Evaluation of Utilization of Information Systems in Jambi University Perspective Human Organization Technology (Hot) – Fit Framework

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Evaluation of Utilization of Information Systems in Jambi University Perspective Human Organization Technology (Hot) – Fit Framework

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Abstract--*The purpose of this research was to be able to prove empirically the Human Organization Technology (HOT) - a FIT framework for evaluating the application of information systems toward systems that have implemented in university, especially at Jambi University. The type of data used in this study was primary data obtained directly from respondents using a list of statements in the form of a questionnaire. The research sample of this study was students in Jambi University. To calculate the determination of the number of samples, we used the sampling method to use the Slovin formula by using a 5% error level. The total example of this study was 400 people. The methodology of Data analysis carried out by using the Structural Equation Modeling technique (SEM) and SmartPLS tools. The finding in this study found that the dimensions of system quality in the technology aspect did not affect the utilizing, usage satisfaction, and structure and dimensions of information quality. The dimensions of service quality from the technological issue did not change the dimensions of organizational structure from the regulatory aspect. For the dimensions of user satisfaction from the human element, the dimensions of the organizational structure from the corporate issue also did not affect the net benefits. While other hypotheses such as information quality dimensions, service quality dimensions, system usage dimensions affected the proportions of user satisfaction, for the information quality dimension, the dimensions of service quality from the technology aspect affected the use of the system from the human element. Likewise, the system usage dimension influenced the dimensions of user satisfaction, and the environmental size changed net benefits. SIAKAD was a mandatory system, so that technology, especially system quality, was not necessary for evaluating the success of an order, the important thing was the quality of information and the quality of service to human and organizational aspects.*

Key words--*Information System, HOT-FIT Model, Evaluation Framework*

I. INTRODUCTION

Information technology has experienced development rapidly in this decade, which was followed by progress in that field. But the reality in the area showed that not all organizations succeed in implementing Information systems properly. According to [1], one of the results of the Information System audit showed that the most frequently encountered was the fact that the phenomenon of "patchy" application of information system was due to changes in business needs in an organization. And other causes of system implementation

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failures usually because the system did not match compatible with business processes and information needed by the organization [2]. This phenomenon also often occurs in the development of Information System in the world of Higher Education; many Universities have implemented information system in universities. However, the results were still many functions, and the benefits have not been satisfactory for its users.

With the growing role of information technology in the world of education, it demands the management of information systems and information technology to produce a proper Information System and support academic activities in Higher Education. For this reason, a change in the field of information system management and information technology demanded. The changes that occur were the implementation of Information Systems Strategic Design to meet the demands of producing information systems that support the academic activities of a college. Along with the development of the era, especially information technology in the world of education, Information Systems Strategic Planning was a severe challenge for organizers of Higher Education [3].

Jambi Province is one of the provinces on the island of Sumatra; currently, Jambi province has several universities that are both state and private universities. Jambi Province has 2 (two) State Universities that are Jambi University (UNJA) and State Islamic University (UIN Sultan Thaha Saifudin and 2 (two) Private Universities that are Batanghari University and Muaro Bungo University. The total number of students at Jambi University is 24,653 people [4]. Jambi University has used information systems in organizational governance and service to students. One form of an information system that has implemented at Jambi University was the Academic Information System (SIAKAD), this system covered areas of activity such as the lecture system, new student selection system, system administration of learning, and other activities.

The application of information systems in universities expected to be successful or success in its implementation. However, it was not clear what the parameters for evaluating the use of the information system and how to find out the factors that make the information system possessed can be successful.

Many studies have conducted to evaluate the success of the application of information systems in an organization and to find out the factors that make success in the implementation of information systems. One research framework commonly used to evaluate the form of information systems was the *Human Organization Technology Framework (HOT) -FIT*. This HOT-FIT Framework was introduced by [5] in a study of evaluating the application of hospital information systems in the UK. This framework has been replicated by other researchers to assess the implementation of policies in an organization, especially information systems in hospitals, and this framework can also identify the factors that make success in the application of information systems.

