System Quality and Information Quality to Use of Simpus: Technology Acceptance Model Perspective

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ABSTRACT:

This study examines the influence of system quality and information quality on using the community health center management information system at Tanggunggunung Community Health Center Technical Implementation Unit. As primary healthcare providers in Indonesia, community health centers play a vital role to create the effective implementation and use of management information systems crucial. System quality and information quality are important factors influencing the use and effectiveness of these systems. This study used quantitative with explanatory research. The subjects of this research were 54 employees of the Tanggungunung Community Health Center, and the sampling technique used was saturated samples. Data were collected using questionnaire. Data wre analyzed using Structural Equation Modeling-Generalized Structured Component Analysis (SEM-GSCA). The results of this study show that system quality significantly influences node usage, indicating that the better the system's quality, including aspects such as reliability, responsiveness, and ease of use, the higher the level of use of the Simpus by community health center employees. In addition, information quality was found not to have a significant positive influence on node usage. This means that the accurate, relevant, and timely information provided by Simpus still does not increase the user's tendency to utilize the system.

INTRODUCTION

The technological era requires all organizations to manage data quickly, accurately, and precisely. This is due to increasing public demand and the need for fast services, especially in important areas such as health. The community health center is a health service unit that

provides basic health services to the community at the local or community level. Cahyani et al., (2020) said that the public health center management information system is a comprehensive initiative at the public health center that starts with registration, medical care, pharmaceutical services, and management, all connected in a real-time online system. The use of public health centers in the Tulungagung Regency Government will make it easier for public health center employees to analyze data and information efficiently. To achieve this goal, proactive and dynamic policies that unite various sectors, including the government, private sector, and society (Cahyani et al., 2020) are needed. The importance of a management information system in a public health center lies not only in its ability to manage data but also in the quality of the system and the quality of the information it provides. System quality includes reliability, speed, and ease of use, while information quality involves the accuracy, relevance, and completeness of the data presented to users (Zahro & Nugraha, 2021).

Several problems often occur at the Tanggunggunung Public Health Center related to the use of the public health center management information system, one of the most common problems is the delay in sending routine health reports to the district health office. Based on internal data from the Health Center, the average time for sending reports exceeds the specified deadline, with an average delay of around 2-3 days from the scheduled time. Of the 30 reports that must be sent each month, only around 70% are completed on time. This shows that around 30% of reports fail or are not completed within the specified time. This delay influences the accuracy of the data sent and slows down the decision-making process at a higher level. The lack of skills and knowledge of community health center employees in using information systems or information technology is also a problem that occurs at the Tanggunggunung public health center, lack of skills in managing data, including entering data accurately, validating information, and ensuring data is stored properly. Errors in data management can lead to inconsistencies in the reports produced and slow down the reporting process. Therefore, it is necessary to provide adequate training in the implementation of the public health center management information system.

This study uses the technology acceptance model (TAM) to see to what extent the system being developed can be accepted by users using several variables. Based on the inconsistencies in the results contained in the theoretical gap, researchers have an opportunity that can be used as a theoretical basis for previous research related to 2 external variables, namely system quality, to see whether this system provides information that is in line with employee needs and can be used in measuring system quality besides that. , the quality of information is used

to determine the quality or output of this system, the variables in this research are taken from the TAM model, namely intention to use management information system (Simpus) to see the extent of employee intentions in using the system, as well as the 2 main variables that exist In TAM, namely perceived usefulness to find out whether the system is useful for employees and perceived ease of use is used to find out whether the system makes it easy for users to access. The novelty of the research in this study refers to the variables of system quality and information quality. A high-quality system will be easier to use (affecting perceived ease of use) and provide adequate performance (affecting perceived usefulness) and High-quality information will be considered more useful by users (affecting perceived usefulness), because accurate and relevant information helps in decision-making. This model suggests that the better the quality of the system and the information it produces, the more likely users will find the system useful and easy to use, which ultimately increases the acceptance of the technology (TAM). The emphasis on using management information systems at community health centers highlights the importance of adopting and utilizing information technology in improving the efficiency, effectiveness, and quality of health services at the community health center level. This research was conducted to determine the implementation and effectiveness of the community health center management information system used by community health center employees, and whether employees understand the language contained in the information system.

