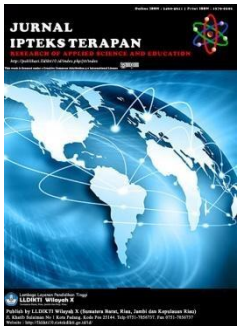

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MEASURING THE SUCCESS OF THE LECTURER E-PERFORMANCE APPLICATION AT BUNG HATTA UNIVERSITY

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Abstract

Information system used at Bung Hatta University uses Digital Campus, one of the applications is E-Lecturer Performance . E- Performance Applications Lecturer designed For manage related data academic covers teaching , research , supporting , PKM, journals, proceedings , books , IPR and recognition use technology computer . Quality information system helps give satisfaction for University And lecturers in improving Power compete , give mark plus for University. To measure success something The Lecturer E-Performance application that already exists on the Bung Hatta University website and has been used by lecturers, needs to be evaluated by measuring the level of success of the application by apply model of success *Delone* And *McLean* , the analysis method used is descriptive analysis which is based on the actual scores from respondents' answers, while the number of samples used was 95 respondents. The results explain that the application as a whole has a very good running system quality with a score of 95.01%. Meanwhile, the hypothesis results from 10 hypotheses, there are 6 hypotheses accepted and 4 hypotheses rejected and the role of mediating variables can be partial and full mediation so that the findings from this research are that system quality has a very significant effect on user satisfaction.

Keywords: Delone and McLean, Lecturer E-Performance, Digital Campus

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INTRODUCTION

Results research conducted has done optimization system with optimization in database processing. Addition of views is carried out so that get time more execution fast compared without using views (Atmaja et al., 2019). The quality of the system will affect the user satisfaction and the quality of information will affect user satisfaction (S et al., 2016). The academic information system as a whole has a good quality system and scores 81.63% (NN Pusparini et al., 2021). Individual impact on Good University Governance (Tajuddin, 2015). User satisfaction has a positive effect on net benefits so that the quality of service to the academic community increases (Novianto, 2020). Quality service And usage influential significant to variable dependent that is satisfaction user (Hasanah, 2020), Leadership style, information technology support, and work environment have a significant influence on lecturer performance. Furthermore, the work environment can mediate the relationship between leadership style and information technology support on lecturer performance (Haziroh et al., 2021). positive influence from perception web usability academic to attitude use academic information system web based. There is uses of academic websites make activity student more effective , There is a positive influence from the perception of the ease of the academic web on the perceived usefulness of the academic web, students use the academic web easily and can be understood so that the academic web is easy to use. There is a positive influence from the perception of the ease of the academic web on the attitude of using the academic web, to use the academic web is a fun idea, this shows that the academic website makes it easier for students to use, so that the academic website is useful for students. There is a positive influence from the perception of attitude towards using the intention to use the academic website. The intention to use the academic website is the idea that students like to use the academic website. There is an influence positive behavior regarding the intention to use the academic web towards the actual use of the academic web, there is an intention to use the academic web and students intend to use the academic web in the long term, there is a positive influence of system quality on the perceived ease of the academic web, the academic web is easy to rely on , students using the academic website know the convenience of the academic website before entering an order, there is a positive influence of service quality on the perception of the usefulness of the academic website, there is a student opinion that academic services respond to student requests so that student activities are faster, there is a positive influence of social factors on usage behavior The academic web contains social factors, the academic part provides information to students to use the academic web (Kusnadi, 2020), proposes improvements to the DeLone and McLean Information Systems Success Model discussing the utility of the updated model (William H. DeLon et al., 2003), Quality system, information quality and quality