II. LITERATURE REVIEW

a. Information System

Information System is an integrated system that can provide useful information for its users or an embedded system or human-machine system, to provide information to support operations and management in an organization.

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According to Robert A. Leeitch: "*information system is a system within an organization that brings together daily transaction processing needs, supports operations, manage and strategic activities of an organization and provides certain external parties with the necessary reports*" [6]

b. Human, Organization, and Technology (HOT) -FIT Framework

Developed a model that can use to evaluate the quality of the information system, which was the "DeLone and McLean IS Success Model (ISSM)" or D & M model. According to Delone and McLean, there were six dimensions quality of information system: (1) system quality; (2) information quality; (3) use; (4) user satisfaction; (5) personal impact; and (6) organizational impact [7] .

In 2003, Delone and McLean refined the model by adding service quality and replacing the effects of individual and organization with net benefits [8]. Meanwhile, MIT90s is a well-known model of IT-organization matching. This framework illustrated that success in managing the dissemination of information technology in an organization depends on balancing the following six factors: (1) external environment; (2) organizational strategy; (3) individuals and roles; (4) organizational structure; (5) technology and; (6) management process. [8].

In 2006, Yusof et al. develop a framework that combined the ISSM concept and the Fit IT Organizational Model. According to [5], the evaluation framework of health information systems must consider human and organization. The health information system also needs to be supported and equipped with technology. Organizations in the health sector must have the ability to prepare workers or staff to adopt new technologies or changes that might occur. HOT-Fit has three different aspects and dimensions in each element. In the technological issue, there were three dimensions: (1) system quality; (2) information quality; (3) service quality. In the human element, there were two dimensions: (1) system use; and (2) user satisfaction. In the organizational aspect, there were two dimensions: (1) structure; and (2) environment. These dimensions used to measure net benefits (see Figure 1) [5]

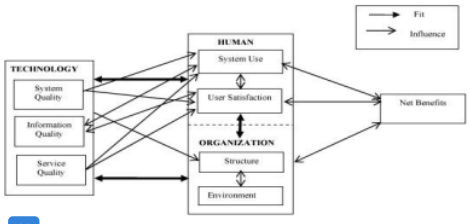

Figure 1. Human Organization Technology (HOT) -FIT Framework [5]

Nowadays, there have been many empirical studies conducted in various fields and research objects to test the *Human Organization Technology* (HOT-FIT) framework. Lourent Erlirianto, Monalizabeth, Ahmad Holil Noor Ali, Anisah, Herdiyanti conducted a study to examine the HOT FIT framework in the context of using the Electronic Medical Record (EMR) information system at the Hospital. This research proved that (1) The environmental dimension in the aspect of the organization has a positive and significant effect on net profits. (2) Dimensions of information quality and service quality in technological elements have a positive and significant impact on the dimensions of user satisfaction in human aspects. And (3) Two dimensions in organizational factors – that were structure and environment give a positive and significant influence on each

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other. It was also interesting to see that all sizes in the aspect of technology have minimal impact on structural factors in organizational issues. The results of the study support that the influence of human and organizational elements was the key to successful technology adoption in a hospital. [9].

Conducted a study by testing the HOT FIT framework on *Health Information Systems* in the UK. The results of the study showed that the right attitude and user skills and good leadership style, friendly environment, and excellent communication could have a positive influence on the adoption of information systems [5].

Another study conducted by [10] to test the HOT FIT framework on the Airlangga University Surabaya Library system. The results of the study explained the existence of influences that arise, that was the quality of the system influences the authority of the organization, management support, the variety of information influences the organizational culture, and teamwork. While the effect on the net benefit comes from user satisfaction (standardized coefficient value of 0.674) and also the authority of the organization (normalized coefficient value of 0.460).

Conducted HOT-FIT framework testing on the Sam Ratulangi University *E-Learning* System. This study used a HOT (Human, Organization, Technology) Fit evaluation model. This model involves three main factors that were User, Organization, and Technology, which were supported by the critical variables of information system success, which consist of System Quality, Information Quality, Service Quality, System Use, User Satisfaction, and Net Benefit. The results of this study provided evidence that the relationship between variables, Human, Organization, and Technology has a relatively stable and positive relationship that affect each other. They have a direct and robust connection with Net Benefit from the system [11].

