Implementation of Delone & Mclean's Succes Model as an Evaluation of the Resource Management Information System at Dapoer Widya

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ABSTRACT

This study aimed to analyze the steps contained in the updated model. The model includes six interrelated dimensions of information system (IS) success, namely system quality, information quality, service quality, user satisfaction, and net benefits. The research method used is an explanation with a quantitative approach. The type of research conducted is a survey, where data is collected through filling out questionnaires through Google Form. The data used in the study was collected between January and March 2023. The study sample consisted of 96 respondents who had filled out questionnaires. The results showed that hypothesis 1 was accepted, which showed that the quality of information had a positive effect on customer satisfaction, with a P-Values value of 0.012. However, hypothesis 2 was rejected, which showed that the quality of the system had no effect on customer satisfaction, with a P-Values of 0.185. Furthermore, hypothesis 3 is accepted, indicating that service quality positively affects customer satisfaction, with a P-Values of 0.000. Hypothesis 4 is also accepted, which shows that customer satisfaction positively affects net benefits, with a P-Values of 0.000.

Keywords: net benefit, user satisfaction, information quality, service quality, system quality

INTRODUCTION

In today's era of increasingly fierce and dynamic competition, information systems have a strategic role in increasing the competitiveness of a company or business, including restaurants and catering such as Dapoer Widya which has several branches in Bali. Information systems strategy must be designed to be closely related to business objectives and its ability to create a significant impact on the competitive position of the organization (Tyoso, 2016). Information systems have the purpose of supporting management, operations, and decision making.

The use of technology in the form of management information systems has a fundamental role in business management. Management information systems can help organizations in their operational activities and enable business people in the industry, including culinary businesses such as Dapoer Widya, to work faster and more efficiently with the help of management information system

technology. However, the implementation of information systems can also present challenges and risks of failure if not done well (Rio, 2015).

The development of management information system technology also affects the culinary business in Indonesia. Indonesia is known as one of the culinary paradises in the world, and the micro-scale food company sector has experienced a significant increase. In 2013, there was a 450% increase in the number of micro-scale food companies across Indonesia (Wauran, 2015). This shows that the culinary business is a positive opportunity in Indonesia, including for restaurants and caterers like Dapoer Widya.

However, managing a restaurant business is not easy. Restaurant owners must compete and be creative to be competitive. One important factor in managing a restaurant to stay afloat is maintaining customer satisfaction through service and the quality of taste provided. Many restaurants can't last long, only able to last one, two, or three years. The success of a business entity depends on proper company management, especially in terms of human resources (HR) and control systems (Farida, 2021).

In this context, it is relevant to evaluate the success of the information system used by Dapoer Widya using the Delone and McLean IS Success Model. This model has been used and validated in several studies, including in the evaluation of information systems in the culinary business (Shi &; Un-Kon, 2021). By using this measuring instrument, Dapoer Widya can evaluate the information system used in its operations. They can measure the quality of their information systems, including the extent to which they can support restaurant operations well. In addition, they can assess the quality of the information generated by the system, whether the information obtained is accurate, relevant and timely.

LITERATURE
Information System
Laudon defines an information system as a set of interconnected components, collecting (or obtaining), processing, storing and distributing information to support decision-making and supervision in an organization (Laudon, 2016). In addition to supporting decision-making processes, coordination and supervision, information systems can also help managers and employees to analyze problems, describe complex matters, and create new products. (Stair &; George, 2020) explained that the concept of information systems that exist in every organization has emerged before the development of information technology. Information Technology, especially with regard to hardware, software, and telecommunications networks. While an information system is defined as a person or organization that uses technology to collect, process, store, use, and disseminate information.

Delone and Mclean For IS Success Model
The DeLone and McLean model is a model used to measure the success of information systems. This model was proposed by William H. DeLone and Ephraim R. McLean in 1992. The DeLone & McLean model is a model that measures the success of a system that is considered quite valid because of its simplicity and fast response. At the beginning of its appearance, the DeLone & McLean model identified six variables: system quality, information quality, usage, user satisfaction, individual impact, and organizational impact (Novianti, 2019). Since DeLone & McLean published the model in 1992, many researchers have provided input on the model. The model change published in 2003 is an additional variable of service quality and incorporates individual and organizational impacts into net benefits. The DeLone and McLean model states that service quality, information quality, and system quality positively affect intent to use, user satisfaction, and net benefit.

