DETERMINANTS OF SUCCESSFUL IMPLEMENTATION OF E-GOVERNMENT SYSTEM

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Abstract

To determine the effect of the determinants of the success of the implementation of the Local Government Information System using the DeLone and McLean model is the purpose of this study. Questionnaires were distributed to obtain data. Purposive sampling method with a total sample of 80 sample. Path analysis using Partial Least Square is a data analysis technique used. It is proven in the research, namely that the belief system of information quality affects the system use, while service quality, social factors and system quality, has no effect on system use. The results also show that system trust, information quality, social factors affect system user satisfaction, while service quality and system quality have no effect on user satisfaction. Then, it also proves that user satisfaction and system use affect individual performance. The success of this system is measured based on user satisfaction with and as a result of the application of the system and individual efforts, so that the implementation of the Local Government Information System in all regions of the Regional Apparatus Organization in Kupang Regency is quite successful.

Keywords: *Social Factors, System Trust, Individual Performance, System success model*

1. INTRODUCTION

Information technology is developing so rapidly which is then used not only by the economic sector, but also by government institutions. The creation of good governance is supported by the development of existing technology which is then utilized by government agencies (Jaeng, Suardikha, & Budiasih, 2019). The Regional Government Information System is a web-based application used to harmonize regulations in implementing the system for the government to manage finances in accordance with its principles (www.kemendagri.go.id). Kupang Regency is one of the regencies in East Nusa Tenggara Province that uses the Regional Government Information System in its regional financial management process. The use of this system has been regulated in the Minister of Home Affairs Regulation Number 70 of 2019, where the Regional Government is required to provide regional government information consisting of regional development information and financial information. The utilization of this information system to local governments in managing finances is then adjusted to the latest regulations, namely the Minister of Home Affairs Regulation Number 77 of 2020 concerning Technical Guidelines for Regional Financial Management.

The local government of Kupang Regency previously used an information system called SIPKD its financial management. The shift in the system use from the SIPKD to the Regional Government Information System is inseparable from various impacts, especially for parties directly related to the system use, namely system users. The shift in the use of this system affects system users, namely individuals in Regional Apparatus Organizations in Kupang Regency to make adjustments. The transition to the use of this system is included in the direct transition which in the process is carried out directly without adequate socialization or is carried out in a relatively short time. In the process, the use of Regional Government Information System is not optimal because not all financial managers in Regional Apparatus Organization are able to use this system because it is still in the adjustment stage (Sari, Rosidi, & Roekhudin, 2016). This transition also has an impact on individual performance in completing their tasks, both in terms of time and process. This also has an impact on system users, namely individuals where there are several things that are of concern, namely errors in data entry (human error), technical obstacles in the form of Regional Government Information System support networks, employee mutations which

result in a lack of understanding and experience in implementing this system, which creates obstacles in the operation of Regional Government Information System which can also indirectly affect individuals of completing their tasks. Since the transition of the system related to financial management and local government to the Regional Government Information System, there has been no assessment of the success of the implementation of this system, therefore, further discussion is needed to explore the changes resulting from the implementation of new system on the Kupang Regency government.

System success can be measured using the six detailed variables in the DeLone model (DeLone & McLean, 1992). This study looks at the impact of individuals. The use of factors in the DeLone model is stated and the impact on technology is seen (DeLone & McLean, 2003). Continuing from this, the addition of external factors in the form of social factors and system trust needs to be done in reviewing user behavior factors for the existing system.

This study focuses on the factors that influence behavior and their impact on individual performance as a measure of system success advocated by DeLone (DeLone & McLean, 1992) (DeLone & McLean, 2003) and then adding the social factor variables in the UTAUT model and system trust based on the research of (Santa, MacDonald, & Ferrer, 2019) and (Purwanto & Susanto, 2018). The addition of social factors and system trust aims to make the assessment of this information system not only seen from the technology side, but also the aspects of user actors and their behavior while using the system.

2. PREVIOUS RESEARCH AND HYPOTHESES DEVELOPMENT

1) Theory of Reasoned Action

The theory of reasons for acting is assumed to be behavior that a person performs in accordance with his wishes to determine whether or not an action is necessary (Ajzen, I. and Fishbein, 1980). If it is associated with the topic being studied, then this theory explains the use and reaction to information systems will affect attitudes in receiving information systems.

