

## The Effect of Information Quality and Police System Quality on E-Performance Effectiveness with User Satisfaction as an Intermediary Variable (Study in the Work Unit of the Special Criminal Investigation Directorate of South Sumatra Regional Police)



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**ABSTRACT:** This study aims to determine the effect of information quality and police system quality on the effectiveness of e-performance with user satisfaction as an intermediate variable. The population in this study were all personnel of the Special Criminal Investigation Directorate of the South Sumatra Regional Police, totaling 130 personnel. The sampling technique used is saturated sampling in which all members of the population of 130 personnel of the Special Criminal Investigation Directorate of the South Sumatra Regional Police will be sampled. The analysis technique used is quantitative using the Structural Equation Model (SEM) PLS projection method program. The results showed that only system quality and user satisfaction directly had a positive and significant effect on the effectiveness of e-Kinerja. Information quality and system quality directly have a positive and significant effect on e-Kinerja user satisfaction. User satisfaction has a positive and significant effect in mediating the relationship between information quality and system quality on e-Kinerja effectiveness.

**KEYWORDS:** Information Quality, System Quality, E-Performance Effectiveness, User Satisfaction

### INTRODUCTION

The effectiveness of system application use in the police can be influenced by factors such as operational and business needs, user training, data security and privacy, and regular evaluation. It is important to pay attention to these factors to maximize the effectiveness of using system applications in the police (Agustina & Aminudin, 2019). As a body that is in direct contact with the community, the performance of the Indonesian National Police will always be in the spotlight. Based on the latest data in 2021, the National Police is home to 438,387 police personnel, thus making Indonesia the country with the fifth largest number of police in the world (Rizaty, 2022).

The utilization of information technology can expedite the duties of the National Police in serving the community. This is to emphasize that quality information can assist investigators in making informed and accountable decisions, and assist in solving cases more quickly and effectively (Iskharimah, Harmono, & Sihwahjoeni, 2021). The quality of police systems can be improved by developing strategies that are supported by empirical evidence and the latest technology (Neyroud, 2022). The failure of an information system program will attract a lot of attention, especially in government organizations, because not a few funds are disbursed for the development of the program. For example, the *United States' United State Advanced Automation System Project* or the *United Kingdom's National Offender Management System*. Based on the data, only 29% of all information system programs deliver results in accordance with the expected goals and specifications (Denyer, Kutsch, Lee-Kelley, & Hall, 2011). The causes of failure of information system programs can be diverse, such as software failure, hardware failure, busy internet networks, and various kinds of *bugs*, *viruses*, and *worms* that threaten the security of the program and cause data corruption (Butler & Gray, 2006).

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**Table 1: Performance Results of Information System Utilization of Satker Ditreskrimsus Polda Sumsel in 2022**

| Performance/Month | Activity Report | Activity Result | Target | Realization (%) |
|-------------------|-----------------|-----------------|--------|-----------------|
| January           | 18              | 22              | 80     | 50              |
| February          | 32              | 17              | 80     | 61,25           |
| March             | 26              | 39              | 80     | 81,25           |
| April             | 33              | 23              | 80     | 70              |
| May               | 40              | 18              | 80     | 72,5            |
| June              | 38              | 22              | 80     | 75              |
| July              | 29              | 37              | 80     | 82,5            |
| August            | 44              | 25              | 80     | 86,25           |
| September         | 37              | 30              | 80     | 83,75           |
| Oktober           | 28              | 30              | 80     | 72,5            |
| Nopember          | 31              | 25              | 80     | 70              |
| December          | 34              | 20              | 80     | 67,5            |

**Source :** The work unit of the Special Criminal Investigation Directorate of the South Sumatra Regional Police, 2023

Table 1 explains that the activity report does not match the results of the activity, the number of activity reports and the results of the activity should be balanced and equal, but in reality the results of the activity are not balanced. It is possible that there are errors in the implementation of activities or in the reports on the results of these activities, causing several factors, including a lack of understanding of the assigned tasks, a lack of coordination between the activity implementer and the party responsible for reporting, or errors in collecting and analyzing data on the results of activities. Improving efficiency in data collection and processing with integrated applications, police can easily collect data from various sources, process it quickly, and possibly produce accurate and detailed reports. Apps can enable police to communicate and collaborate more easily and efficiently, thus speeding up case handling. The app can assist the police in monitoring and tracking their own performance, as well as providing open and transparent reports to the public (Prabowo & Irwansyah, 2018).