In the updated IS success model (DeLone &; McLean), IS quality, such as system quality, information quality, and service quality, and satisfaction are considered key predictors of IS success (Alfaki, 2021). In the model proposed by DeLone and McLean (D&M IS Success Model), quality systems to measure technical success, information quality to measure semantic and usage success, user satisfaction, individual impact and organizational impact to measure effectiveness success. The proposed model reflects the dependencies of six measures of information system success including system quality, information quality, usage, user satisfaction, individual impact, and organizational impact. DeLone and McLean's information systems success model is described as follows:
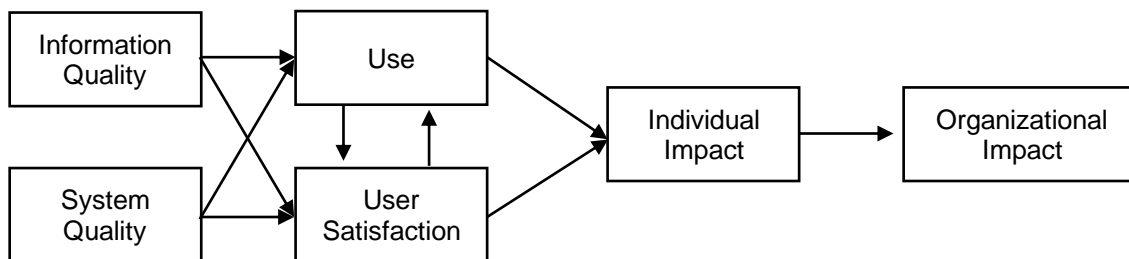
Figure 1. DeLone and McLean Information Systems Success Model

System Quality

System quality means the quality of the combination of hardware and software in an information system. The focus is system performance, which refers to how well the information system's hardware, software, policies, and procedures can provide for users' information needs (Tyoso, 2016). System quality is used to measure the quality of the information system itself (Prehanto, 2020). The indicators used to measure the quality of a system are adapted from research conducted by McGill et al (Jeyaraj, 2020). The quality of the system in the research path diagram is abbreviated as KS.

Quality of Information

Information quality measures the quality of the output of an information system. Information quality refers to the output of the information system, regarding the value, benefits, relevance and urgency of the information produced (Stair &; George, 2020). In this study, this variable was measured by indicators used by McGill et al. The quality of the system in the research path diagram is abbreviated as KI.

Quality of Service

Quality of service is the overall support offered by information system providers, ensuring information systems can be implemented properly (Kandjani, 2014). This variable is measured by indicators used by McGill et al. The quality of service in the research path diagram is abbreviated as KL.

Customer Satisfaction

User satisfaction is a user's response after using an information system. Falgenti and Pahlavi asked how effective and efficient the information system was and whether users were satisfied with the system they were using (Falgenti &; Pahlevi, 2013). The indicators used to measure user satisfaction were adapted from research conducted by McGill et al. User satisfaction in the research path diagram is abbreviated as KP.

Net Profit

Net benefits are those that are derived after the use of information systems, both for individuals and organizations. Individual impact, is the influence of the use of information systems on individual user performance (Prehanto, 2020). While organizational impact is the influence of the use of information systems on organizational performance. The net benefit in the research path diagram is abbreviated as KB.

Conceptual Framework

This conceptual framework builds on the DeLone and McLean information system success model which is the successful implementation of information systems proxied with user satisfaction. This series of flow attachments is to determine systematic steps that support each other's variables.
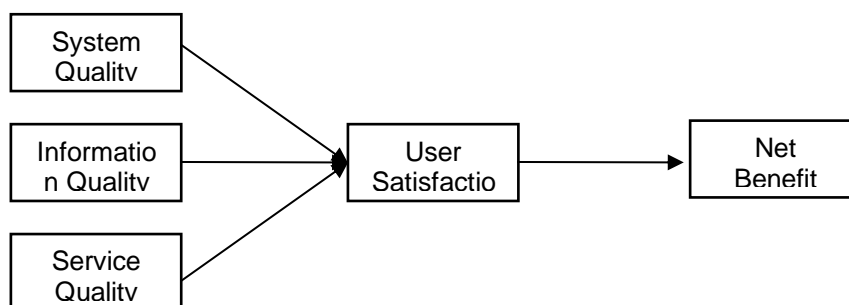
Figure 2. Conceptual Framework

The hypothesis in the study is as follows:

H1: Information quality positively affects user satisfaction

H2: System quality positively affects user satisfaction

H3: Service quality has a positive effect on user satisfaction

H4: User satisfaction has a positive effect on net profit

METHOD

The research method used is explanatory (explanatory) with a quantitative approach. This approach is a study that contains numbers and analysis of relationships between variables. One of the most important things in this study is to test the hypothesis to get the truth result from the hypothesis in the research (Ramdhan, 2021). The type of research conducted in this study uses surveys by collecting information using questionnaires through *goggle forms*.