2) DeLone and McLean information systems success model

The measurement of the success of implementing D&M model is carried out with the concept of a causal relationship from the measuring variables in the model (DeLone & McLean, 1992). The six measurement variables are not measured independently, but measured as a whole one affects the other.

The success of measuring the system advocated by DeLone then invited some criticism, therefore the system model was updated (DeLone & McLean, 1992). The addition of variables as well as providing other alternatives and a combination of individual impacts and organizational impacts is a novelty in the model (DeLone & McLean, 2003). One of the reasons the DeLone and McLean (DeLone & McLean, 1992) (DeLone & McLean, 2003) model is widely used as a reference is because this model is quite simple but valid enough to explain the measurement in the application of the system in the region.

The use of six system measurement factors in the DeLone model and adding two external variables namely social factors and trust in the system became the basis for research testing (DeLone & McLean, 2003). Further testing using technological factors in the DeLone model, while in terms of the human aspect, is based on the UTAUT model (Venkatesh, Morris, Gordon, & Davis, 2003) and system trust (Santa, MacDonald, & Ferrer, 2019) (Purwanto & Susanto, 2018). The formulation of the problem is presented according to the previous explanation and forms a goal. The next step is to formulate research hypotheses and collect research data. The data is then analyzed to then test the hypothesis and show that the hypothesis is accepted or otherwise rejected. From the results of the analysis, a comprehensive conclusion is drawn regarding the research that has been carried out and provides suggestions for the limitations of the research, including developments that can be carried out by further researchers.

3) System Quality and System Use

The performance characteristics of e-government system that have been implemented become an important focus of the quality level of the system. User confidence that the system used is smooth in operation, directly able to increase system usage (Yasa & Ariyanto, 2017). Findings related to the positive relationship between the two variables are found in empirical studies (Salim, 2014) (Tan, Suyatno, & Aliyah, 2015) (Hudin & Riana, 2016) (Jaeng, Suardikha, & Budiasih, 2019). Meanwhile, research that produces different findings is that there is an insignificant relationship, namely the relationship of system quality to the application of the system (Yasa & Ariyanto, 2017) (Nurjaya, 2017). A system has a good quality seen based on the benefits provided and its usefulness in increasing usage.
H1: System quality positively affects system use

4) Information Quality and System Use

Individual system users are interested in using the system based on the ability of sufficient system output related to information (DeLone & McLean, 1992). The relationship of the influence of positive information quality on system use was proposed in the research (Salim, 2014). The same results were also found in the study that the application of an online academic information system (Subchan, Astuti, & Kertahadi, 2012) (Yasa & Ariyanto, 2017) which the use of a successful model based on DeLone regarding information systems for the government in managing regional finances is contained in the research (Jaeng, Suardikha, & Budiasih, 2019) which shows that information quality variable significantly affects the use of e-government. It can be said that the system use depends on the system quality itself. The user's belief in the implemented system which results in good quality and during the process is the reason for using the system.

H2: Information quality positively affects system use

5) Service Quality and System Use

Service quality refers to efforts related to the fulfillment of every desire and need of information system users. The better the service of a system, the higher the usage of the system. (Jogiyanto, 2007). Research that has been conducted (Suryaningrat & Utama, 2019) (Septianita, Agus, & Arif, 2014) regarding the determinants of satisfaction from user Rail Ticketing System, prove that users are satisfied because of the services provided by SIPD. This view of the concept is in line with the understanding that satisfaction with the system in relation to the services provided will increase the system usage. The same concept is presented in the answers from the research. (Widodo, Putranti, & Nurchayati, 2016). A system that is implemented in an organization provides high benefits in terms of quality and usefulness in increasing usage.

H3: Service quality positively affects system use

6) Social Factors and System Use

Utilization of information technology systems is encouraged and well introduced through social factors consisting of relationships between colleagues in operating technology. Research (Baridwan, 2012) (Sari, Rosidi, & Roekhudin, 2016) shows that performance expectations, business expectations, the influence of colleagues (social factors) and training are important in the use of Local Government Information Systems. The same understanding is found in research (Athmay, Fantazy, & Kumar, 2016) which has shown that the use of systems and social factors are related to each other in this case e-government services in the UAE. Social factors, namely from colleagues, superiors and organizations in the environment that can influence system users in acting will increase the system use.

