

Measurement of Successful Implementation of Institution Level Financial Application System (SAKTI) Web Full Module with DeLone and McLean Model in in the Directorate General of Military Courts and State Administrative Courts

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ABSTRAK

Kementerian Keuangan telah mengembangkan Sistem Aplikasi Keuangan Tingkat Instansi (SAKTI) yang secara mandatory digunakan oleh seluruh satuan kerja Kementerian/Lembaga pengelola dana yang bersumber dari APBN. Fitur utama SAKTI antara lain adalah intergrasi basis data, single entry point, menerapkan akuntansi berbasis akrual dan jaminan keamanan data. SAKTI dibangun guna mendukung prinsip-prinsip pengelolaan keuangan yang tertib, efektif, efisien, ekonomis, transparan, akuntabel, terintegrasi dan berbasis kinerja. Tujuan dari penelitian ini adalah untuk mengukur seberapa sukses implementasi SAKTI full web di Lingkungan Direktorat Jenderal Badan Peradilan Militer dan Peradilan Tata Usaha Negara menggunakan model Delon and McLean. Data dikumpulkan melalui metode survei kemudian dianalisis menggunakan Partial Least Square (PLS). Hasil Penelitian menunjukkan bahwa dari 4 hipotesis 2 dinyatakan diterima dan 2 lainnya ditolak.

Kata Kunci: SAKTI; Delone and McLean; Partial Least Square (PLS)

ABSTRACT

The Ministry of Finance has developed an Agency Level Financial Application System (SAKTI) which is mandatory to be used by all work units of Ministries/Institutions managing funds sourced from the APBN. SAKTI's main features include database integration, single entry pint, applying accrual-based accounting and data security guarantees. SAKTI was built to support the principles of orderly, effective, efficient, economical, transparent, accountable, integrated and performance-based financial management. The purpose of this study was to measure how successful the implementation of the full web SAKTI in the Directorate General of Military Courts and State Administrative Courts was using the Delon and McLean model. Data was collected through survey method and then analyzed using Partial Least Square (PLS). The results showed that of the 4 hypotheses that were stated to be accepted and the other 2 were rejected.

Keywords: SAKTI, Delone and McLean, Partial Least Square (PLS)

Introduction

The development of information technology is very rapid and brings many changes to human life, in line with that information systems are also growing rapidly and being used in various sectors, including the government sector also utilizing information systems by implementing e-government in various government services. In the field of state financial management, e-government is manifested in the form of an Integrated Financial Management Information System (IFMIS) which plays a role in forecasting, planning, monitoring performance, and making decisions [1] with the aim of eliminating

problems that occur from the use of manual systems and separate systems in budgeting procedures to accounting reporting.

The Directorate General of Treasury (DJPB), Ministry of Finance, has developed an integrated application system aimed at all work units (Satker) of Ministries/Agencies throughout Indonesia, which is named the Institutional Level Financial Application System (SAKTI) built to support the principles of orderly, effective, efficient, economical, transparent, accountable, integrated and performance-based financial management. The definition of SAKTI is stated in Article 1 of PMK Number 159/PMK.05/2018 which reads:

Institutional Level Financial Application System, hereinafter abbreviated as SAKTI, is an application used to support the implementation of the state treasury and budgeting system in government agencies including among others the Budgeting Module, Commitment Module, Payments Module, Treasurer Module, Inventory Module, Fixed Assets Module, Receivables Module, and Accounting and Reporting Module[2].

Before 2019, the SAKTI application was still desktop-based and was used only in a number of work units, the priority was the work unit within the Ministry of Finance, however, the desktop-based SAKTI application found several weaknesses including the simplicity of application features, unstable internet signal and limited reports.