First, system quality includes technical aspects such as speed of delivery, smoothness, and operational efficiency. A high-performance system allows users to complete tasks faster and more efficiently. Users feel that the system can help them work more effectively, increasing their benefits. For example, if a system can process data faster, users will feel that the system is very useful for improving performance productivity.

Second, information quality includes how clear and relevant the information presented by the system is. Information that is clear, easy to understand, and directly related to the user's needs will make the system feel easier to use. Users will feel that the system is easier to use When they can quickly understand the information presented without having to make additional efforts to interpret it. This is because users do not have to spend time or effort to understand or process the information presented.

Third, perceived usefulness directly affects the user's attitude toward technology. If the user feels that a technology is very useful, the user will develop a positive attitude toward the technology. This positive attitude then increases the user's intention to use the technology in

their daily activities or work. In the context of TAM, a positive attitude formed due to perceived usefulness is one of the main determinants of behavioral intention.

Fourth, perceived ease of use refers to the extent to which a person believes using a system will be free from effort or difficulty. When users perceive a system is easy to use, the technical or cognitive barriers to using the technology are reduced. Users who perceive a system as easy to use are more likely to have a stronger intention to use the system.

METHOD

This study used quantitative methods and combines quantitatively descriptive and explanatory research analyses (Kuncoro et al., 2007). The questionnaire was developed for community health center employees, where measurements were conducted by using a Likert scale, 1-5 scale. This study was conducted at the Tanggunggunung Public Health Center, Tulungagung Regency. Saturated sampling is a technique that determines whether every member of the population will be included in the study or is referred to as a census in small-scale research (Hair, 2011). The population of community health center employees were 54 employees of the Tanggunggunung Public Health Center.

This research questionnaire adopts the Technology Acceptance Model by exploring respondents' use of Simpus. This research questionnaire can be seen in Table 1.

Table 1. Questionnare Design

Construct	Indicators	Questioners	Code	Sources
Behavioral Intention (BI)	Motivation to use	I motivated to use Simpus	BI1	Faisal & Kraugusteeliana, (2019); (Barzekar et al., 2019)
	Planning to use in the future	I will use Simpus in the future	BI2	
	Motivation to advise on use	I will provide usage suggestions to employees who have not yet used Simpus	BI3	
	Tendency to use	I tend to use simpus to complete tasks at the community health center	BI4	
	Desire to use independently	I have a desire to study Simpus independently	BI5	
Perceived Usefulness (PU)	Giving accurate result	Simpus provides accurate results for my work	PU1	(Machdar, 2019) ;(Gomer et al., 2020)
	Providing the need	Simpus provides my needs	PU2	
	Controlling work	Simpus can control my work	PU3	

	Facilitating work	Simpus can facilitate my work	PU4	
	Enhancing productivity	Using Simpus can improve the quality of my work in completing community health center tasks	PU5	
Perceived Ease of Use (PEOU)	Easy to learn	The features on the Simpus website are very easy to learn	PEOU 1	(Machdar, 2019);(Almah amid et al., 2010)
	Easy to use	Simpus is easy to use by community health center employees	PEOU 2	
	Easy to understand	Simpus features are easy to understand	PEOU 3	
	Easy to remember	The language contained in the node is easy to remember	PEOU 4	
	Easy to do task with system	I can complete tasks more quickly using the Simpus	PEOU 5	
System Quality (SQ)	Accessibility	I can easily access Simpus	SQ1	(Retna Elyasari, 2019);(Bangun et al., 2023)
	Response time	Simpus responds quickly when processing data	SQ2	
	Flexibility	The information system can be adapted to the needs of the health center	SQ3	
	Reliability	Information systems can be relied on in searching for information	SQ4	
	Ease of use	Information systems provide comfort in their use	SQ5	
Information Quality (IQ)	Completness	Simpus provides the necessary information	IQ1	(Retna Elyasari, 2019);(Bangun et al., 2023)
	Accuracy and reliability	Simpus displays accurate and reliable information	IQ2	
	Format	The display of information in the node is presented well	IQ3	
	Relevancy	The information produced by the node is in accordance with needs	IQ4	
	Consistency	The data presented by the node is consistent	IQ5	