Then hypothesis testing is carried out to find out whether the application of information systems has been successful. This study used a structural equation model (SEM). A structural equation model or SEM is a tool for analyzing multivariate data, especially for testing causality (causality) (Gio, 2022). While the type of SEM used in this study is a matrix structural equation model with the PLS program (SEM-PLS). The tool used is the Smart PLS Version 4 program specifically designed to estimate structural equations on a *variance* basis.

The data used in this study was taken in January – March 2023. The sample in this study was 96 respondents who had filled out questionnaires. The questionnaire uses a Likert scale of 1-5. Questions on the questionnaire are made to answer pre-formulated hypotheses with the help of references from previous studies. This study adopts DeLone & McLean 2003 as a model to measure the success of the implementation of management information systems implemented by Dapoer Widya. There are six variables in the model, including information quality (IP), system quality (KS), service quality (KL), customer satisfaction (KP), and net benefit (MB).

RESULT

Data analysis using *the Partial Least Square (PLS)* method. According to Ghozali and Latan (2015), *Partial Least Square (PLS*) is one of the *Structural Equation Modeling (SEM)* techniques that is able to analyze latent variables, indicator variables, and measurement errors directly. *Partial Least Square (PLS)* can be used with a small sample number and can be applied to all data scales. The tool used is the Smart PLS Version 4 program specifically designed to estimate structural equations on a *variance* basis.

In *Structural Equation Modeling* there are two types of models formed, namely measurement models (*outer* models) and structural models (*inner models*). The measurement model describes the proportion of variance of each manifest variable (indicator) that can be described in latent variables. Through the measurement model, it will be known which indicators are dominant in the formation of latent variables. After the measurement model of each latent variable is described, a structural model is then described that will examine the effect of each *exogenous* latent variable on the *endogenous latent variable*. In this study, there are 15 manifest variables and 4 latent variables, namely system quality (KS) measured by 3 manifest variables, information quality (IP) measured by 2 manifest variables, service quality (KL) measured by 4 manifest variables, customer satisfaction (KP) measured by 4 manifest variables and net profit (KB) measured by 2 manifest variables. The evaluation model of *Partial Least Square (PLS*) according to Ghozali and Latan (2015) is:

Outer Model (Validity Test and Reliability Test)

The outer model is also called the indicator test. Measurement model testing (*outer model*) is used to determine the specification of the relationship between latent variables and manifest variables, this test includes *convergent validity*, *discriminant validity* and reliability (Supriadi, 2022).

Convergent Validity

The convergent validity of the *measurement model* with reflexive indicators can be seen from the correlation between the item / indicator score and the construct score. An individual indicator is considered reliable if it has a correlation value above 0.70. However, at the research stage of scale

development, loading 0.50 to 0.60 is still acceptable. The structural model in this study is shown in the following Figure:
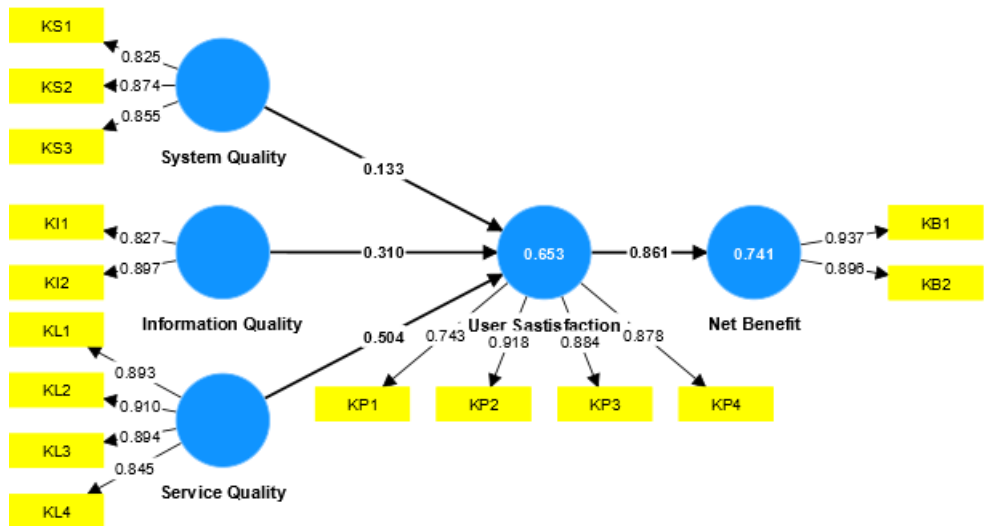