In 2019, the development was carried out, which was originally a desktop-based SAKTI application which was developed into a web-based SAKTI application, several trials were carried out on several satkers. In 2020 SAKTI is used mandatory by all work units of Ministries / Institutions in Indonesia including the Directorate General of the Military Courts and State Administrative Courts of the Supreme Court, but in 2020 the features that can be used are the admin module and the budgeting module. The admin module is used to manage users while the budgeting module accommodates budget planning with the features of preparing the Work Plan and Budget of Ministries/Agencies (RKA-K/L) and the feature of creating computer data archives for the revised RKA-K/L. In 2021 SAKTI fullweb has been implemented throughout Ministry/Agency work units, which previously had only 2 modules with the implementation of SAKTI fullweb into 9 modules, namely admin module, budgeting module, commitment module, treasurer module, payment module, inventory module, accounts receivable module and fixed asset module.

With the implementation of SAKTI fullweb, it is necessary to evaluate its success, through evaluation it can be seen the success factors and weakness factors of a system. One of the models that can be used is DeLone and McLean which is one of the most well-known models to assess the success of IS in terms of technology use. In 1992 the DeLone and McLean information systems (IS) success model consisted of 6 factors, namely system quality, information quality, use, user satisfaction, individual impact, and organizational impact, but along with the development and accommodate criticism and evaluation of the DeLone and McLean information systems model (IS) success is updated using the Service Quality variable and replacing the individual and organizational impact variable with the net benefit variable.

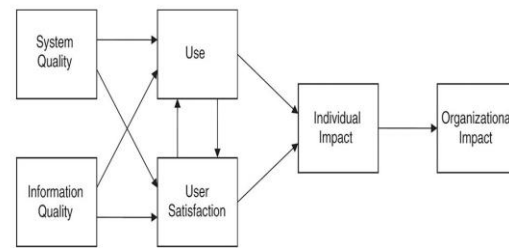


Figure 1. Original DeLone and McLean information systems (IS) success model [3]

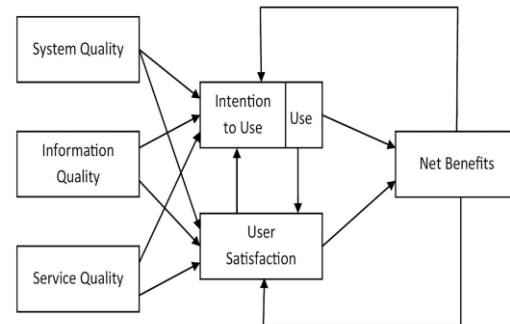


Figure 2. Updated DeLone and McLean information systems (IS) success model [4]

There are several studies related to the analysis of the implementation of a system using the DeLone and McLean method, including [5] research by Tenry Nur Amriani et al about the analysis of the success of SAKTI implementation in the BPPK environment using 5 variables and 4 hypotheses. Then there is a study [6] by Muhammad Rizqi Attamimi et al related to the analysis of success at the Ministry of State Secretariat with the results of a model fit of 74%. And there is also a study [7] by about the analysis of the success of the Kitabisa mobile application with the results of the 10 proposed hypotheses, 3 of which are accepted, the user satisfaction hypothesis has a positive and significant effect on net benefits. Then there is a study [8] by Dwi Ardianto with the result that 59.4% of user satisfaction variables have a significant effect on the net benefit variable, then research [9] by F Spty Rahayu et al related to the analysis of the success of student information systems from 10 hypotheses produced 5 accepted hypotheses and 5 declared rejected. However, there has been no research with research samples from SAKTI users in the Directorate General of the Military Courts and State Administrative Courts, so the purpose of this study is to evaluate the implementation of the full web SAKTI within the Directorate General of the Military Courts and State Administrative Courts consisting of of 58 work units (1 Ditjen Badilmiltun-Center, 34 State Administrative Court, and 23 Military Court).