Based on the variables, the hypotheses of this study are addressed to many variables that are investigated into the topic – Simpus use of respondents:

H1: SQ influences PU to use public health center management information system

H2: IQ does not influence PEOU to use public health center management information system

H3: PU does not influence BI to use public health center management information system

H4: PEOU influences BI to use public health center management information system

Based on the hypothesis, the research design can be seen in Figure 1 below.
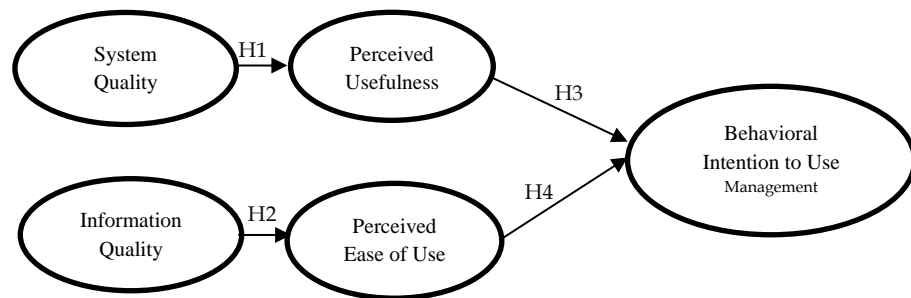
Figure 1. Research Design

Then, the data analysis used in this study is Structural Equation Modeling-Generalized Structured Component (SEM-GSCA). GSCA is a method used to examine the relationship between latent variables. The advantages of GSCA include the absence of normal assumptions that can be applied to low samples and the reduction of the rejection of more than one related factor and negative variations. The collected data was analyzed using SEM GSCA with GSCA Pro software.

RESULTS AND DISCUSSIONS

The total number of respondents who filled out the questionnaire was 54, based on the total response sample applied to the Krejcie table with a significance level of 5%, or 54 respondents. Respondent characteristics can be seen in Table 2.

Table 2. Data Respondents

Characteristics	Categories	Respondents	Percentage	Total
VA Users	Yes	48	88,8%	54
	No	6	11,2%	
Gender	Male	12	22,2%	54
	Female	42	77,8%	
Age	<30 years old	16	29,6%	54
	30-40 years old	24	44,4%	
	>40 years old	14	26%	
Section	BP Poly	8	14,8%	54
	Tooth Poly	8	14,8%	
	KIA Poly	11	20,4%	
	Nutrition Poly	10	18,6%	
	Immunization poly	7	12,8%	
	Laboratory poly	10	18,6%	
Duration of VA Usage	1-3 times in the past year	7	12,8%	54
	4-6 times in the past year	11	20,4%	
	More than 6 times in the past year	36	66,8%	

		Total	54	100%

Measurement Model

First, loading indicators on components of each questionnaire as the validity test can be seen in Table 3.

Table 3. Indicators of Loading on Component

Indicators	SQ	IQ	PU	PEOU	BI
BI1	0.124	0.552	0.347	0.468	**0.701**
BI2	0.157	0.411	0.405	0.471	**0.632**
BI4	0.146	0.339	0.383	0.724	**0.909**
BI5	0.281	0.142	0.350	0.558	**0.751**
PU1	0.269	0.484	**0.778**	0.470	0.443
PU2	0.336	0.202	**0.818**	0.461	0.408
PU3	0.145	0.388	**0.737**	0.461	0.363
PU5	0.239	0.345	**0.725**	0.529	0.260
PEOU3	0.134	0.295	0.349	**0.780**	0.630
PEOU4	0.300	0.269	0.549	**0.875**	0.672
PEOU5	0.0821	0.358	0.596	**0.685**	0.439
SQ1	**0.785**	0.236	0.312	0.185	0.134
SQ2	**0.676**	0.283	0.172	0.145	0.178
SQ3	**0.696**	0.198	0.215	0.158	0.193
IQ2	0.067	**0.709**	0.291	0.199	0.194
IQ3	0.330	**0.770**	0.299	0.118	0.284
IQ4	0.321	**0.660**	0.358	0.328	0.377
IQ5	0.244	**0.772**	0.365	0.431	0.439