H4: Sosial factors positively affects system use

7) System trust and System use

People's system trust is about trust in a system that is implemented in serving user needs (Mcknight, Carter, & Thatcher, 2011). System use is influenced by system trust was found in several studies (Venkatesh, Thong, Chan, Hu, & Brown, 2011). Research related to trust in systems (Purwanto & Susanto, 2018) uses this construct to assess the impact of service availability. Another study (Santa, MacDonald, & Ferrer, 2019) signalize that a person's satisfaction is significantly influenced by trust in system, this also supports the increase in system use and supports several studies that have been done previously (Khan, Umer, Umer, & Naqvi, 2021). There is a belief that the information system used can help all the work and activities of users and facilitate the completion of tasks, so users can increase the system use.

H5: System trust positively affects system use

8) System Quality and User Satisfaction

User satisfaction can assessed by application of the information system which can be seen from the system quality owned (Arifin & Pratolo, 2012). The magnitude of a person's satisfaction with the system is caused by good and quality of the implemented system. Supporting research was conducted by (Susanty, 2013). Employee satisfaction and system quality in using the IFCA system is proven by a large influence. Other studies that also found similar results were studies (Salim, 2014) (Arifin & Pratolo, 2012) (Tan, Suyatno, & Aliyah, 2015). The comfort felt by the user and the impact on the amount of satisfaction comes from a quality system.

H6: System quality positively affects user satisfaction

9) Information Quality and User Satisfaction

System output in the form of information leads to user behavior and satisfaction (Rukmiyati & Budiartha, 2016). Research (Salim, 2014) that measures the implementation of the system for succes on an online Integrated Service Information System, found that between user satisfaction and the quality of information there is a parallel relationship. The same thing was also found in research (Salim, 2014) (Wahyuni, 2011). Another study (Rukmiyati & Budiartha, 2016) also introduce information results that have complex characteristics. With good quality

information, the more correct decisions are taken. This will affect the satisfaction obtained by the user. User satisfaction becomes a negative impact if the quality of information is poor. Purpose of using SIPD in responding to information that is useful in developing the management of government needs.

H7: Information quality positively affects User Satisfaction

10) Service Quality and User Satisfaction

In a study (Septianita, Agus, & Arif, 2014) regarding the dominant factor of user satisfaction with RTS, The results of the study found that users would be satisfied if the overall service provision provided was good. This idea is in sync with research (Widodo, Putranti, & Nurchayati, 2016) (Hudin & Riana, 2016). If the service provided by a quality system, then users will tend to feel satisfied, and vice versa. Services will always be needed, especially when the system is still new or the system has been used continuously.

H8: Service quality positively affects user satisfaction

11) Social Factors and User Satisfaction

Social factors are understood as conditions in which an individual considers the interests that are trusted by others that will influence him to use the system. (Venkatesh, Morris, Gordon, & Davis, 2003). Social factors are indicated by the amount of support from colleagues, senior managers, leaders and organizations (Setiawan, Musmini, & Julianto, 2019). A positive relationship was previously shown between social factors and system use, where social factors are indicated by the amount of support from coworkers, senior managers, leaders and organizations (Hudin & Riana, 2016). The same understanding and concepts are shown in several other studies (Athmay, Fantazy, & Kumar, 2016) (Setiawan, Musmini, & Julianto, 2019) evidence that a positive relationship was found between social factors in the organization on system user satisfaction. The increasing use of a system caused by peer influence will also increase the level of satisfaction from users of the system.

H9: Social factors positively affects user satisfaction

12) System trust and User Satisfaction

Trust in information systems technology is intended to ensure that computer-based systems can be used to control user performance (Warkentin, Sharma, Gefen, & Rose, 2018). Research conducted (Santa, MacDonald, & Ferrer, 2019) found that system user satisfaction is influenced by the variability of information quality, service, system and trust. This answer is similar to other research results (Khan, Umer, Umer, & Naqvi, 2021) which also shows a

dominant relationship between technology acceptance and trust. The success of implementing a system can be seen from how the system is used, easy to run and has its own benefits. (Venkatesh, Thong, Chan, Hu, & Brown, 2011). With the system use and the usefulness of using the system, it is in line with user satisfaction with the system (Santa, MacDonald, & Ferrer, 2019). This can be seen if the information system used is useful and helpful, it will also increase user confidence in the system.

