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Evaluation of Follow-Up Monitoring Information Systems Using Hot Fit Models (Case Study in Majene District Inspectorate, West Sulawesi)

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Abstract

This study evaluated the effectiveness of the Follow-up Monitoring Information System (SIPTL) of the Audit Board of the Republic of Indonesia (BPK RI) based on the HOT Fit Model. Evaluation is focused on external SIPTL or from the auditee side. This research is a qualitative research with a case study approach and the object of the research is the Inspectorate of Majene Regency, West Sulawesi. Evaluation is carried out on human aspects (system use and user satisfaction), organization (organizational structure), and technology (quality of systems, information, and services). In the human aspect or Human Resources (HR) management, it shows the suitability of the field of experience, knowledge, and competence. In the organizational aspect, controlling access rights is very good in the form of passwords on each admin and SIPTL inputer. In the technological aspect, the speed of access between pages and the addition of features to the SIPTL application are very easy. Thus, in general, the application of external SIPTL to the Majene District Inspectorate has been effective based on the HOT Fit Model. The disadvantages of SIPTL today are the absence of regular training of users, communication with users that has not run optimally, the absence of regular password changes, and the absence of regular application updates. Further research is recommended to evaluate internal SIPTL, namely from the side of the BPK RI as a user and the addition of research objects as a comparison analysis.

Keywords
SIPTL; HOT Fit; BPK RI; people; organizations; technology

I. Introduction

The recommendation of the examination results is one of the outputs of the examination results carried out by the Financial Audit Agency of the Republic of Indonesia (BPK). Recommendations for examination results are suggestions from the examiner based on the results of his examination addressed to persons and/ or authorized bodies to take action and / or improvement. Law (UU) Number 15 of 2004 states unequivocally that officials are required to follow up on the recommendations in the Examination Results Report (LHP) and are required to provide answers or explanations to the CPC about the follow-up on these recommendations.

Answers or explanations about the follow-up recommendations are submitted by the examined official and/or the responsible official to the CPC. Furthermore, the CPC reviews the answers to determine the suitability between the official's answer/explanation and the CPC's recommendations. According to BPK Regulation Number 2 of 2017 concerning Monitoring the Implementation of Follow-up Recommendations for CPC Examination Results, the results of follow-up reviews are classified into 4 (four) statuses, namely: (1)

follow-up is in accordance with the recommendations; (2) follow-up has not been in accordance with the recommendations; (3) the recommendations have not been acted upon; or (4) the recommendation is not actionable.

In 2022, the application SIPTL has entered approximately five years oferasure. On the other hand, Chart 1 shows progress TLRHP in the period from 2014 to 2021 in general, it continued to increase, both before SIPTL was used in 2017 and after, as if SIPTL was not a differentiator for the development of TLRHP.

