulness and user satisfaction affect the intention to use. Information quality and service influenced the user satisfaction with the system.

V. CONCLUSION

This paper investigates factors affecting the success of SIMDAKEU and provides useful recommendations for the success of the system. The results show that the information quality becomes the factor that most influence user satisfaction and user intent to use the system. Satisfaction with the system and the intent to use affects the net benefits that can be derived from system implementation. To improve employee' intentions to use the SIMDAKEU and their satisfaction towards the system, governments need to develop useful, easy to understand, easy to learn, and easy to use information systems. In addition, the government must also provide systems that have good information quality such as accuracy, easy to understand, complete, reliable and up-to-date. The support of the service providers is also crucial for the success of the system.

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