H10: System trust positively affects user satisfaction

13) System Use and Individual Performance

System success model describes the use that has a relationship with individual impacts because high usage will speed up the in completing tasks and accompanied by easy use. Research (Kesumman & Suardikha, 2016) (Tan, Suyatno, & Aliyah, 2015) (Yasa & Ariyanto, 2017) states that individual productivity at work is influenced by the number of uses and by frequent application. Completion of activities is accelerated by increasing the performance of government officials, namely individuals through the frequent use of SIPD (Kesumman & Suardikha, 2016). SIPD user officers become more skilled individuals when balanced with adequate use and understanding.

H11: System use positively affects individual performance

14) User Satisfaction and Individual Performance

A person's performance can increase if the system used is felt to be able to provide a feeling of satisfaction during its operation for system users (Yasa & Ariyanto, 2017). The benefits of the system make users feel satisfied and increase their effectiveness in carrying out activities. Research with the results of user satisfaction affecting individual performance significantly obtained in research (Tan, Suyatno, & Aliyah, 2015) (Kesumman & Suardikha, 2016) (Yasa & Ariyanto, 2017). A system that is run with a high level of satisfaction can improve the performance of individuals.

H12: User satisfaction positively affects individual performance

3. RESEARCH METHOD

The location or scope of the research area is carried out at the local government of Kupang Regency, NTT Province. The population selected by the researcher is the users of e-government system in all regional apparatus organizations in Kupang Regency, with a total of 156 system users (Sugiyono,

2017). The research sample determined by the researcher was taken from working employees in the finance department, especially as operators of Regional Government Information System in all Regional Apparatus Organization in Kupang Regency, as many as 80 people. The reason for using this sample is because Regional Apparatus Organization as a government instrument in managing regional finances uses Regional Government Information System. Determination of the research sample is done by purposive sampling technique in non-probability sampling method (Sugiyono, 2017). Respondents in this study consisted of treasurers and staff of regional finance and assets in each Regional Apparatus Organization in Kupang Regency. This respondent was chosen based on the consideration that the respondent is a direct operator of Regional Government Information System and served as finance employees for more than a year and have used system continuously or more than 3 times.

Research data collected by and through questionnaires (Sugiyono, 2017). Quantitative data in this study include answer points to the statements contained in the questionnaire regarding service quality, information quality, system quality, social factors, trust in system, use of Regional Government Information System, user satisfaction, and individual performance. The indicators used to measure the research variables are taken according to research related to success of the system and other previous research (DeLone & McLean, 1992) (DeLone & McLean, 2003) (Jogiyanto, 2007) (Venkatesh, Morris, Gordon, & Davis, 2003) (Purwanto & Susanto, 2018). The statements answered by respondents through questionnaires which are research instruments. The Likert scale was used to assess the research instrument, namely the questionnaire (Sugiyono, 2017). The research data were then analyzed using a statistical test in the form of partial least squares. PLS testing is carried out through three stages, namely outer, inner, and hypothesis testing (Ghozali & Latan, 2015).

4. RESULT AND DISCUSSION
A. Results of Data Collection

The composition of in Kupang Regency regional apparatus is contained in the Kupang Regency Regional Regulation Number 3 of 20, which includes the inspectorate, regional secretary, DPRD secretariat, 20 Regional Apparatus Organization, 5 agencies and 24 sub-districts.

The number of questionnaires distributed and returned was 80. The characteristics of the most respondents were male, the majority were aged 36-45 years, the highest level of education was S1 in general education, finance staff and regional assets, the longest working experience was 6-10 years with all attend training.

B. Outer Model
1) Convergent Validity

In testing convergent validity with reflective indicators, each variable indicator is considered for its loading factor value. The average variance extract value is another determinant of this test (Ghozali & Latan, 2015). The results of the outer loadings test with the result that all the outer loadings indicator values in this study have a value above 0.70 so it can be concluded that the convergent validity measurement has met the requirements with the loading factor value greater than 0.70 and can be continued in the next stage of testing.

The results of the AVE value of the research variable show that all AVE values have a value above 0.50 so it can be concluded that the convergent validity measurement has met the requirements with an AVE value greater than 0.50 and can be continued in the next stage of testing.

2) Discriminant Validity

The model can be said to have sufficient discriminant validity if the value of the square AVE root for each variable is higher than the correlation value between the variables and other variables in the model (Ghozali & Latan, 2015).