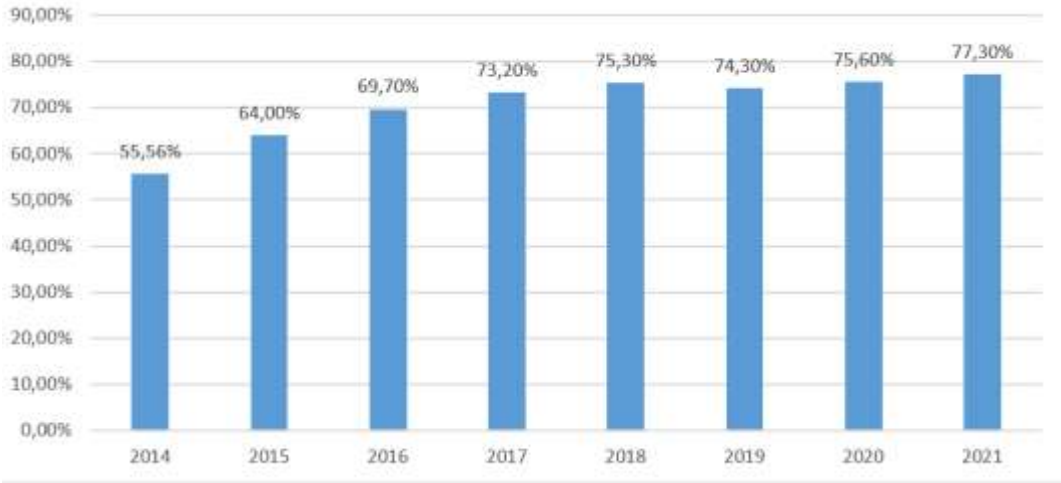

Figure 1. *Development of Follow-up Completion from 2014 to 2021*
Source : IHPS Semester II 2014 to 2021

As explained above, the use of the SIPTL application is expected to improve the TLRHP monitoring process through a faster and better document delivery process, speed up the process of determining the status of recommendations, and produce more up-to-date, accurate, and informative TLRHP data. However, the contribution of the use of the SIPTL application to the completion rate in accordance with the CPC's recommendations will not be easy to measure or prove. This is due to: (1) too many factors influencing the conformity of follow-ups to the CPC's recommendations; and (2) SIPTL is only a follow-up documentation system. Therefore, the evaluation of the effectiveness of SIPTL in this study is not intended to assess the direct contribution of SIPTL to the level of completion of follow-up recommendations of the CPC. This study evaluated the effectiveness of SIPTL as a documentation tool from a user's point of view, as a form of SIPTL's indirect contribution to the level of completion of follow-up CPC recommendations.

To conduct an in-depth SIPTL evaluation, this study uses a case study approach on a specific object. The fact of the distribution of CPC recommendations is the basis for choosing this specific object. Chart 2 shows the level of distribution of CPC recommendations from 2020 to 2021. Graph 2 shows that although the value of cpc recommendations for Local Government entities (Rp4.82 trillion) is smaller than that of Central Government entities (Rp23.61 trillion), the number of recommendations for Local Government entities (55,678 recommendations) is much more than that of Central Government entities (11,347 recommendations). Thus, the CPC's recommendations for Local Government entities are more numerous (albeit in lower value terms), but on the other hand the completion rate is better than that of the Central Government.

Figure 2. *Level of Distribution of Recommendations on the Results of the CPC Examination from 2020 to 2021*
Source : IHPS Semester II 2021

This interesting fact is the reason why this study focuses on the phenomenon of the results of monitoring TLRHP BPK in Local Governments. More specifically, this study chose one local government entity as the object of the study, namely the province of West Sulawesi. West Sulawesi was chosen as the object of research because West Sulawesi is one of the youngest provinces in Indonesia. The complexity of the problem as a new developing province, especially in the aspects of Human Resources (HR) and Technology, may affect the ability of the local government to use (utilize) SIPTL as a tool in following up on the recommendations of the CPC. In addition, the ease of access to information is also another consideration for the selection of West Sulawesi as the object of this study.

Furthermore, to be more specific, this study chose one of the district governments as the specific object of the study. The election is based on data on the development of TLRHP settlement in the West Sulawesi Provincial government from 2014 to 2021 presented in Chart 1.3. Furthermore, Chart 3 shows that the completion rate of TLRHP in Majene district has changed the most significantly after the implementation of SIPTL, which increased rapidly from 53.97% in 2017 to 74.77% in 2018, much higher than other districts. The completion rate continues to increase every year and in 2021 Majene Regency is the district government with the highest follow-up completion rate, reaching 81.44%.