Figure 1. *Graphical Output Diagram*
Source: Smart PLS Program Output, 2023

Table 4. *Outer Loading Factor* **Value**

	Information Quality	Net Benefit	Service Quality	System Quality	User Sastisfaction
KB1		0.937			
KB2		0.896			
KI1	0.827				
KI2	0.897				
KL1			0.893		
KL2			0.910		
KL3			0.894		
KL4			0.845		
KP1					0.743
KP2					0.918
KP3					0.884
KP4					0.878
KS1				0.825	
KS2				0.874	
KS3				0.855	

Source: Smart PLS Program Output, 2023

In the chart and table above, all indicators have a *loading factor* of > 0.70, meaning that all indicators are valid indicators to measure their constructs.

Discriminating Validity
In this section, the results of the *discriminant validity* test will be described. Test *discriminant validity* using *cross loading* values. An indicator is declared to meet discriminant validity if the cross

loading value of the indicator in its variable is the largest compared to other variables. The following are the *cross loading* values of each indicator:

Table 5. *Cross Loading Value*

	Information Quality	Net Benefit	Service Quality	System Quality	User Sastisfaction
KB1	0.603	**0.937**	0.581	0.582	0.872
KB2	0.495	**0.896**	0.445	0.532	0.688
KI1	**0.827**	0.522	0.419	0.710	0.503
KI2	**0.897**	0.525	0.474	0.573	0.639
KL1	0.394	0.424	**0.893**	0.334	0.579
KL2	0.479	0.500	**0.910**	0.438	0.643
KL3	0.508	0.598	**0.894**	0.450	0.729
KL4	0.444	0.465	**0.845**	0.430	0.605
KP1	0.405	0.543	0.831	0.477	**0.743**
KP2	0.624	0.762	0.599	0.513	**0.918**
KP3	0.593	0.772	0.570	0.566	**0.884**
KP4	0.653	0.855	0.528	0.490	**0.878**
KS1	0.588	0.547	0.391	**0.825**	0.532
KS2	0.621	0.435	0.404	**0.874**	0.481
KS3	0.658	0.568	0.403	**0.855**	0.505

Source: Smart PLS Program Output, 2023

Composite Reliability

The next test is the *composite* reliability of the indicator block that measures the construct. A construct is said to be reliable if the *value of composite reliability* is above 0.60. The following table of loading values for the construct of research variables resulting from running the Smart PLS program in the next table:

Table 6. Construct *Reliability and Validity*

	Cronbach's alpha	Composite reliability (rho_a)	Composite reliability (rho_c)	Average variance extracted (AVE)
Information Quality	0.661	0.686	0.853	0.744
Net Benefit	0.812	0.844	0.913	0.840
Service Quality	0.908	0.915	0.936	0.784
System Quality	0.810	0.810	0.888	0.725
User Sastisfaction	0.879	0.884	0.918	0.737

Source: Smart PLS Program Output, 2023

Based on table 6 above shows that *the Average Variance Extracted* (AVE) of each variable, namely information quality, system quality, service quality, customer satisfaction and net profit has a construct > 0.50 means that all constructs are *reliable*. Thus it can be stated that each variable has a high *discriminant validity*. While it can be known in table 6 above the value of *composite reliability* of each variable shows a construct value of > 0.60. This result shows that each variable has met *composite realibility* so that it can be concluded that all variables have a high level of reality. So it can be concluded that the indicators used in this study already have high *discriminant validity* in compiling their respective variables.