All research variables contained in the estimated model are confirmed and proven in accordance with the requirements proposed in the discriminant validity test.

3) Composite Reliability

Cronbach alpha measures the lower limit of the reliability value of a construct, while composite reliability measures the real value of the reliability of a construct. The value of Cronbach's and alpha composite reliability is greater than 0.70 then the variable is categorized as reliable (Ghozali & Latan, 2015).

The composite reliability test and Cronbach's alpha above show that all variables have a value higher than 0.70, it can be explained that all research variables used in this study are reliable.

and p-value <0.05, then the hypothesis is accepted and vice versa. Bootstrapping analysis is shown in Figure 1 below.

Table 1. Average Variance Extracted and Composite Reliability

Variable	Average Variance Extracted	Cronbach's Alpha	Composite Reliability
SQ	0.912	0.981	0.984
IQ	0.940	0.984	0.987
SEQ	0.916	0.954	0.970
SF	0.888	0.937	0.960
ST	0.901	0.945	0.965
U	0.867	0.923	0.951
US	0.795	0.935	0.951
IP	0.893	0.940	0.961

(Secondary Data, 2021)

Description: IQ=Information Quality, SQ=System Quality, SF=Social Factor, SEQ=Service Quality, ST=System Trust, U=Use, US=User Satisfaction, IP=Individual Performance

C. Inner Model

1) Goodness of Fit (R^2)

The structural model in this study has three endogenous variables consisting of System Use (Y1), User Satisfaction (Y2) and Individual Performance (Y3). Data processing shows that the value of coefficient determination (R^2) of each endogenous variable is shown in the table. Test results below indicate that a strong influence between exogenous variables on endogenous variables and endogenous variabels on endogenous variables.

Table 2. R Square

	R Square
IP	0.779
US	0.813
U	0.861

(Secondary Data, 2021)

D. Hypothesis Test

Hypothesis testing done to determine the effect between variables (Ghozali & Latan, 2015). Determination related to the results of hypothesis testing is seen based on the p-value (probability value) as well as in terms of the T statistic value in the bootstrapping calculation results. The level of significance (α) used is 5 percent. If t statistic > 1.96
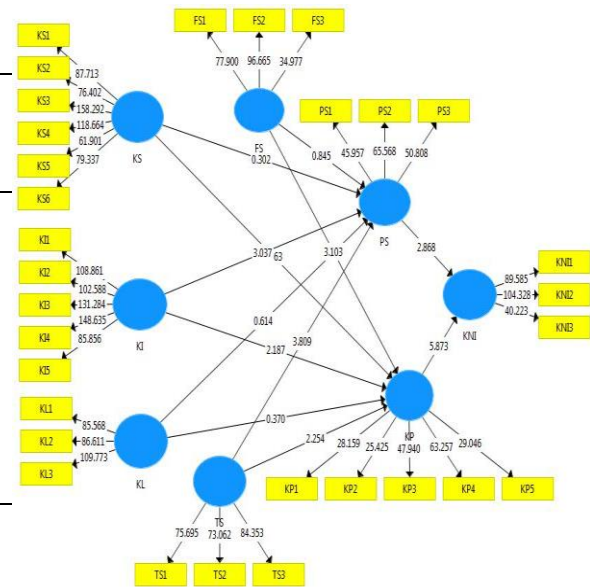

Figure 1. Bootstrapping

Table 3. Hypothesis Testing

Hypothesis	Path Coef.	T Statistics	P Values	Result
SQ -> U	0.053	0.302	0.763	Rejected
IQ -> U	0.350	3.037	0.003	Accepted
SEQ -> U	0.114	0.614	0.539	Rejected
FS -> U	0.084	0.845	0.399	Rejected
ST -> U	0.392	3.809	0.000	Accepted
SQ -> US	0.023	0.163	0.871	Rejected
IQ -> US	0.210	2.187	0.029	Accepted
SEQ -> US	0.047	0.370	0.712	Rejected
FS -> US	0.424	3.103	0.002	Accepted
ST -> US	0.271	2.254	0.025	Accepted
U -> IP	0.301	2.868	0.004	Accepted
US -> IP	0.620	5.873	0.000	Accepted

(Secondary Data, 2021)

1) The Effect of System Quality on System Use

This study shows that system use is not affected by quality system. Indicates that low system quality will have an impact on low system usage. The level of reliability and usability of specific functions on the system becomes a constraint in the system use. The use of Regional Government Information System in Regional Apparatus Organization in Kupang Regency is mandatory, not voluntary, causing the system quality used, namely Regional Government Information System, to have no effect on the system use. This

research proves similar results to other previous studies (Arifin & Pratolo, 2012) (Sari, Rosidi, & Roekhudin, 2016) (Yasa & Ariyanto, 2017) (Nurjaya, 2017) that system usage is not affected by system quality.