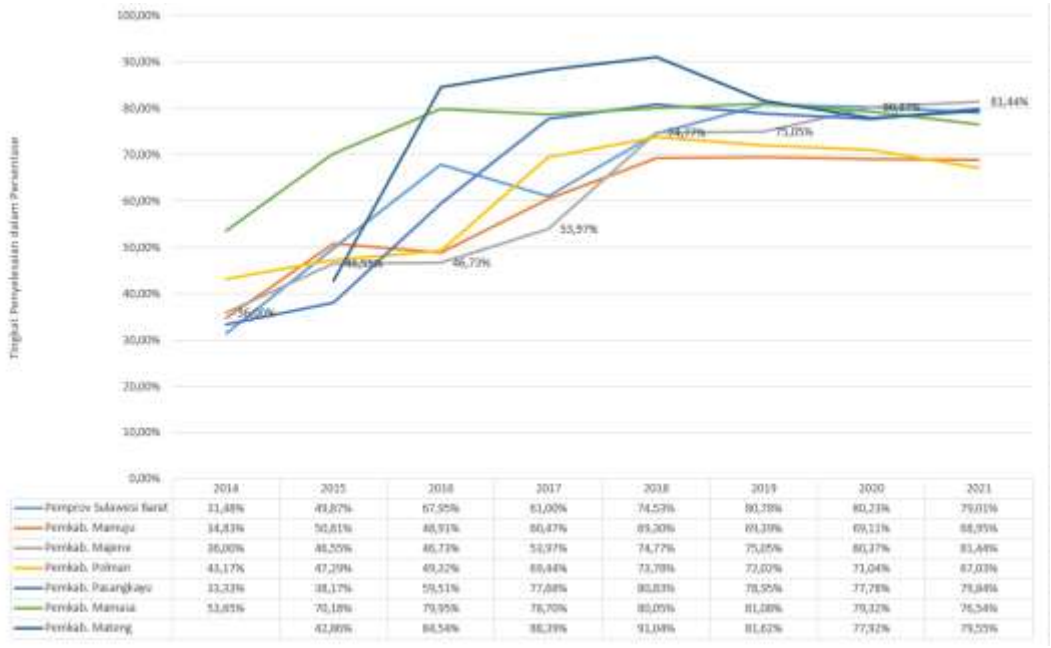

Figure 3. *Development of Follow-up Completion of the West Sulawesi Provincial Government from 2014 to 2021*
Source : Discussion of TLRHP BPK RI West Sulawesi Province

SIPTL as an information system includes a human resources component (*Human*) namely users. The evaluation of the user component in the SIPTL of Majene Regency is focused on Human Resources (HR) at the Majene District Inspectorate. The second component is the organization (*Organization*). Evaluation of organizational components is carried out by assessing the organizational structure and organizational environment that are closely related to management planning, system control, and financing. Next, the third component, namely technology (*Technology*). Evaluation of technological components is carried out by assessing the quality of information systems that are already running.

II. Review of Literature

2.1 Information System Evaluation Model

There are several models commonly used in evaluating an information system, such as *the Human Organization Technology Fit* (HOT Fit) Model, *Theory of Reasoned Action* (TRA), *Technology Acceptance Model* (TAM), *End User Computing* (EUC) *Satisfaction*, and *Task Tehnology Fit* (TTF) Analysis. This study used the HOT Fit Model as an evaluation framework. The HOT Fit model was chosen because it has advantages over other evaluation models. The use of the HOT Fit Model is able to explain the evaluation comprehensively with the approach of the core components, namely *human*, *organization*, and *technology* as well as the suitability between the three components as a successful implementation of information systems. The HOT Fit model is widely used to measure the success or evaluation of information systems in entities that provide services to the public, such as hospitals and universities (Octaviani, 2018). Therefore, the HOT Fit Model is considered appropriate in evaluating siptl applications at the Majene District Inspectorate, which is also an organization that provides services to the public.

2.2 HOT Fit Models

The HOT Fit model is a new framework that can be used to evaluate information systems (Yusof, Kuljis, Papazafeiropoulou, and Stergioulas, 2008). This model uses important components in information systems, namely humans, organizations, and technology, and the HOT Fit Model is also used to combine the concept of conformity between human, organizational, and technological evaluation factors (Prabowo, 2019). The HOT Fit model consists of three main components, namely: (1) humans who assess information systems in terms of *system use* on the frequency and breadth of functions of information systems; (2) organizations that assess the system from the aspects of organizational structure and oganization environment; and (3) technology consisting of system quality, information *quality*, and *service quality* (Ayuardini, 2019). Initially, this model was developed for an information system located in the *Fundus Imaging System* (FIS) of a primary care organisation in the UK, but as it developed, it was not only used to evaluate FIS systems, but also potentially used for information systems in general (Yusof, Kuljis, Papazafeiropoulou, and Stergioulas, 2008).