Research Method

Research Stages

This scientific research aims to obtain data with scientific purposes and uses and is scientifically based, rational and empirical, observable by the human senses and systematically through logical steps. Some of the stages carried out by the author in this study can be seen in Figure 3 below:

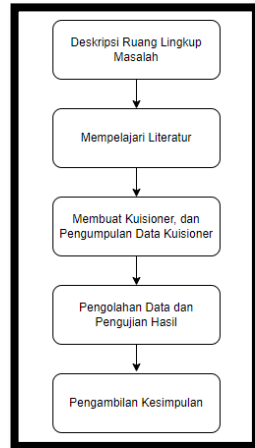


Figure 3. Research Stages

The explanation of the research stages is as follows:

- a. Description of Problem Scope
 At this stage the author describes the scope of the problem to be researched to get the best solution. Because if you are not able to define the scope of a problem, the best solution will also be difficult to find [10].
- b. Studying Literature
 After determining the scope of the problem, we then conducted a literature review related to the implementation of SAKTI and the DeLone and McLean method.
- c. Creating a Questionnaire and Collecting Questionnaire Data
 At this stage the author makes a questionnaire and distributes the questionnaire to the sample that has been determined within the scope.
- d. Data Processing and Result Testing
 After the data is collected, the writer processes the data using the SmartPLS application by testing the outer and inner models by testing the predetermined hypothesis.
- e. Conclusion
 After testing the results, the authors then draw conclusions and make recommendations for improvement of further research.

Research Model

In the update of DeLone and McLean information systems (IS) success model [4] there are 6 variables, namely system quality, information quality, service quality, intention to use (use), User Satisfaction and Net Benefit. In this study, we only

used 5 variables, namely system quality, information quality, service quality, user satisfaction and net benefits. There are two variables that we do not use due to the nature of the implementation of the system, namely mandatory and voluntary [11] for the implementation of SAKTI, it is mandatory (mandatory) used by all State Budget managers in all Ministries/Institutions and has been stated in the Regulation of the Minister of Finance so that if this variable is used the results will not be consistent. The population in this study are users of the SAKTI application in the Directorate General of the Military Courts and State Administrative Courts. The data collection method used a self-administrative survey method with questionnaires. The questionnaire was distributed online through the Google Form application with the questionnaire link sent to the Respondents via the Whatsapp application. The data analysis technique used Descriptive Statistical Analysis, Data analysis used Structural Equation Modeling (SEM) and Hypothesis Testing. The proposed research model is as follows:

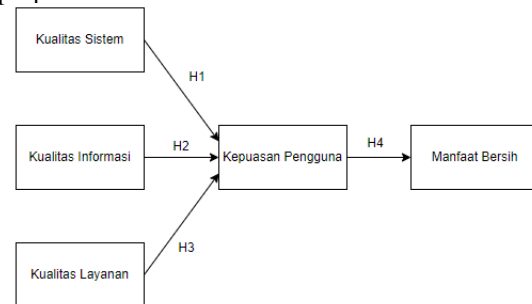


Figure 4. Research Model

Based on Figure 4 there are 4 hypotheses to be tested in this study, namely:

- H1:** System Quality has a positive and significant effect on User Satisfaction.
- H2:** Information Quality has a positive and significant effect on User Satisfaction.
- H3 :** Service Quality has a positive and significant effect on User Satisfaction.
- H4 :** User Satisfaction has a positive and significant effect on Net Benefits.

The operational definition of this research can be seen in table 1 below:

Table 1 Indicator Variable

Indicator of System Quality Variable	
KS1	The SAKTI application can be updated (updated) according to developments and changing needs in work
KS2	The SAKTI application integrates well with other systems that perform different functions
KS3	The SAKTI application is easy and convenient to use (user-friendly)