The implementation of the e-Kinerja application service requires each personnel to report official hour activities into the e-Kinerja application. Reported activities are activities in accordance with the scope of duties or outside the scope of duties. The reported activities consist of two types of reports, namely activity reports and activity results. All reports are in the form of direct photos (in the form of photos or documents) and all personnel are required to fill in at least 4 activities (reports or results) every day. Activity reports are descriptions of the implementation of activities being carried out by personnel in accordance with their duties or other activities outside their duties in the framework of the service, such as scheduling letters, arrangements, guarding, escorting, patrolling, investigating, raising, securing, examining suspects/witnesses, representing leaders and others. The results of the activity are reports on administrative products or documents that have been made after the implementation of activities, such as minutes of examination (BAP), reports on the results of turjawali, reports on security results, letter agendas, draft official notes and others. Dissatisfaction of police members with unsupported facilities and infrastructure to run the application system can affect the performance and effectiveness of the police in carrying out their duties.

**Table 2. Facilities and Infrastructure Supporting E-Kinerja Application in 2022**

| No | Facilities / Infrastructure | Description   |
|----|-----------------------------|---|
| 1  | Application System          | Good at 90% can perform its function well   |
| 2  | Internet Networking         | Not good, the network is slow at 35% because the network quality does not meet the needs in use   |
| 3  | PC Computer                 | Good at 70% is considered good because it is adequate for the desired task and does not experience serious interference or damage and runs the application smoothly |
| 4  | Server                      | Not good, because experiencing problems in the network consists of 20% <i>downtime</i> in one month   |
| 5  | Router                      | Good consists of 70% routers that can perform their functions   |

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|   |                   |  |
|---|-------------------|--|
| 6 | Operating Sysytem | Less good, said to be less good if the operating system experiences problems or crashes by 20% of the usage time |
| 7 | Software          | Good, said to be good if the software can meet the basic needs of 70%  |

Source : The work unit of the Special Criminal Investigation Directorate of the South Sumatra Regional Police, 2023

Table 2 shows the problems that can hinder the use of applications including *hardware* and *software* limitations, *networking* limitations, lack of *technical support*. Adequate facilities and infrastructure are needed to support the use of computer application systems properly. The implementation of the *e-Kinerja* application, which initially aimed to improve the performance of Polda Sumsel personnel, did not go as planned. Factors such as the technical adjustment of Polda South Sumatera personnel, the absence of specific regulations and the lack of facilities and infrastructure, led to a decline in the reporting of activities during official hours into the *e-Kinerja* application.

Various studies related to performance include Saleh, (2022), which shows that the use of the *e-Kinerja* application at BKPP Gorontalo City has not been effective because there are still several obstacles, namely employees who cannot adapt, the funds allocated for application development are still lacking so that the facilities and infrastructure supporting the application are still incomplete. Research conducted by Teuku Try Syahputra Negara & Fachruddin, (2017) shows that partially personal capabilities have no significant effect on user satisfaction with the *e-Kinerja* system. This is because user satisfaction is not an important concern as a consideration in the design of the *e-Kinerja* system development so that it can be expected and useful for user needs. Likewise, the difficulties faced by users cannot be conveyed directly to the *e-Kinerja* system developer. The results of Putra & Frinaldi's research, (2023) show that the *e-Kinerja* system still needs improvement, namely from user human resources and in terms of the application system that runs for the realization of efficient and effective performance. This is because some employees do not complete reports on the *e-Kinerja* application every day and the lack of supervision from the leadership of their subordinates in completing and reporting the results of work into the application.

Denti, Abdillah, & Santi, (2021) revealed the fact that the implementation of *e-Kinerja of the* Bengkulu Provincial Government is still in line with the objectives of *e-Kinerja* itself. The inhibiting factor is the lack of employees who are competent in the field of information technology, there is no specific regulation regarding *Standard Operating Produce on e-Kinerja* and evaluation of the implementation of *e-Kinerja* has not been carried out regularly. The results of research by Saiyang, Ventje, & Hendrik, (2022) show that the implementation of *e-Kinerja* for Regional Inspectorate employees is still not fully aligned with the objectives of implementing *e-Kinerja* itself to overcome performance and welfare problems of ASN Inspectorate of North Sulawesi Province. (Aos, Herawati, & Warsono, 2022) concluded that the implementation of the *e-Kinerja* system at the Cirebon Regency Public Works and Spatial Planning Office did not make everything run optimally. The obstacles encountered during the implementation of the *e-Kinerja* application system are limited human resource capacity and lack of employee expertise. According to research conducted by (Suprpto, 2023) concluded that the implementation of the *e-Kinerja* application program is not good because there are still several problems such as civil servants who still do not understand how to use the *e-Kinerja* application and the less optimal network when accessing the *e-Kinerja* application so that it makes it less effective in inputting or reporting their work on time.