2.3 Human (Human/Human Resources)

The human aspect in the HOT Fit Model uses two dimensions of assessing the success of the application of information technology, namely *system use* and *user satisfaction* . System use related to the frequency of system use is usually measured by how often or how long the user uses the system which will result in the user's dependence on the system, the use of the system from the breadth of its functions from the competencies required related to the system and knowledge of the use of the system can be judged from the user's understanding of the features in the system (Lubis, 2017). The use of the system is also related to the user's side such as training from users to obtain competence in using the system can be in the form of technical guidance as well as training and special education, expectations of the user's desire for the progress of the system in the future and the attitude of accepting or rejecting from the user towards the existence of the system. Meanwhile, user satisfaction is an overall evaluation of the user experience and potential impact in using information systems. User satisfaction can be measured through aspects of user perception in the form of responses from users to the information system that has been used and related to the benefits that users can feel or experience when using the information system, which is influenced by the user's personality / characteristics (Octaviani, 2018).

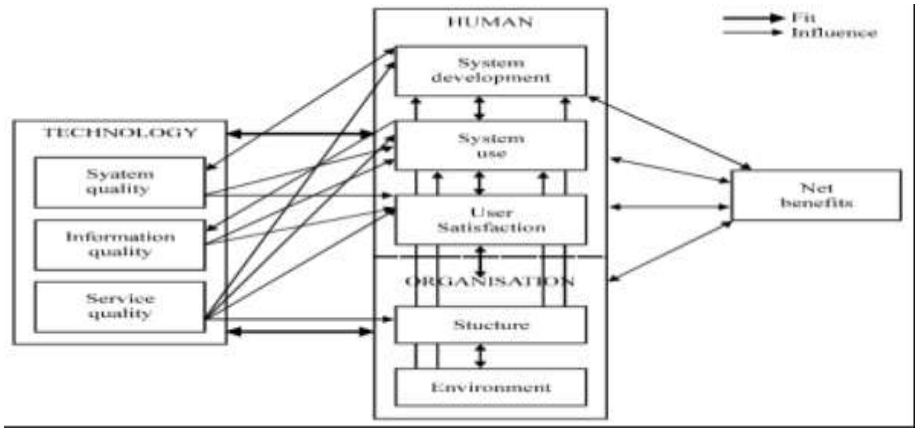

Figure 4. *Model HOT Fit*
Source: Yusof, Kuljis, Papazafeiropoulou, dan Stergioulas (2008)

2.4 Organization

Organizational aspects in evaluating information systems are related to the organizational structure and organizational environment. The organizational structure consists of culture, politics, hierarchy, autonomy, planning and management, strategy, management, and communication (Octaviani, 2018). Assessment of aspects of the organizational structure is to assess the system in terms of management contained in an organization that is running. Meanwhile, to assess the organizational environment, there are several things, namely the suitability of the planning or objectives of the system with the needs, control standards (*controlling*), namely supervision carried out in using the system, human resource management used in the process of operating the system, and communication or system cooperation, namely the existence of communication constraints from information systems (Lubis, 2017). The organizational environment consists of sources of financing, politics, competition, interorganizational relations, and communication (Ayuardini, 2019). In addition, organizational factors can also be measured by leadership and support from top management institutions (Octaviani, 2018).