Conducted research entitled "The Hot-Fit Framework Approach in *Generalized Structural Component* Analysis in Regional Property Management Information Systems: A Testing of Reciprocal Effects." The results showed that there was a reciprocal relationship between organizational control and the quality of information on fixed assets. This result supports the argument regarding the importance of the role of internal controllers in each SKPD in determining the quality of data on the fixed assets produced. Increasing the control of the organization provided was one of the essential keys to improving the quality of information on fixed assets created. The quality of information on fixed assets that have produced must also be evaluated and become input for the organization's controllers to be able to adjust the strategic management to be formulated, to improve or at least maintain the quality that has achieved. Furthermore, in this study found empirical evidence that in the administration of fixed assets in the Mataram City Government, there was no reciprocal relationship between user satisfaction and the quality of fixed asset information. There was only one direction effect between the conditions of data on fixed assets to user satisfaction. This data showed that SIMDA BMD user satisfaction did not affect the asset administration activities carried out by users [12].

Md Golam Rabiul Alam, Abdul Kadar Muhammad Masum, Loo-See Beh, Choong Seon Hong. In 2016 conducted a study to evaluate hospital information systems. Use the five most critical factors to assess the application of information systems, namely IT infrastructure, top management support, IT staff capabilities, costs, and competitive pressure. The results of this study found the most significant dimensions were technology, then the aspects of the organization, human, and environment. This research has important implications in understanding the implementation of HRIS in Indonesia and other developing countries.

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Researched *Evaluation Models of Success and Acceptance of E-Learning*, Results in this study, the proposed model was a model of evaluating the success and acceptance of *e-learning*. This model was an integrated model of three models that were the success model of DeLone and McLean, the UTAUT model, and the HOT-Fit model. The research relevant carried out to find out the success and acceptance of E-Learning at universities in Indonesia [13].

The results of their study found that the evaluation model used information technology that was perceived as appropriate to evaluate the success of the information system that has carried out. The proposed model can test with quantitative research with a case study of the application of information systems in an organization. In empirical testing, samples were taken from users in an organization with a proportional amount and considered sufficient to represent the population. By using trials, this model expected to explain how relevant factors, in this case, the PUTOF variable, affect the intention to use information systems in an organization [14].

III. METHOD

This study used all constructs in the HOT-FIT Framework. Based on the theoretical framework, the research framework model used in this study was as follows:

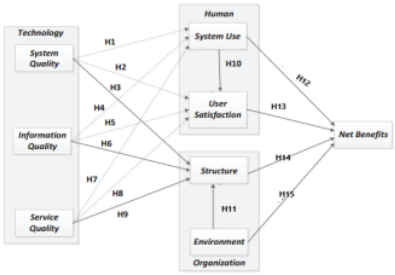

Figure 2. Research Framework

Based on the research framework, the research hypothesis formulated as follows:

H1: system quality has a significant positive effect on system use
H2: system quality has a significant positive impact on user satisfaction
H3: system quality has a significant positive effect on the structure
H4: information quality has a significant positive effect on system use
H5: information quality has a significant positive impact on satisfaction the user
H6: information quality has a significant positive effect on the structure
H7: service quality has a significant positive effect on system use
H8: service quality has a significant positive effect on satisfaction the user
H9: service quality has a significant positive effect on the structure
H10: system use has a significant positive effect on satisfaction the user
H11: the environment has a significant positive effect on the structure
H12: system use has a significant positive effect on net benefits

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H13: user satisfaction has a significant positive effect on net benefits

H14: structure has a significant positive impact on net benefits

H15: the environment has a significant positive effect on net benefits

This research conducted at Jambi University. The population of this study was all students who used SIAKAD at Jambi University. The sampling technique in this study was the Probability Sampling technique, which is a sampling technique that provided equal opportunities for each member of the population. This sampling technique used a type of *Proportionate Stratified Random Sampling*, which is a sampling technique if the community has members that were not homogeneous and proportionately structured.