Table 3 shows the loading indicators on the component (Hendrickson et al., 1993) if the loading value is > 0.7 then the value meets the requirements. However, another finding was presented by Widyanti & Usman, (2020) stating that Indicators of Loading on Components of more than 0.5-0.6 were no longer significant. Based on the Indicators of Loading on Components category with a value > 0.6, it can be said that the Indicators of Loading on Components have been met.

Second, reliability of each variable can be seen in Table 4, where the Composite Reliability (rho) value is greater than 0.70 (Ngatno et al., 2021).

Table 4. Construct Quality Measures

	SQ	IQ	PU	PEOU	BI
PVE	0.520	0.532	0.587	0.614	0.570
Alpha	0.538	0.707	0.765	0.681	0.742
rho	0.764	0.819	0.850	0.825	0.839
Dimensionality	1.0	1.0	1.0	1.0	1.0

Table 4 shows that the items in that variable are considered reliable, the dimensionality value is 1.0, and the Cronbach's Alpha score is greater than 0.70.

Third, component validity of each variable can be seen in the Table 5, where the score is greater than 0.70.

Table 5. Component Validity

Fornell-Larcker criterion values	SQ	IQ	PU	PEOU	BI
SQ	0.721				
IQ	0.329	0.729			
PU	0.330	0.454	0.766		
PEOU	0.227	0.386	0.624	0.784	
BI	0.230	0.455	0.483	0.750	0.755

The discriminant validity score is more than 0.70, so it can be concluded that this measurement model has acceptable psychometric properties (Koswara et al., 2022).

Fourth, the R-Square score can explain the effect of each variable. The R-Square score can be seen in Table 6.

Table 6. R Square

SQ	IQ	PU	PEOU	BI
0.0	0.0	0.109	0.149	0.563

In table 6, the PU variable value shows 0.109 or 10.9% if presented, namely 10.9%, the independent variable has affected PU. The resulting PEOU value can be known to be 0.149 or 14.9% and if presented, it means that 14.9% PEOU has been affected by the independent variable. BI has a value of 0.563 or 56.3% if given, which amounts to 56.3%. BI has been affected by the independent variable in the study.

Structural Model

First, the model fit can be concluded that if the sample is <100 then GFI is > 89 and SRMR < 0.09 (Hwang et al., 2020). The score of model fit can be seen in Table 7.

Table 7. Structural Model Fit

FIT	AFIT	FITs	FITm	GFI	SRMR	OPE	OPEs	OPEm
0.477	0.455	0.164	0.564	0.934	0.095	0.563	0.911	0.466

Based on Table 7, the score of GFI and SRMR are 0.935 and 0.095, where it can be concluded that the model fit conditions for the GFI and SRMR values have been met.

Second, the path coefficient score can be obtained if the 95%CI(L) has a positive score. The path coefficient can be seen in Table 8.

Table 8. Path Coefficient

	Estimate	SE	95%CI(L)	95%CI(U)	Decision
SQ->PU	0.330	0.128	0.137	0.628	Accepted H1
IQ->PEOU	0.386	0.165	-0.006	0.648	Rejected H2
PU->BI	0.024	0.159	-0.296	0.275	Rejected H3
PEOU->BI	0.735	0.114	0.509	0.973	Accepted H4

Table 8 shows that System Quality (SQ) on Perceived Usefulness (PU) gets a path coefficient value of 0.330 (CI L = 0.137, CI U = 0.628) mening that the first hypothesis is accepted then System Quality has a positive effect on Perceived Usefulness. Information Quality (IQ) on Perceived Ease of Use (PEOU) has a path coefficient of 0.386 (CI L = -0.006, CI U = 0.648) meaning that the second hypothesis is rejected then Information Quality does not have a positive influence on Perceived Ease of Use. Perceived Usefulness (PU) on Behavioral Intention (BI) has a path coefficient value of 0.024 (CI L = -0.296, CI U = 0.275) meaning that the third hypothesis is rejected then Perceived Usefulness does not have a positive effect on Behavioral Intention. Perceived Ease of Use (PEOU) on Behavioral Intention (BI) obtained a path coefficient of 0.735 (CI L = 0.509, CI U = 0.973), meaning that the fourth hypothesis is accepted. Therefore, it is concluded that Perceived Ease of Use has a positive effect on Behavioral Intention.