2.5 Technology

The technological aspects of evaluating information systems include the quality of the system, the quality of information, and the quality of service. System quality is the quality or performance of the system itself, both in terms of *hardware* and *software* in order to provide information for users. Criteria that can be used to assess the quality of the system are between how the user assesses the convenience of the quality of the running system, the speed of the access time and response of the system, the usefulness of the system that has been implemented, the flexibility of the needs of the user for the system and the security of the system so that it can run properly (Lubis, 2017). As with other areas of life, technology is used to make changes, so also with the legal system as technology in making changes (Hartanto, 2020). Meanwhile, the use of information technology is the benefit expected by users of information systems in carrying out their duties where the measurement is based on the intensity of utilization, the frequency of use and the number of applications or software used (Marlizar, 2021).

III. Research Method

This research is a qualitative research because it produces descriptive data in the form of respondents' speech / views on the effectiveness of SIPTL based on the HOT Fit Model, which is obtained from the analysis of interview results, according to the characteristics of qualitative research according to Bogdan and Taylor (1992). This study examines SIPTL in the Majene Regency Government naturally, which is in accordance with the actual conditions, as referred to by Sugiyono (2005). As Lubis (2017) explained, analysis in this study is based on the reality/events/facts obtained in the field which are then explained narratively. Qualitative research is suitable to answer this research question that requires an in-depth and specific study of real conditions in the field.

IV. Results and Discussion

4.1 Characteristics of Respondents

The interview respondents in this study were parties who interacted directly with SIPTL consisting of ADMINS and SIPTL Inputers as presented in Table 1

Table 1. List of Respondents to SIPTL Application User Interviews at the Majene District Inspectorate

No.	Position	Assignment	Sum	Time
1	Staff (R1)	Admin SIPTL	1 person	Tuesday 10 May 2022 at 08.00 WIB
2	Head of General Adm Sub-Section, Staffing, and Follow-up (R2)	Inputer SIPTL	1 person	Wednesday 11 May 2022 at 08.00 WIB
3	Staff (R3)	Inputer SIPTL	1 person	Friday 13 May 2022 at 14.00

Source : Decree of the Regent of Majene Number 205/HK/KEP-BUP/II/2021

As explained in the previous chapter, there were 7 (seven) people who were included in the SIPTL team, but only 3 (three) respondents were interviewed in the end because the other four people did not interact directly with SIPTL. Therespondents who were successfully interviewed were considered to be able to represent SIPTL as a whole in the Majene District Inspectorate, because the three people were the parties who interacted the most with SIPTL. The responses of the three interviewees were the main source of information in evaluating SIPTL from an *auditee* perspective. The next sub-chapter outlines the evaluation results for each component in the HOT Fit Model.

4.2 Human

a. System Usage

In accordance with the theory of Yusof, Kuljis, Papazafeiropoulou, and Stergioulas (2008), the first component in the HOT Fit Model is the use of systems (*human*). According to research from Lubis (2017), evaluation of the effectiveness of a system from the components of system use is measured through aspects of (1) The extent of system function, (2) Training, (3) Knowledge of system use, (4) Expectations and (5) Attitudes of accepting and rejecting the system. The following are the results of the evaluation of the components of using the SIPTL system.

b. User Satisfaction

In accordance with the theory of Yusof, Kuljis, Papazafeiropoulou, and Stergioulas (2008), the second component in the HOT Fit Model is user satisfaction (*human*). According to research from Lubis (2017), evaluation of the effectiveness of a system from the user satisfaction component is measured through aspects of (1) user perception; and (2) user benefits. The following are the results of the evaluation of the SIPTL user satisfaction component.

c. Organizational Structure

In accordance with the theory of Yusof, Kuljis, Papazafeiropoulou, and Stergioulas (2008), the component in the HOT Fit Model is the Organizational Structure (*Organization*). According to research from Lubis (2017), evaluation of the effectiveness of a system from the components of the organizational structure is measured through aspects of (1) planning or goals, (2) control standards (*controlling*), (3) management, and

(4) communication or system cooperation. The following are the results of the evaluation of the components of using SIPTL.