Research conducted by (Njeje, Chepkilot, & Ochieng, 2018) used a *cross sectional survey* design targeting a population of 54 respondents drawn from 18 *Saccos* in the country. *Purposive sampling* was used to select 54 respondents who were mostly employees in the HR department. Data was analyzed using descriptive and inferential statistics and correlation and presented in tabular form. Based on the results of the study, it explains that *e-Performance management has a significant effect* on the performance of *Saccos*. This research suggests that companies need to improve data management in the area of performance appraisal to enable timely and prompt delivery of services to employees.

Based on the description above, the main problems that will be discussed in this study are How is the direct effect of Information Quality and System Quality on *e-Kinerja* Effectiveness through user satisfaction? and How is the indirect effect of Information Quality and System Quality on *e-Kinerja* Effectiveness through user satisfaction?

### LITERATURE REVIEW

#### e-Kinerja

Electronic Performance Management (e-PM) or *e-Kinerja* is an application of information technology to evaluate the performance of an employee (Payne & Mendoza, 2020). Meanwhile, digital-based performance *appraisal (e-performance*

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*appraisal*) is a performance appraisal process through an online portal (Baykal, 2020). e-PM facilitates managers and employees to fully document the details of roles and performance agreements, monitor the progress of planned projects, access performance evidence documents. All these digitized data simplify the administration and performance evaluation process (Armstrong, 2018). In the context of reward systems, e-PM can provide accurate compensation suitability data, so as to build a good method of determining remuneration (Jayabalan, 2020).

## Information Quality

*Quality* is all the *inherent* properties and characteristics of a product or object based on its ability to satisfy a desire at a predetermined level or can also be interpreted as appropriate. Meanwhile, the word information is defined as something (such as a message or character in a computer) that reflects data or an attribute that is inherent and communicated. Thus, it can be concluded that information quality is the accuracy of information that creates usefulness for its users. ISO describes information quality as an assessment of information and data accuracy in accordance with predetermined objectives (ISO, 2020).

## System Quality

In DISSM, system quality is aimed at assessing the information system itself, namely how information can be generated. (Al-Mamary, Shamsuddin, & Aziati, 2014) define system quality as certain characteristics that are expected to be obtained from an information system, such as *ease of use, system flexibility, system reliability, ease of learning, intuitiveness, sophistication* and *response time*.

## Satisfaction Users

Job satisfaction is defined as the behavior and feelings of workers towards their work. Job satisfaction is illustrated when positive and desirable behavior is found towards the work they do. Meanwhile, job dissatisfaction can be seen from the discovery of negative and unwanted behavior towards their work (Armstrong, 2018).

## Effectiveness

Effectiveness is often used as a measure of success or impact of the implementation of a regulation in a company, organization, or politics and government. The effectiveness and efficiency of information systems or what is called the quality of information systems can be a measure of the success of HRIS or e-PM in this study, namely the usefulness of the information obtained (*system use*) for direct users of e-PM. The effectiveness of the performance management system is measured by the alignment between the achievement of employee goals and organizational targets (Armstrong, 2018).

## Research Conceptual Framework

As a basis for reasoning to determine the magnitude of the influence of the independent variable on the dependent, this study uses a theoretical framework as shown in the figure below:

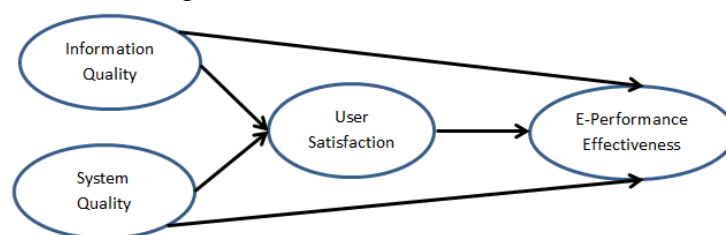


Figure 1. Research Conceptual Framework

## Hypothesis

The study by (Benmoussa, Laaziri, Khouliji, Kerkeb, & Yamami, 2018) found that information quality supports the success and effectiveness of information systems, including performance appraisal in it. The output information from the information system that satisfies its users is accurate and complete information at the operational level and information that can help them make a decision at the level of tactical needs. Quality information is information that is reliable, stable, and accurate or in other words relevant and always up to date (Floridi, 2013).

H<sub>1</sub> : Information quality has a significant effect on the effectiveness of e-Kinerja

(Bahari & Mahmud, 2010) in their survey to prove DISSM showed that system quality has a strong influence on individual and organizational performance. This research is in line with recent studies by (Hamid & Syahmardi, 2022) and (Benmoussa et al., 2018) which show that system quality affects not only individual performance but also organizational performance. It was also

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found that an easy-to-use application system in an easy-to-understand format will positively affect the effectiveness of the application. A flexible system will facilitate users to get up-to-date information that is relevant to their needs, so that users also get access to quality information (Benmoussa et al., 2018).