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service is very influential to satisfaction users (Wulandari et al., 2019), system quality, information quality, service quality, and social influence have a multiple regression effect on actual use of e-government (Alzarooni et al., 2020), Information quality and service quality have a positive effect on use system, information quality and service quality have a positive effect on user satisfaction and information quality, system use and user satisfaction have a positive effect on net profits (Wibowo et al., 2019), Research This focus done For see success use presence online students using method Delone and Mclean (D&M) includes: information quality, quality system , quality service , customer , satisfaction customer And benefit use (Hermanto et al., 2018), Research conducted by (Awad et al., 2022) shows that compatibility, relative advantage, perceived COVID-19 risk, and satisfaction have a significant direct influence on students' continued usage intentions. However, all factors have been found to have a significant indirect influence on students' continued usage intentions when satisfaction factors mediate the relationship, T here is connection positive And significant between quality system (KS) with satisfaction user (KP), there are connection positive And significant Anat A Ra information quality (KI) with satisfaction user (KP), does not exist connection positive And significant to satisfaction users (KP) with benefits clean (MB) (Octaviani et al., 2022) , By testing the system using DeLone and McLean it is known that the STMIK Widuri academic information system as a whole has good system quality with a score of 81.63 %. (NN Pusparini et al., 2021) , The increasing use of technology on proposed performance describes 76.5% of the variation in performance impacts (Alketbi, 2022).

METHOD

This research uses a quantitative method with the following stages: Literature review at this stage is studied studies libraries related to models success *DeLone and McLean* and theory which related, to the development model determined model development of results study previous , next A research design is made using quantitative research methods by determining what variables are used in the research, while instrument development is the activity of creating a questionnaire that has been developed by determining the variables and indicators used to obtain data. The data is processed and analyzed descriptively and inferentially. The next step is to interpret the data processing results and a conclusion is made at the report writing stage.

RESULTS

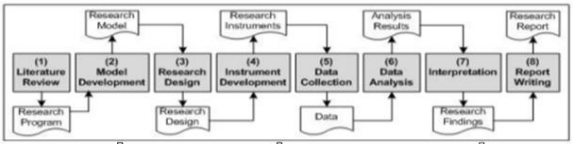

Figure 1. Research Stages

The population of this research is all permanent foundation lecturers at Bung

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Hatta University, while the number of research samples is according to (RE Hair, J., Black, WC, Babin, BJ, 2010) amount sample at least 5 times from amount indicator . On study This amount research sample 5 X 19 indicators = 95 respondents which is felt to be sufficient For represent population. There are 10 hypotheses about the relationship between the 5 model variables used: INQ=X1 (Information Quality), SYQ=X2 (System Quality), SVQ=X3 (Service Quality), USF=Z (User Satisfaction), NBF=Y (Net Benefit) based on Figure 2., namely.

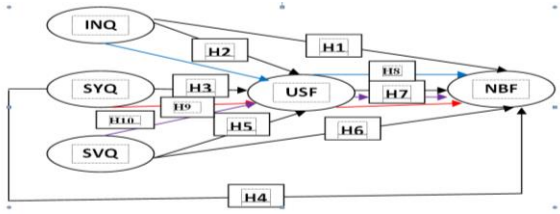

Figure 2. Conceptual Framework

% Total score	Criteria
20.00% - 36.00%	Very bad
36.01 % - 52.00 %	Bad
52.01 % - 68.00 %	Enough
68.01 % - 84.00 %	Good
84.01 % - 100 %	Very good

Table 1. Percentage for Respondents' Responses to the Ideal Score

No	Aspect	Actual Score	Ideal Score	Total Score
1	*Information Quality*	515	528	97.53%
2	*System Quality*	484	528	91.66 %
3	*Service Quality*	276	297	92.92 %
4	*User Satisfaction*	495	528	93.75 %
5	*Net Benefits*	519	528	98.29 %
	Total	2289	2409	95.01%

Table 2. Conclusion of Delone and Mclean Model testing

Table 2 above conclude results testing of the Lecturer E-Performance application at Bung Hatta University using five aspect system testing , namely results information quality as big as 97 , 53 %, quality system (system quality) of 9 1 , 66 %, quality service (service quality) of 9 2 , 92 %, satisfaction user (user satisfaction) 93 , 75 %, benefits additional (net benefit) 98 , 29 %. So in a way whole average was obtained mark testing use method Delone and McLean model as big as 95 , 01 % and in a way whole then quality system This went very well according to the explanation in.