KS4	The SAKTI application responds to all orders and requests that I submit quickly
KS5	The SAKTI application has good security features so that it can protect the confidentiality of data from unauthorized parties
KS6	SAKTI application is reliable (low probability of system error/error)
KS7	The menus and command options in the SAKTI application use language/terms that are easy to understand
Indicator of Information Quality Variable	
KI1	The SAKTI application produces information in the form of correct and accurate reports/documents
KI2	The SAKTI application generates reports/documents that contain complete information
KI3	The SAKTI application produces information in the form of reports/documents in a timely manner according to needs
KI4	The SAKTI application produces information in the form of reports/documents that are easy to understand
KI5	The SAKTI application is able to produce information in the form of up-to-date reports/documents as a result of the latest data processing
KI6	The form (format) of information in the form of reports/documents produced by the SAKTI application has a good design and layout appearance and is in accordance with needs
Indikator of Service Quality Variable	
KL1	SAKTI assistance services from the Directorate of SITP and HAI-DJPb are reliable
KL2	The SITP and HAI-DJPb Directorates are able to provide SAKTI assistance services in accordance with what was promised, within the promised timeframe
KL3	The SITP and HAI-DJPb Directorates are always willing to provide assistance when I encounter problems related to the SAKTI application
KL4	The Directorate of SITP and HAI-DJPb provided assistance services quickly and swiftly when I encountered problems related to the SAKTI application.
KL5	I feel confident and confident in the ability of the SAKTI assistance service provider from the Directorate of SITP and HAI-DJPb in solving a problem
KL6	The SAKTI assistance service officer from the Directorate of SITP and HAI-DJPb was friendly towards me

KL7	The SAKTI assistance service officer from the SITP and HAI-DJPb Directorate tried to give attention and understand the problems I was experiencing
KL8	The SAKTI assistance service officer from the SITP and HAI-DJPb Directorate tries to put my interests first
Indicator of User Satisfaction Variable	
KP1	The capability of the SAKTI application is in accordance with the needs of my work related to the management of state finances
KP2	I consider the SAKTI application to be able to carry out its functions effectively in accordance with the goals that have been set
KP3	I think the SAKTI application is able to carry out its functions efficiently
KP4	Overall, I am satisfied with the SAKTI application
Indicator of Net Benefit Variable	
MB1	The SAKTI application makes it easy to complete my work
MB2	The SAKTI application speeds up the completion of my work
MB3	The SAKTI application increases my work productivity
MB4	The SAKTI application improves my work performance
MB5	The SAKTI application increases the effectiveness of my decision making

Results and Discussion

Demographics of Respondents

This research questionnaire has been sent to the target respondents, namely users of the SAKTI application in 58 Work Units within the Directorate General of the Military Courts and State Administrative Courts and the results obtained are 72 respondents. Of the 72 respondents from the Satker of the Directorate General of Badilmiltun (Central) as many as 7 people (9.72%), the Satker of Military Justice as many as 37 people (51.39%) and the Satker of the State Administrative Court as many as 28 people (38.89%). Based on the authority of use, 33 people (45.83%) have more than 1 authority, this must be a concern from the central Directorate General of Badilmiltun related to the competence of employees who use the SAKTI application so as not to overload. The complete demographic statistical data of respondents who participated in this study can be seen in Table 2 as follows:

Table 2. Respondent Demographic Statistics

Respondents Base On Work Unit Area		
Ditjen Badilmiltun (Pusat)	7	9,72%
Military Court	37	51,39%

State Administrative Court	28	38,89%
Respondents Base On Gender		
Male	27	37,50%
Female	45	62,50%
Respondents Base On Age		
< 30 years old	16	22,22%
30 - 40 years old	29	40,28%
> 40 years old	27	37,50%
Respondents Base On Authorization of Use		
PPSPM	3	4,17%
PPK	4	5,56%
Expenditure Treasurer	6	8,33%
Receipt Treasurer	3	4,17%
Administrator	2	2,78%
Budget Operator	19	26,39%
Payment Operator	0	0,00%
Commitment Operator	0	0,00%
Asset Operator	1	1,39%
Inventory Operator	1	1,39%
Have more than 1 authority	33	45,83%
Respondents Base On Attend Training		
Yes	53	73,61%
No	19	26,39%
Respondents Base On Long Experience Using SAKTI		
<6 months	28	38,89%
>6 months	44	61,11%

Source: processed from primary data

Testing the Measurement Model (Outer Model)

At this stage, there are three types of tests carried out namely Convergence Validity, Discriminant Validity, and Reliability Testing [12]. This test is to see the extent of the relationship between the latent variables and each indicator.