1. Planning or Goals

Planning or goals are related to whether the system is in accordance with what is needed. Effective planning or goals are shown by the achievement of the planning and goals of the system. The results of the evaluation show that the planning or goals of the system have gone well. This is based on the results of an interview with R1 stating that the previous follow-up submission was done via email, then it can now use the SIPTL application, R2 which states the main purpose of SIPTL to facilitate follow-up monitoring by the inspectorate, as well as R3 which states this SIPTL application accelerates in document input. Based on the answers of these respondents, information was obtained that the planning or purpose of SIPTL, namely to make it easier for entities to report follow-up results of the CPC examination that can be carried out *online* has been achieved properly. The process of inputting CPC findings and recommendations along with related follow-ups that were previously manual can now be done with the SIPTL application.

2. Controlling Standards

The control standard is the supervision carried out in using the system. Effective control standards are those that have sufficient control and supervision. The results of the evaluation show that the control standards have gone well. This is based on the results of an interview with R1 which states that the inputer only inputs and sends to the admin, R2 which states only limited access to the admin and the inspectorate inputer, as well as R3 which states confidentiality is maintained via email. Based on the answers of these respondents, information was obtained that the standard of control carried out by the SIPTL application was through the use of *passwords* on each SIPTL user (admin and inputer). Access rights to each account are only owned by siptl admins and inputers from the Majene District Inspectorate and there is no sharing of information to other users outside the Majene District Inspectorate. The account is also connected to the email of each admin and SIPTL inputer so that the supervision carried out is more secure and controlled.

3. Manajemen

Management is human resources (HR) used in the process of operating the system. Effective management is one that has an adequate number and competence. The results of the evaluation show that management has been running well. This is based on the results of an interview with R1 which states that the relevant HR is a computer engineer graduate of 1 admin and 2 inputers, R2 and R3 who also state the same thing. Based on the answers of these respondents, information was obtained that the HR management at the Majene Regency Inspectorate was sufficient, both from the number and from competence. The number of 1 admin and 2 SIPTL inputers in the Majene District Inspectorate is considered sufficient based on the consideration of the leadership and the completion rate of the already high majene district follow-up. This is also supported by the competence of several admins and inputers who are computer graduates, making it easier to operate the SIPTL Application.

4. Communication or System Cooperation

System communication or cooperation is communication or cooperation carried out by users with system providers. Effective system communication or cooperation is the

existence of communication or cooperation that runs well between users and system providers. The results of the evaluation show that communication or system cooperation has not gone well. This is based on the results of an interview with R1 which stated that although there were obstacles that the information that was appropriate or not in accordance with the recommendations was submitted too late, but it had been resolved in the *whatsapp* group, R2 which stated that the follow-up input was not directly obtained and R3 which stated that there were internet network problems. Based on the answers of these respondents, information was obtained that there were obstacles in terms of communication, namely related to inputting the BPK TLRHP. The follow-up results submitted must wait a few days in advance to be verified by the BPK RI and the information is too late to be submitted. This resulted in a lack of communication in terms of delivering the verification results from the CPC TLRHP. Internet network quality is also one of the main obstacles in inputting in the SIPTL Application because this application is web-based and can only be accessed using the internet network. This is because there is no offline access for the SIPTL application. These obstacles have been conveyed and resolved by the BPK RI through its extension, namely to the BPK Representative of West Sulawesi through a *whatsapp group* formed by the BPK RI Representative of West Sulawesi.

Siptl's effectiveness assessment of the organizational structure components at the Majene District Inspectorate has been running effectively although there are still shortcomings, namely in the communication or cooperation component of the system that has not been running well.

4.3 Technology

a. System Quality

In accordance with the theory of Yusof, Kuljis, Papazafeiropoulou, and Stergioulas (2008), the first component in the HOT Fit Model is the quality of the system (*technology*). According to research from Lubis (2017), evaluation of the effectiveness of a system from system quality components is measured through aspects of: (1) ease of system quality; (2) time and response; (3) flexibility; and (4) security. The following are the results of the evaluation of the components of using SIPTL.