SEM (Structural Equational Model) Analysis

So there were 3 indicators that were invalid, namely: X1.2, X3.1, The PLS Algorithm results obtained in Figure 2 and Table 3 are:

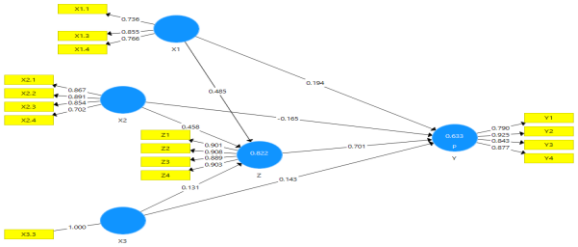

Figure 2. Outer Model

	X1	X2	X3	Y	Z
X1.1	**0.736**				
X1.3	**0.855**				
X1.4	**0.766**				
X2.1		**0.867**			
X2.2		**0.891**			

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X2.3	**0.854**			
X2.4	**0.702**			
X3.3		**1,000**		
Y1			**0.790**	
Y2			**0.925**	
Y3			**0.843**	
Y4			**0.877**	
Z1				**0.901**
Z2				**0.908**
Z3				**0.889**
Z4				**0.903**

Table 3. Outer Loading

Next, Validity and Reliability tests were carried out on these 5 variables with Valid results because Average Variance Extracted > 0.6, while for Reliability the results were Reliable because Composite Reliability > 0.6 as explained in table 4, namely:

	Cronbach's Alpha	**rho_A**	**Composite Reliability**	**Average Variance Extracted (AVE)**
X1	**0.696**	**0.726**	**0.830**	**0.620**
X2	**0.850**	**0.855**	**0.899**	**0.692**
X3	**1,000**	**1,000**	**1,000**	**1,000**
Y	**0.881**	**0.881**	**0.919**	**0.740**
Z	**0.922**	**0.922**	**0.945**	**0.810**

Table 4. Construct Reliability and Validity

To find out whether the use of the SEM model is appropriate or not, look at the SRMR by comparing the Saturated Model with the Estimated Model as explained in table 5 below:

	Saturated Model	**Estimated Model**
SRMR	0.115	0.115
d_ULS	1,804	1,804
d_G	1,719	1,719
Chi-Square	222,591	222,591
NFI	0.598	0.598

Table 5. Model Fit

To find out the direct influence of the relationship between variables, it can be explained in table 7, which explains that:

X1 influences Y because P Values < 0.05, meaning that the indicator that really influences improving information quality (X1) is by providing information that appears on Lecturer E-Performance which must be quality information (X1.3). Next, Bung Hatta University make every effort to improve the information displayed on E-Kinerja Lecturer which is relevant to the needs of lecturers (X1.1) which can influence and increase the net benefit (Y) of the E-Kinerja Lecturer application, especially in the ability to improve campus services (Y2), furthermore, Lecturer (Z2), then Bung Hatta University is trying as hard as possible to improve how the system can quickly respond to Lecturer instructions (X2.4) which can influence and increase user satisfaction (Z) from the Lecturer E-Kinerja application, especially in the ability to increase satisfaction with information. which is available because it is in accordance with the lecturer's needs (Z2) as well as Z has an influence on Y because P Values < 0.05, meaning that the indicator that really influences the ability to increase user satisfaction (Z) is by the way the lecturer feels satisfied with the information available because it is in accordance with Lecturer needs (Z2), then Bung Hatta University is trying as hard as possible to increase the net benefit (Y) from the Lecturer E-Kinerja application, especially in terms of the ability to improve campus services (Y2).

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Based on table 6 below, there is a positive and significant relationship between information quality and net benefit through user satisfaction which partially mediates mediation where the direct relationship (X1-> Y) has an influence as well as the indirect relationship (X1->Z and Z- >Y), then there is also a positive and significant relationship between system quality and net benefit through user satisfaction which mediates in full mediation where the direct relationship (X2->Y) has no influence while the indirect relationship has an influence (X2->Z and Z->Y).

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
X1 -> Z -> Y	0.340	0.314	0.144	2,366	**0.018**
X2 -> Z -> Y	0.321	0.309	0.154	2,088	**0.037**
X3 -> Z -> Y	0.092	0.082	0.076	1,213	**0.226**

Table 6. Indirect Effect

CONCLUSION

The results of this research can be concluded that there is a positive and significant relationship between information quality on net benefits, information quality on user satisfaction, system quality on user satisfaction, user satisfaction on net benefits, while information quality also has a positive and significant influence on net benefits. through user satisfaction, as well as system quality which has a positive and significant influence on net benefit through user satisfaction. Suggestions for future researchers are to increase the number of samples used , and also to develop the existing Delon and Mclean models to be better

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