Students who would target as research samples. To calculate the determination of the number of samples using the Slovin formula by using the error rate of 5% of the total students at the University of Jambi. The results used the Slovin formula, and the full sample used in this study was 400 people.

The type of data used in this study was primary data obtained directly from respondents using a list of statements in the form of questionnaires. Data collection do by distributing questionnaires using a Likert scale 1-5. The survey was a tool for collecting data through questions related to the research variables. Data collection do by distributing questionnaires to respondents. This questionnaire lists structured statements addressed to respondents to obtain written information about the variables.

Data analysis do use the SEM technique. Because the first objective of the research was to test the theory, the analytical method used was Covariance based SEM, the SEM approach using SmartPLS tools. Primary data obtained from the data collection performed was entered into an excel file first before further analysis. After all primary data introduced in the excel file, the data was analyzed using SmartPLS tools, which were user-friendly tools so that they were widely used to apply the SEM technique. Therefore, this study chose SmartPLS as a tool for data analysis.

Table. 1. Research Variables and Indicators

Dimensions	Variables	Indicators Number	Dimensions	Variables	Indicators Number
	Technology			***Human***	
System Quality	1. Ease of learning	2	System Use	1. Level of use	2
	2. Ease of us	3		2. Knowledge	3
	3. Response time	2	User Satisfaction	1. Perceived usefulness	2
	4. Security	2		2. User satisfaction	3
Information Quality	1. Accuracy	4		***Organization***	
	2. Completeness	2	Structure	1. Top management support	3
	3. Availability	2		2. Strategy	2
	4. Timeliness	2	Environment	1. Communication	2
	5. Compatibility	4		2. Competition	2
Service Quality	1. Responsiveness	3		***Net Benefits***	
	2. Emphaty	2	Net Benefits	1. Effectiveness	2
	3. Follow-up service	2		2. Efficiency	2
	4. Assurance	2		3. Direct benefits	2

Source: (Erlirianto et al, 2015)

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IV. RESULT AND DISCUSSION

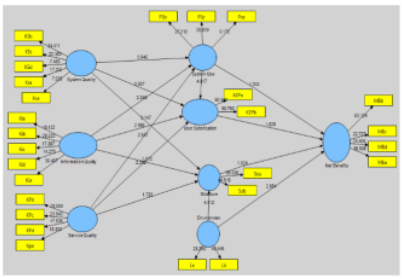

Figure 3. Processed Final Results of Research Data

Testing the proposed hypothesis was done by checking the structural model (inner model) by looking at the R-square value, which was a goodness-fit model test. We can also be looking at the path coefficients that showed the parameter coefficients and the statistical significance value t.

The parameters estimated could provide information about the relationship between the research variables—the limit for rejecting and accepting the hypothesis proposed above as if the T Statistic was < 1.96. The table below presented the estimated output for testing structural models.

Table 2. Results of the Inner Model T-Statistic

Inner Model T-Statistic

	Environment	Information Quality	Net Benefits	Service Quality	Structure	System Quality	System Use	User Satisfication
Environment			2.654471		4.812139			
Information Quality					1.071737		2.345466	2.995754
Net Benefits								
Service Quality					1.733163		2.557324	2.292462
Structure			1.824283					
System Quality					0.147190		0.845183	0.507038
System Use			1.332737					4.816988
User Satisfication			1.829267					

Based on the results of the inner model T-Statistic, it could conclude that the results of this research hypothesis were as follows:

Table 3. Results of the Research Hypothesis

Hypothesis	Statement	Result
H1	system quality has a significant positive effect on system use	Hypothesis rejected
H2	system quality has a significant positive effect on user satisfaction	Hypothesis rejected