1. Ease of System Quality

Ease of system quality is a user's assessment of the ease of the features of a running system. The results of the evaluation show that the ease of system quality has been running well. This is based on the results of interviews with R1 which stated that the SIPTL application makes it easier for work to process follow-ups, R2 also stated the same, and R3 which stated that it makes it easier to find data from year to year. Based on the answers with these respondents, information was obtained that there was an information search feature related to findings and TLRHP BPK from LHP based on year to year. This makes it easier to enter data for TLRHP BPK.

2. Time and Response

Time and response is the speed of access and response time of the system. Effective timing and response are those that have good speed. The results of the evaluation show that the time and response have gone well. It is based on the results of an interview with R1 which states the response speed depends on the internet and the page switching response is very fast, R2 and R3 also state the same. Based on the answers of the respondents, the speed of the application is very dependent on the internet network speed of each user.

Meanwhile, the response between the SIPTL application access pages has been very smooth and fast and does not feel slow in the change. However, this still depends on each internet network speed of each SIPTL Application user, this can be overcome by moving to a place with a better internet network.

c. Flexibility

Flexibility regarding the suitability of the use of the system to the needs of the user. Effective flexibility is the system used according to the needs of the user. The results of the evaluation show that flexibility has gone well. This is based on the results of an interview with R1 stating that the SIPTL application is as needed in the Majene District Inspectorate, and R2 and R3 also state the same. Based on the answers of these respondents, information was obtained that there were additional features in the application that suited the needs of users. For example, the addition of a feature that displays information on state/regional losses in the latest *update* of the SIPTL application is considered very accommodating to the needs of the Majene Regency Inspectorate regarding information about state/regional losses that can be monitored also through the SIPTL Application.

d. Security

System security is the security used in the system to run properly. Effective system security is a system that has good and strong security procedures. The results of the evaluation show that siptl security has not been running well. On the one hand, R1 states that it has used a *password*, R2 states that only admins and inputers can open with a *password*, and R3 also states the same. In addition to using a *password* on each admin and SIPTL inputter, *the user is* also connected to the email of each admin and SIPTL inputer. The Majene District Inspectorate does not grant access rights to other agencies, and access is only granted to SIPTL admins and inputers from the Majene District Inspectorate. However, from the results of the interview, information was also obtained that the password of the admin and SIPTL inputer has never been changed regularly. Applications in general apply regular *password* changes but siptl applications have not implemented *periodic* and automatic password changes, for example once every 30 days or once every 90 days for better security.

The assessment of the effectiveness of SIPTL system quality components at the Majene District Inspectorate has been running well but there are still shortcomings, namely in the security aspects that have not been running well.

b. Quality of Information (*Technology*)

In accordance with the theory of Yusof, Kuljis, Papazafeiropoulou, and Stergioulas (2008), the second component in the HOT Fit Model is the quality of information (*technology*). According to research from Lubis (2017), evaluation of the effectiveness of a system of information quality components is measured through aspects of: (1) completeness in information quality; and (2) the accuracy of the data. The following are the results of the evaluation of the components of using SIPTL.

1. Completeness in the Quality of Information

Completeness in information quality is the quality of information output / output that presents complete data. Completeness in the quality of effective information can be measured through the completeness of the results of the output produced. The results of the evaluation show that the completeness in the quality of information has gone well. This is based on the results of an interview with R1 which states that the menu on the application

is complete and there is *a tutorial*, R2 which states that it is very easy to see recommendations and LHP, and R3 also states the same. Based on the answers of these respondents, information was obtained that the menu / display in the SIPTL application is very complete with the features in it. The Majene District Inspectorate also made it easy to access information on each LHP from year to year and the output of the TLRHP BPK report results has presented complete data such as follow-up data that has been in accordance with the recommendations, has not been in accordance with the recommendations, is not in accordance with the recommendations and cannot be followed up completely.