2) *The Effect of Information Quality on System Use*

This study demonstrates the important role of using SIPD to provide information. Useful information in determining the continuation of every activity of government officials in making every decision. The emphasis is on quality. It can also be interpreted that information quality, Regional Government Information Systems is classified as good. Information here is the output of Regional Government Information System which is useful in providing considerations related to decision making. With good quality information, it can influence employees at the Kupang Regency Regional Apparatus Organization in using Regional Government Information System in the regional financial management process. The same concept obtained in this study was also shown in results of several studies that have been conducted (Salim, 2014) (Hudin & Riana, 2016) (Jaeng, Suardikha, & Budiasih, 2019) that the information quality affects the system use.

3) *The Effect of Service Quality on System Use*

This study shows that system usage is not affected by service the quality. It can be explained that low service quality will affect the system use, namely Regional Government Information System. If the user feels uncomfortable in using and operating the system, it will reduce the system use. The lack of responsiveness and speed system in resolving or repairing problems that occur during the operation of Regional Government Information System, so that it is the cause of the absence of influence between service quality and the use of Regional Government Information System. The same results were obtained in several previous studies that have been carried out (Nurjaya, 2017) (Hudin & Riana, 2016) (Yasa & Ariyanto, 2017) that the use of system is not affected by the quality of service.

4) *The Effect of Social Factors on System Use*

The use of the system is not influenced by social factors is the result of this research. Social factors in the form of resources, colleagues and superiors and people's views and work environment have no effect on the level of system use. The lack of availability of supporting resources and the support of colleagues is the cause of the ineffectiveness of social factors on the use of Regional Government Information Systems. The results of the same study were also found in other

previous studies (Athmay, Fantazy, & Kumar, 2016) (Sari, Rosidi, & Roekhudin, 2016) that the use of the system is not influenced by social factors.

5) *The Effect of System Trust on the System Use*

System usage is proven to be influenced by trust in system. These results disclose the greater of system belief by user, the greater the system use. Trusted systems are based on usability and the resulting system quality. This means that Regional Government Information System users in every Regional Apparatus Organization of Kupang Regency feel safe and comfortable in the operation of Regional Government Information System because their use is in the regulations and users believe implementation in regional financial management will assist users in completing any work related to their needs so that it has an impact on increasing system usage. The same results are in accordance with this research obtained in several previous studies that have been carried out (Khan, Umer, Umer, & Naqvi, 2021) (Purwanto & Susanto, 2018) (Alruwaie, El-Haddadeh, & Weerakkody, 2020) that system trust affects the system use.

6) *The Effect of System Quality on User Satisfaction*

SIPD is a sophisticated and complete application. The completeness of this application is a weakness for users. Dissatisfied with the quality of SIPD was found through a processed questionnaire. The low level of satisfaction occurs due to poor system quality. User inconvenience due to poor system quality in the operation of the system which will result in users being dissatisfied with the system. This is because Regional Government Information System is considered unable to handle various damages that occur in operation and is still considered difficult in the process of changing or editing the data in it. Studies with the same results were also obtained based on other research that has been done (Nurjaya, 2017) (Yasa & Ariyanto, 2017) that the user satisfaction is not affected by system quality.

7) *The Effect of Information Quality on User Satisfaction*

System user satisfaction is proven to be influenced by the quality of the system. The Understanding of these results means that the Local Government Information System produces information that is classified as quality. These results prove that the Information System for users in all Regional Apparatus Organization of Kupang Regency is complete and adequate in accordance with user needs and the information provided is also definitely related

to the work of Regional Government Information System users so that it can provide satisfaction. Previous studies yielded the same findings as this study (Septianita, Agus, & Arif, 2014) (Salim, 2014) (Widodo, Putranti, & Nurchayati, 2016) (Pawirosumarto, 2016) (Jaafreh, 2017) that the user satisfaction is influenced by the quality of information.