Influence of System Quality on Perceived Usefulness

This study reveals that with the existence of a quality system, the needs of community health center employees will be resolved more quickly, so the system will be more useful for employees. This was shown when community health center employees looked for data in the node. Employees tend to accept and use information systems that they find useful based on their experience with aspects of the system's functionality, reliability, user interface, efficiency, security, and availability. These results support 's (1987) study, where he explains that system quality and perceived usefulness positively affect the Simpus.

Influence of Information Quality on Perceived Ease of Use

This study shows that employees can access community health center information through Simpus and operate the system using mobile phones and computers.This is demonstrated by the existence of computers that have been provided in several poly health centers as a means for public health center employees to access the public health center management information system. However, the study results showed that the quality of information does not have a positive effect on the perception of ease of use, in contrast to the quality of the system and the perception of usefulness because a system that is not well integrated with the workflow or operational processes of the health center can cause users to feel that the system is difficult to use.

Influence of Perceived Usefulness on Behavioral Intention

This study shows that the greater the perceived benefits of using Simpus, the lower the employees' intention to use it. While many studies suggest that perceived usefulness significantly influences behavioral intention, some findings reveal that this relationship is not always significant or may even be not exist. This could be caused by employees having a wrong or different understanding of the usefulness of the health center management information system compared to the actual benefits of the information system. Community health center employees may have personal preferences or work styles that are not in line with the expected usefulness of the community health center management information system. This result argues (Almahamid et al., 2010) study where they say that perceived usefulness positively influences behavioral intention.

Influence of Perceived Ease of Use on Behavioral Intention

This study explains that availability and ease of use cause higher employee intentions when applying the node. This is demonstrated by the features presented in the public health center management information system, which are interactive and simple so that they are easy for employees to understand, so that their use does not require more effort, and they can improve performance in completing Puskesmas tasks or work. In the public health center management information system, there is a search feature that can be used to search for the needs of Puskesmas employees. The health center management information system also provides accurate results in completing employee tasks and work. This is shown in the process of employees searching for data contained in the health center management information system, it is very easy for employees to find the data they need, so the existence of this node can make it easier for community health center employees to complete their work and have the intention of using it regularly. This is in line with research from (Setiawati et al., 2019) which states that perceived ease of use significantly influences behavioral intention.

CONCLUSION

This study concludes that the Simpus is an information system that can be accessed anytime and anywhere. In conclusion, system quality including communication, ease of use, and responsiveness aspects significantly affect the level of system use in health centers.

Reliable and easy-to-use systems encourage frequent use, while accurate and relevant information increases user trust. From this hypothesis, it can be concluded that system quality positively influences perceived usefulness, while information quality does not positively influence perceived ease of use. Perceived usefulness does not affect behavioral intention, but perceived ease of use positively influences behavioral intention. The suggestions for this research are as follows: First, Tanggunggunung Community Health Center Technical Implementation Unit needs to focus on improving the quality of systems and information as the primary strategy for increasing the use of management information systems. This can be done through investment in better technology, ongoing staff training, and close monitoring of the data quality entered into the system. Second, this study's sample used was considered small in only one community health center. Thus, further research can be conducted in a larger and more evenly distributed sample. Third, this study used TAM model to analyze the technology contained in the system so that the future research can use other models such as UTAUT. Fourth, there is no use of intervening or mediating variables in this research, which are useful for exploring the phenomena in the research object. Fifth, the results obtained from the research cannot be generalized to other research objects and samples.

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