2. Data Accuracy

Data accuracy is the result of inputting data generated by the system precisely and there are no *errors*. Effective data accuracy is that the system has a low *error* rate. The results of the evaluation show that the need for SIPTL data has been running well. This is based on the results of an interview with R1 which states that the application does not *error* and is accurate to the input results. R2 and R3 also state the same. Based on the answers of these respondents, information was obtained that the results of the SIPTL Application input were in accordance with the data inputted by the inputter or SIPTL admin of the Majene District Inspectorate. For example, in inputting numbers if the number 1000 is inputted, then what comes out is also the number 1000. So far, there is no *error* condition in inputting information in the SIPTL Application, so the data produced is accurate and precise data.

The SIPTL effectiveness assessment of the information quality component shows that the information quality component at the Majene District Inspectorate has been running well and effectively.

c. Quality of Service

In accordance with the theory of Yusof, Kuljis, Papazafeiropoulou, and Stergioulas (2008), the third component in the HOT Fit Model is the quality of service (*technology*). According to research from Lubis (2017), the evaluation of the effectiveness of a system from the service quality component is measured through aspects of: (1) service response speed; (2) guarantees; and (3) service follow-up. The following are the results of the evaluation of the components of using SIPTL.

1. Speed of Response Serves

The speed of response serving is how the running system can serve the user and get good results. Effective response speed serves are systems that have a fast data access speed. The results of the evaluation show that the response speed of serving has gone well. This is based on the results of an interview with R1 which states that there is a search menu whose speed depends on the size of *the file*, R2 which states that there is a suitable and appropriate LHP search menu, and R3 also states that the recommendation search is always appropriate. Based on the answers of these respondents, information was obtained that the speed of response can be seen from the search feature in SIPTL such as for example looking for LHP in a certain year or looking for information such as findings and recommendations. Siptl applications have a large data capacity so that the information search process has a very high speed and has accuracy in the search process. In terms of the file upload process , it still depends on the network speed of the internet connection of each SIPTL application user.

2. Service follow-up

Service follow-up is the development or change made to the system, namely in the form of *updates*. An effective service follow-up is a system that is updated regularly. The results of the evaluation show that the follow-up of SIPTL services has not been running well. This is based on the results of an interview with R1 which states that SIPTL still has no version change. Although on the other hand R2 states that there are additional changes related to state/local losses to the application and R3 also states that the search for recommendations is always appropriate. Based on the answers of these respondents, information was obtained that there was no *update* on the *auditee* version of the SIPTL application in the Majene District Inspectorate. The version used is still the SIPTL application version 1.0 but there is an additional state / regional loss information feature in the SIPTL application implemented by the BPK RI which does not change the previous version of the SIPTL application. The changes were not submitted in writing or through the whatsapp group container that had been made so that there was information that was not conveyed.

Siptl's Effectiveness Assessment of the service quality component at the Majene District Inspectorate has been running well but there are still shortcomings, namely in the aspect of service follow-up.

V. Conclusion

This study evaluated the effectiveness of SIPTL from the point of view of auditees in Majene Regency. The evaluation was carried out using the HOT Fit Model. The data sources for conducting the evaluation came from three respondents, namely 1 Admin and 2 SIPTL inputers at the Majene District Inspectorate. The evaluation results showed that SIPTL was considered effective based on the HOT FIT model.

Based on the HOT Fit Model, SIPTL is considered effective from the aspects of: (1) Human which includes components of system use and system satisfaction; (2) Organizational Structure; and (3) Technology that includes components of system quality, information quality, and service quality. Based on 18 indicators, it is known that 16 indicators, namely system function, knowledge of system use, expectations, attitudes of accepting and rejecting the system, user perception, user benefits, planning or goals, control standards (controlling), management, ease of system quality, time and response, flexibility, completeness in information quality, data accuracy, and speed of response serve, have been running well, while the other 4 indicators have not been running well, while the other 4 indicators have not run well, while the other 4 indicators have not run well, while the other 4 indicators have not run with whether i.e. training, security, communication or system cooperation and service follow-up. The three indicators that have not been running well illustrate the shortcomings of SIPTL in terms of the absence of regular training of users, communication with users that has not been running optimally, there is no regular change of passwords, and the absence of regular application updates.

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