8) The Effect of Service Quality on User Satisfaction

User satisfaction is proven based on test results is not affected by service quality. This indicates that even though the service provided is of good quality or not, level of user satisfaction is not affected. Lack of responsiveness and speed of system in resolving or repairing obstacles that occur during the operation of Regional Government Information System, so that it is the cause of the absence of influence between service quality and user satisfaction. In addition, Regional Government Information System itself is applied in all Regional Apparatus Organization of Kupang Regency based on regulations so it is mandatory so that all service processes in regional financial management have been considered. Studies with the same findings are also obtained based on other research that has been done (Tan, Suyatno, & Aliyah, 2015) (Yasa & Ariyanto, 2017) that the user satisfaction not affected by service quality.

9) The Effect of Social Factors on User Satisfaction

Social factors are proven to have an effect on system user satisfaction. These results indicate that social factors in the form of colleagues and superiors and people's views and work environment affect user satisfaction in operating the system. These results prove that the support of superiors and colleagues in running the system effect on level of satisfaction of system users. Regional Government Information System which is applied to Regional Apparatus Organization throughout Kupang Regency in the management of regional finance is carried out based on regulations or is mandatory, so that with the more support from superiors and fellow Regional Government Information System users, it will make users feel satisfied. Congruent understanding expressed in the answers from research obtained in several previous studies that have been carried out (Baridwan, 2012) (Setiawan, Musmini, & Julianto, 2019) that the user satisfaction is influenced by social factors.

10) The Effect of System trust on User Satisfaction

System user satisfaction is proven to be influenced by trust in the system. The greater the trust of the system by the user, the greater the user's satisfaction with the system. This means that Regional Government Information System users in every Regional Apparatus Organization of Kupang Regency feel safe and comfortable in the operation of Regional Government Information System, because their use is in the regulations. The application of Regional Government Information System is mandatory so that users feel there is clarity, a feeling of security and comfort and is protected in using Regional Government Information System. The same results are in accordance with this research obtained in several previous studies that have been carried out (Purwanto & Susanto, 2018) (Santa, MacDonald, & Ferrer, 2019) (Alruwaie, El-Haddadeh, & Weerakkody, 2020) that the user satisfaction is influenced by trust in system.

11) The Effect of System Use on Individual Performance

These results prove that the higher the system use will increase the performance of the individual. Individual performance is shown to be influenced by system usage. The high level of use of Regional Government Information System can improve the performance of individuals or employees in each Regional Apparatus Organization. The application of Regional Government according to information system requirements, thus making users feel more effective and efficient in completing work with the help of Regional Government Information System. These results are also obtained that has been carried out (Hudin & Riana, 2016) (Nurjaya, 2017) (Septianita, Agus, & Arif, 2014) (Jaeng, Suardikha, & Budiasih, 2019) that individual performance is affected by system usage.

12) The Effect of User Satisfaction on Individual Performance

The application of e-government is in accordance with the needs so that users feel more effective and efficient in completing work using the system. Individual performance is proven to be influenced by the satisfaction of system users The competence and knowledge of system users is increasing, especially in completing work so that it has an impact on increasing individual performance. The implementation of this system in regency governments is able to streamline the work of all users and also streamline time in completing work. Other previous studies have also shown mixed results but which are in sync with this study (Salim, 2014) (Hudin & Riana, 2016) (Arifin & Pratolo, 2012) that the user satisfaction has an effect on individual performance.

5. CONCLUSION

The test and the results obtained illustrate that the use of the system is influenced by the quality of information and trust in system. These shown that there is no influence on social factors, service quality and system quality on system use. These shown that information quality, social factors, system trust affect user satisfaction, while user satisfaction is not influenced by service quality and system quality. Individual performance is influenced by user satisfaction and system use. Successful of this system measured according to the performance of the individual who impact on user satisfaction and system usage, so these results obtained are the implementation of Regional Government Information System in all Regional Apparatus Organization in Kupang Regency is quite successful.

Suggestions that can be given are related to improving system quality, capability to correct system errors, the use of simpler features, the ability to edit and completeness that supports the system use to make it easier for users to operate the system. For further research, it is recommended to use other independent variables related to human factors in the form of performance expectations, facilitating conditions and the quality of human resources for system users in order to obtain wider research results.

6. REFERENCE

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