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H3	system quality has a significant positive effect on the structure	Hypothesis rejected
H4	information quality has a significant positive effect on system use	Hypothesis accepted
H5	information quality has a significant positive effect toward satisfaction the user	Hypothesis accepted
H6	information quality has a significant positive effect on the structure	Hypothesis rejected
H7	service quality has a significant positive effect on system use	Hypothesis accepted
H8	service quality has a significant positive effect on satisfaction the user	Hypothesis accepted
H9	service quality has a significant positive effect on the structure	Hypothesis rejected
H10	System use has a significant positive effect on satisfaction the user	Hypothesis accepted
H11	the environment	Hypothesis

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	has a significant positive effect on the structure	accepted
H12	system use has a significant positive effect on net benefits	
H13	user satisfaction has a significant positive effect on net benefits	Hypothesis rejected
H14	the structure has a significant positive effect on net benefits	Hypothesis rejected
H15	the environment has a significant positive effect on net benefits	Hypothesis accepted

In the results of the hypothesis from table 3, it can see that the system quality variable did not affect the use, user satisfaction, and organizational structure. Information quality, service quality did not affect organizational structure, and pleasure and structure did not affect net benefits. Information quality influenced user usage, and satisfaction and service quality influenced usage and comfort. Use influence satisfaction, and the environment changed the structure and net profits.

The results of the hypothesis H1, H2, H3 of this study indicated that students as users of information systems only focused on the quality of academic services and the importance of the system produced. And did not see the need for quality systems either from software or hardware used, so the results of the system quality hypothesis did not affect student satisfaction as users of academic information systems. The results of the study were the same with research from [15], who found that the quality of the system did not affect user usage and satisfaction. Besides, the causes did not affect the quality of the order on user use and comfort because the academic information system of Jambi University was mandatory.

The result of hypothesis H4, H5, this study showed that the information quality variable (X2) has a dominant influence on user use and satisfaction. This study resulted in the higher or better the quality of information produced by the system; in this case, SIAKAD, the higher the level of satisfaction of students as system users. These results showed similarities with the results of previous research by [16], which showed that system quality has a dominant influence on use and user satisfaction.

Hypothesis H6, H9 this study showed that service quality and information quality did not affect organizational structure. These results indicated that the academic information system at Jambi University at this

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time did not have an essential role in the organization at Jambi University. Quality of service and information has a fundamental role in the process of success in an organizational structure; the better the quality of knowledge possessed by an organization, the better the communication that occurs within it. And the more integrated a corporate structure, quality information would improve the quality of the organizational managers' understanding in seeing changes that occur both inside and outside the organization, so that managers of the organization will quickly and accurately respond to changes that arise. The role of information that was so high for organizations, organizations become very dependent on information systems. In this case, the information system treated information as a precious resource that determines whether or not it can continue to operate and compete.

The results of testing hypothesis H8, H10, the effect of service quality, and system usability on system user satisfaction have influential results, so it can conclude that service quality and system usability will affect system user satisfaction. These results support the results of the study [7] and [17], which state that perceptions about the usefulness of the system affect user satisfaction. This research was also consistent with the results of the study [18], which said that if the system produces quality information and then the information was useful to the work of the user, the user would promote the system to other student colleagues. So there would be adding new users who try to use the system. The more quality the information and the more users try and use, show that the system was advantageous. If there were system users benefit from the knowledge produced, there would be a tendency for other users to follow it so that users of information systems would increase, which indicated there was a system of user satisfaction.

V. CONCLUSION

From 15 (fifteen) hypotheses, seven hypotheses rejected, and eight predictions were declared accepted. The basis rejection of the hypothesis H1, H2, H3 were the operating system was mandatory, so the quality of the system was not something that considered in determining user satisfaction. The system must still use to achieve specific goals. In addition to the mandatory system implemented, rejection of hypothesis H6, H9 caused by a lack of information on system users in the functions and benefits of SIAKAD besides functioning for administrative matters only. but also make Jambi university organization better, so that most respondents did not understand the quality function service, the quality of information has an impact on the organizational structure at Jambi University.

[19] stated that user perceptions of user quality, which were beliefs could form subjective attitudes that were user satisfaction. There was a positive relationship between user involvement with user satisfaction. This result could interpret when the user psychologically felt that they interacted with the system and thought that the system accommodated their interest so the user would feel satisfied with the order.

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