Inner Model (Model Goodness Test and Hypothesis Test)

Inner model or commonly referred to as hypothesis test which aims to predict relationships between latent variables (Supriadi, 2022). *The inner* model is evaluated with the value of R square for each dependent latent variable as the predictive force of the structural model, *Q* square as *predictive relevance* (the principle is the same as *R square* as *goodness of fit*), parameter coefficients, and P values as estimated values for path relationships in the structural model must be significant indicated by *P values* < 0.05 (significance 5%) (Supriadi, 2022). *R Square* is used to measure how far the model is able to explain dependent variables or to measure how much the dependent variable is influenced by the independent variable. The stages of analysis carried out in the evaluation of structural models are seen from several indicators, namely:

Coefficient of determination (R^2)

Based on data processing that has been carried out using the SmartPLS 4.0 program, the R Square value is obtained as follows:

Table 7. Model Goodness Test (*R Square Value*)

	R-square	R-square adjusted
Net Benefit	0.741	0.738
User Sastisfaction	0.653	0.641

Source: Smart PLS Program Output, 2023

Based on table 7, the above shows that the R Square value for net profit vaiabel is 0.741. The gain explains that the percentage of competitive advantage is 74.1%. This means that the variables of system quality, information quality, and service quality affect competitive advantage by 74.1% and the remaining 25.9% are influenced by other variables. As for the customer satisfaction variable, it has an R Square value of 0.653. The acquisition explained that the percentage of customer satisfaction was 65.3%. This means that the variables of system quality, information quality, and service quality affect competitive advantage by 65.3% and the remaining 34.7% are influenced by other variables.

Goodness of Fit (GoF) Assessment

The goodness of fit test of the model can be seen from the NFI value ≥ 0.662 declared fit. Based on data processing that has been carried out using the SmartPLS 4.0 program, the Model Fit values are obtained as follows:

Table 8. Model Fit

	Saturated model	Estimated model
SRMR	0.089	0.092
d_ULS	0.948	1.005
d_G	0.703	0.716
Chi-square	338.722	344.238
NFI	0.720	0.716

Sumber: Output Program Smart PLS, 2023

The results of the PLS model goodness of fit test in table 8, below show that NFI values of 0.720 ≥ 0.662 mean FIT. Thus from these results it can be concluded that the model in this study already has a high *goodness of fit* and is feasible to be used to test the research hypothesis.

Hypothesis Testing

After assessing the inner model, the next thing is to evaluate the relationship between latent constructs as hypothesized in this study. Test the hypothesis in this study by looking at *T-*

Statistics and *P-Values.* The hypothesis is stated to be accepted if the *T-Statistics* value > 1.96 and the *P-Values* < 0.05. The following are the results of *Path Coefficients*:

Table 9. *Path Coefficients*

Hipotesis	Pengaruh Antar Variabel	Standard deviation (STDEV)	T statistics (|O/STDEV|)	P values	Hasil
H1	Information Quality -> User Sastisfaction	0.123	2.519	0.012	Diterima
H2	System Quality -> User Sastisfaction	0.100	1.327	0.185	**Ditolak**
H3	Service Quality -> User Sastisfaction	0.079	6.362	0.000	Diterima
H4	User Sastisfaction -> Net Benefit	0.027	31.525	0.000	Diterima

Source: Smart PLS Program Output, 2023

Based on the table above, it shows that of the four hypotheses that have a direct effect, there is 1 (one) hypothesis that is rejected, namely H2 because the value of TStatistics < 1.96 and P-Values > 0.05, while 3 (three) other hypotheses are accepted, namely H1, H3 and H4 because the value of T-Statistics > 1.96, P-Values < 0.05.

DISCUSSION
Hypothesis Testing 1
Hypothesis 1 states that the quality of information has a positive effect on customer satisfaction at Restaurant Dapoer Widya. Based on the results of the *Path Coefficients*, it proves that the quality of information has a positive effect on customer satisfaction as indicated by the P-Values value of 0.012 < 0.05. In this regard, it can be concluded that hypothesis 1 is accepted.

With the increase in user satisfaction, the interest of customers or consumers in using information systems from time to time will increase. In the information system success model proposed by DeLone and McLean, it is stated that system quality is a measurement of technical success, information *quality* is a measure of semantic success, user satisfaction describes the influence of individuals and organizations which is a measure of success effectiveness (Alfaki, 2021).

. The results of this study are in accordance with the results of research (Rahayu, 2018) and research (Gozali &; Johanes, 2019) there is a significant influence of information quality on information system user satisfaction. In research (Falgenti &; Pahlevi, 2013) developed a concept idea to see and find out the level of user satisfaction in using an information system. In his research, information systems can be said to be successful if the information system is effective in the process and the results obtained are efficient or according to user needs and in its development the information system must be designed to increase user satisfaction.