Convergent Validity aims to measure the suitability between the indicators of variable measurement results and theoretical concepts that explain the existence of indicators from the variable test [13]. From the Loading Factor and Average Variance Extracted (AVE) values, it can be seen the results of convergent validity using the PLS algorithm in the SmartPLS application where the results can be seen in Figure 5. SmartPLS Outer Loading diagram as follows:

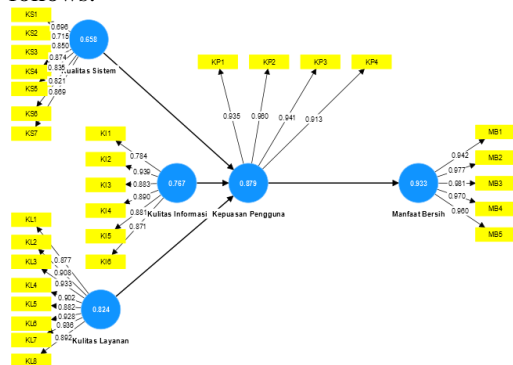


Figure 5. SmartPLS outer loading diagram

The outer loading value according to [14] must be above 0.7 to be processed further, from Figure 1 above there is an KS1 indicator with a value of 0.696 so this indicator must be eliminated to meet

convergent validity. Furthermore, after KS1 is eliminated, the validity test is carried out again and the results are shown in Figure 6. SmartPLS Outer Loading Diagram Modification 1.

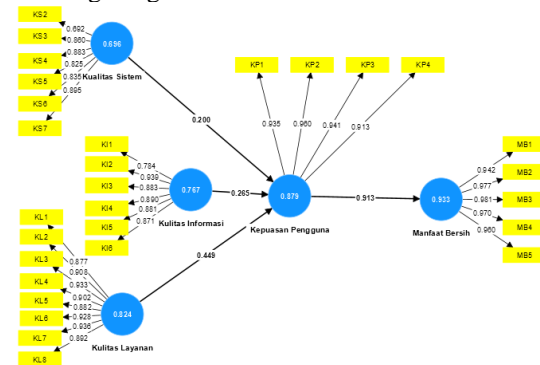


Figure 5. SmartPLS outer loading diagram modification 1

Based on the results of the validity test of modification 1, there is still 1 indicator, namely KS2 with a value of 0.692 so that the elimination and validity test are carried out again with the results of Figure 6 Diagram of SmartPLS Outer Loading Modification 2. It can be seen that all indicators have met the validity requirements with a value > 0.7 can be seen also in Figure 6 below:

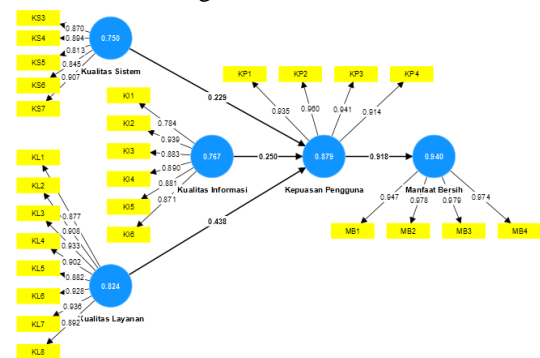


Figure 6. SmartPLS outer loading diagram modification 2

Discriminant Validity is the level of difference of an indicator in measuring instrument constructs. The validity of this discriminant can be seen from the value of the Fornell Larcker criterion and the results of the cross loading [15]. The Fornell Larcker Criterion assesses discriminant validity at the construct level (latent variable) which can be seen in Table 3 as follows:

Table 3 Latent Variable Correlation Value

Variable	User Satisfaction	Information Quality	Service Quality	Sistem Quality	Net Benefit
User Satisfaction	0.938				
Information Quality	0.757	0.876			
Service Quality	0.782	0.709	0.908		
Sistem Quality	0.764	0.861	0.732	0.866	
Net Benefit	0.918	0.781	0.760	0.771	0.970

From table 3 it can be seen that the correlation value of the latent variable with the variable itself is greater than the correlation with other variables. For example, user satisfaction with user satisfaction has a value of 0.938 and the smallest value of correlation between user satisfaction and the information quality variable is 0.757, as well as what happened to other variables.

Cross loading assesses discriminant validity at the indicator level as shown in Table 4 below:

Tabel 4. Value of Cross Loading

Indicator	User Satisfaction	Information Quality	Service Quality	Sistem Quality	Net Benefit
KI1	0.537	0.784	0.582	0.650	0.554
KI2	0.703	0.939	0.676	0.788	0.714
KI3	0.674	0.883	0.696	0.766	0.703
KI4	0.655	0.890	0.525	0.753	0.671
KI5	0.679	0.881	0.578	0.759	0.718
KI6	0.711	0.871	0.665	0.797	0.727
KL1	0.628	0.696	0.877	0.695	0.594
KL2	0.646	0.646	0.908	0.662	0.624
KL3	0.707	0.570	0.933	0.606	0.672
KL4	0.661	0.549	0.902	0.590	0.626
KL5	0.755	0.651	0.882	0.666	0.709
KL6	0.801	0.674	0.928	0.658	0.789
KL7	0.684	0.659	0.936	0.685	0.715
KL8	0.762	0.693	0.892	0.746	0.753
KP1	0.935	0.687	0.731	0.683	0.830
KP2	0.960	0.709	0.754	0.689	0.828
KP3	0.941	0.741	0.678	0.760	0.921
KP4	0.914	0.700	0.772	0.731	0.861
KS3	0.642	0.680	0.546	0.870	0.660
KS4	0.682	0.772	0.669	0.894	0.685
KS5	0.649	0.749	0.694	0.813	0.654
KS6	0.642	0.698	0.596	0.845	0.622
KS7	0.692	0.824	0.660	0.907	0.715
MB1	0.888	0.747	0.736	0.756	0.947
MB2	0.894	0.759	0.748	0.761	0.978
MB3	0.893	0.766	0.734	0.728	0.979
MB4	0.886	0.758	0.730	0.744	0.974

Reliability test is measured by the value of Cronbach's alpha and composite reliability is declared reliable if the construct value is > 0.7 [16] and the AVE value is > 0.5 [17]. Convergence Validity value is taken from the outer loading of each indicator of each latent variable [8]. The results can be seen in Table 5 where the value of Cronbach's Alpha and Composite Reliability (ρ_a) and Composite Reliability (ρ_c) > 0.7 and AVE value > 0.5 so it can be concluded that all variables are reliable.

Tabel 5. Value of Construct Reliability and Validity

Variable	Cronbach's alpha	Composite reliability (ρ_a)	Composite reliability (ρ_c)	Average variance extracted (AVE)
User Satisfaction	0.954	0.954	0.967	0.879
Sistem Quality	0.912	0.921	0.932	0.696
Information Quality	0.939	0.944	0.952	0.767
Service Quality	0.969	0.972	0.974	0.824
Net Benefit	0.982	0.982	0.986	0.933

Testing the Struktural Model (Inner Model)

Structural Model (Inner Model) aims to describe the relationship between latent variables [6]. The Structural Model is evaluated by using p-value to determine the significance of the structural path parameter coefficients and R Square to determine the effect of the independent latent variable on the dependent latent variable whether it has a substantive effect. The research model will be said to be good if the R Square value is high close to 1. The R Square value is represented in Table 6.

Tabel 6. Coefficient of Determination

Variable	R-square
User Satisfaction	0.707
Net Benefit	0.833

Based on Table 6, the R-Square value for the User Satisfaction variable is 0.707 or 70.7%. These results indicate that the System Quality factor, Information Quality factor and Service Quality factor affect 70.7% of User Satisfaction while the rest (1-R-Square) which is 29.3% is influenced by other factors not included in this study. Likewise for the Net Benefit variable with an R-Square value of 0.833 or 83.3%, meaning that the User Satisfaction factor has an effect of 83.3% while 16.7% is influenced by other factors. Next is hypothesis testing, the p-value in the study is a benchmark for whether a hypothesis is accepted or rejected. The p-value of significance = 5% or 0.05. If the p-value < 0.05 , the hypothesis is accepted, meaning that there is a significant effect, and conversely, if the p-value > 0.05 , the hypothesis is rejected, meaning that there is no significant effect. The p-value can be seen in Table 7 and Figure 7 as follows:

Tabel 7. Path Coefisien Hypothesis Test Results

Hipotesis	Standard deviation	T statistics	P values	Keterangan
Kualitas Sistem -> Kepuasan Pengguna	0.177	1.291	0.197	Ditolak
Kualitas Informasi -> Kepuasan Pengguna	0.156	1.602	0.109	Ditolak
Kualitas Layanan -> Kepuasan Pengguna	0.176	2.483	0.013	Diterima
Kepuasan Pengguna -> Manfaat Bersih	0.027	34.204	0.000	Diterima

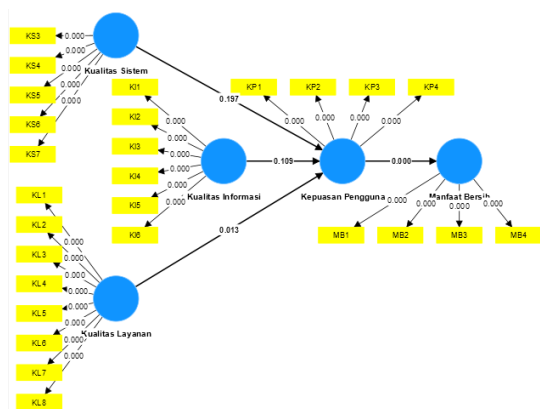


Figure 7. Diagram of Hypothesis Test Results

Based on the results of hypothesis testing both from table 7 and Figure 7, not all hypotheses can be accepted and have a significant effect.

First Hypothesis (H1) System Quality variable has a significant effect on User Satisfaction has a p-value of 0.197 in other words > 0.05 so that it can be concluded that H1 is rejected because System Quality has no significant effect on User Satisfaction.

Second Hypothesis (H2) the Information Quality variable has a significant effect on User Satisfaction has a p-value of 0.109 so it is the same as the first hypothesis, this second hypothesis is also rejected because the p-value > 0.05 which means that Information Quality has no significant effect on Satisfaction User.

Third Hypothesis (H3) the Service Quality variable has a significant effect on User Satisfaction with a p-value of 0.013, because the p-value ≤ 0.05 , which means that Service Quality has a significant effect on User Satisfaction, so it can be concluded that this third hypothesis is accepted.

Fourth Hypothesis (H4) User Satisfaction variable has a significant effect on Net Benefits with a p-value of 0.000, because the p-value ≤ 0.05 , which means that User Satisfaction has a significant effect on Net Benefits, so it can be concluded that this third hypothesis is accepted. This shows that the higher the satisfaction of SAKTI users, the higher the net benefits of the performance of SAKTI users.

Conclusion

In accordance with the purpose of this study, to determine the success factors of the implementation of SAKTI fullweb in the Directorate General of Military Courts and State Administrative Courts using the Delone and McLean method which consists of 4 hypotheses, 2 of which are rejected and 2 are accepted. The rejected hypothesis is H1 System Quality has a significant effect on User Satisfaction and H2 Information Quality has a significant effect

on User Satisfaction while the accepted hypothesis is H3 Service Quality has a significant effect on User Satisfaction and H4 User Satisfaction has a significant effect on Net Benefits. Based on this data, it can be concluded that the implementation of the full web SAKTI within the Directorate General of the Military Courts and State Administrative Courts cannot be said to be completely successful. Therefore, it is necessary to improve the quality of the system and the quality of information in order to have a significant influence on user satisfaction.

This study has limitations related to a small and limited scope and data collection techniques without accompanying respondents to provide full confidence so that the data filled in the questionnaire is not biased. It is hoped that the results of this research can be considered for DJBP in system development and for the internal Directorate General of Badilmiltun to provide training related to the development of SAKTI implementation.

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