Hypothesis Testing 2
Hypothesis 2 states that the quality of the system does not affect customer satisfaction at Dapoer Widya restaurant. Based on the results of the *Path Coefficients*, it proves that the quality of the system has no effect on customer satisfaction as indicated by the P-Values of 0.185 > 0.05. In this regard, it can be concluded that hypothesis 2 is rejected.

Good system quality influences users by feeling satisfaction in using the management system implemented in restaurants. However, based on the results of this study, users do not feel the benefits of the applicable system so that customer satisfaction decreases. The quality of the system can support user activities such as making it easier for users to access information about restaurants, so that it can reach customers from all walks of life. Customers expect the system applied to Dapoer Widya restaurant to be able to provide information as needed, fast in displaying the desired information and easy to access through any device. This research is not in line with the results of research by (Veri, 2022) (Veri, 2022) and (Khairrunnisa &; Yunanto, 2017) The results of the analysis show significant and positive results from system quality to customer satisfaction.

Hypothesis Testing 3

Hypothesis 3 states that service quality has a positive effect on customer satisfaction at Dapoer Widya Restaurant. Based on the results of the *Path Coefficients*, it proves that service quality has a positive effect on customer satisfaction as shown by P-Values of 0.000 < 0.05. In this regard, it can be concluded that hypothesis 3 is accepted.

Kualitas layanan merupakan pelayanan yang di dapatkan pengguna dari pengembang sistem informasi, layanan dapat berupa updatesistem dan respon dari pengembang jika sistem informasi mengalami masalah. Beberapa indikator pada kualitas layanan adalah kecepatan respon, kemampuan teknik dan pelayanan setelahnya dari pengembang (Kandjani, 2014). Dari segi kualitas layanan, penelitian oleh (Rahayu, 2018) dan penelitian (Veri, 2022) menunjukkan adanya pengaruh positif kualitas layanan terhadap kepuasan pemakai.

Hypothesis 4 Testing

In hypothesis 4, customer satisfaction has a positive effect on net profit at Restaurant Dapoer Widya. Based on the results of the Path Coefficients, it proves that customer satisfaction affects the net profit shown by the P-Values of 0.000 < 0.05. In this regard, it can be concluded that hypothesis 4 is accepted.

High user satisfaction will increase the net benefit that will be received. The more satisfied the user is with the system, the more useful it will be in carrying out work / inspection so that quickly and easily achieve business benefits or goals. The higher the level of customer satisfaction with the restaurant, the higher the quality, effectiveness and efficiency of its management. In other words, the net benefit of restaurants can be achieved by increasing user satisfaction with the application system. In line with this study, research by (Aldholay, 2018) shows the same. In their research on the context of online learning in Yemen, they found that user satisfaction positively affects the impact of performance. Students who are satisfied because they use online learning, their performance is further improved. Students who use online learning feel more efficient, productive and acquire new knowledge and skills. If user satisfaction increases, the net benefits felt will increase, namely more effective, time-saving payments and easier payment tracking.

CONCLUSION

Based on research on implementation using the DeLone and McLean modification model as an evaluation of management information systems, the results were obtained that: Hypothesis 1 is accepted meaning that the information quality variable has a positive effect on customer satisfaction with a P-Values value of 0.012. Hypothesis 2 is rejected meaning that the system quality variable has no effect on customer satisfaction with a P-Values value of 0.185. Hypothesis 3 is accepted meaning that the service quality variable has a positive effect on customer satisfaction with a P-Values value of 0.000. Hypothesis 4 accepted means that customer satisfaction has a positive effect on net profit with a P-Values value of 0.000.

Based on the conclusions outlined above, researchers provide suggestions to regulate the quality of an effective and efficient system in a widya kitchen restaurant. Here both culinary businesses can pay attention to the organizational / business system that is running so that resource management can run well. By paying attention to the management system, restaurants can increase customer satisfaction that is able to maintain and improve the reputation that has been formed in the minds of the public so that there is no doubt in making decisions in purchasing and restaurants get higher profits.

In future studies, it is expected that the population and sample will be expanded, and add several other external variables to obtain optimal research results and justification bases and are expected to explore more in-depth information about the success of implementing management information systems, and add other methods besides the Delone and McLean methods that researchers use.

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