H<sub>2</sub> : System quality has a significant effect on the effectiveness of e-Kinerja

Studies conducted on health information systems using SEM techniques found that system quality has an effect on user use and satisfaction. Information quality has a significant impact on user use and satisfaction. The results of the study strengthen the application of DeLone and McLean's theory of information system effectiveness. This study shows that in hospitals, information systems must be easy to use, flexible, and able to meet functional objectives (Ojo, 2017).

H<sub>3</sub> : Information quality has a significant effect on user satisfaction

System quality focuses on the interaction between users and the system. According to (Nelson, 2005) several dimensions for measuring system quality include system reliability, system flexibility, system integration, system accessibility, and system response time. Information system users certainly hope that by using the information system they will get the information they need. Information systems that are able to produce information in a timely, accurate, and relevant manner and meet other criteria and measures of information quality, will have an impact on user satisfaction. (Aini, 2021) the results of his research show that the dominant factor affecting the level of user satisfaction is system quality.

H<sub>4</sub> : System quality has a significant effect on user satisfaction

Other research states that user satisfaction is the user's response to the use of information system outputs (Eldrandaly, Naguib, & Hassan, 2015). Research by (Ullah, Ahmad, Scholz, Ahmed, & Usman, 2021) shows that rater competence and the possibility to challenge performance appraisals that are considered unfair or inaccurate greatly influence employee perceptions of the accuracy of e-Performance assessments. In addition, clear communication of standards and reactions to the last rating moderately influence employees' perceptions of the accuracy of e-Performance.

H<sub>5</sub> : User satisfaction affects the effectiveness of e-Kinerja

The PLS-SEM model proposed by (Hamid & Syahmardi, 2022) develops a model that measures the effectiveness of HR information systems which is the relationship between variables of information quality, system quality, *digital mindset*, and system usage that affect user perceptions and the effectiveness (success) of the information system. Meanwhile, information quality is also tied to *perceived user satisfaction*, towards information quality to achieve information effectiveness.

H<sub>6</sub> : Information quality affects the effectiveness of e-Kinerja through user satisfaction.

The study by (Hasan, Al-Mamary, Shamsuddin, & Aziati, 2014) found that information quality and system quality provide *net benefits in the form of improved organizational performance*. A quality system, which is easy to use and easy to learn, will produce quality information so as to increase acceptance of the use of information system programs used in the organization. This finding is also reinforced by (Benmoussa et al., 2018) which in his research shows that information quality and system quality affect user satisfaction substantially so that it results in the efficiency of an information system.

H<sub>7</sub> : System quality affects the effectiveness of e-Kinerja through user satisfaction.

### RESEARH METHODOLOGY

The population in this study were all personnel of the South Sumatra Police Criminal Investigation Unit based on data from the South Sumatra Police HR Bureau as of December 2022, which amounted to 130 personnel of the South Sumatra Police Criminal Investigation Unit. With a population that is not too large and to obtain generalization with a small error rate, the *total sampling* technique or saturated sample is applied to this study, where all members of the population of 130 personnel of the South Sumatra Police Criminal Investigation Unit will be sampled. Data analysis was carried out using the Partial Least Square (PLS) method using SmartPLS software. Hypothesis testing uses the probability value (p value) with an alpha of 5% and the t statistic compared to the t table value for alpha 5% is 1.96.

### RESULT AND DISCUSSION

The reflective measurement model is to evaluate the relationship between each construct and the indicator concerned or the validity of the indicator, this is as can be seen in table 3.

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**Table 3. Outer Loadings Result**

| Statement | Information Quality | System Quality | User Satisfaction | Effectiveness of E-Performance |
|-----------|---------------------|----------------|-------------------|--------------------------------|
| IQ1       | 0,936               |                |                   |                                |
| IQ 2      | 0,942               |                |                   |                                |
| IQ 3      | 0,951               |                |                   |                                |
| IQ 4      | 0,943               |                |                   |                                |
| IQ5       | 0,843               |                |                   |                                |
| IQ6       | 0,852               |                |                   |                                |
| SQ1       |                     | 0,908          |                   |                                |
| SQ2       |                     | 0,783          |                   |                                |
| SQ3       |                     | 0,947          |                   |                                |
| SQ4       |                     | 0,953          |                   |                                |
| SQ5       |                     | 0,951          |                   |                                |
| SQ6       |                     | 0,933          |                   |                                |
| US1       |                     |                | 0,979             |                                |
| US2       |                     |                | 0,979             |                                |
| US3       |                     |                | 0,974             |                                |
| EPE1      |                     |                |                   | 0,973                          |
| EPE2      |                     |                |                   | 0,988                          |
| EPE3      |                     |                |                   | 0,971                          |
| EPE4      |                     |                |                   | 0,958                          |

Based on the outer loadings value of each indicator as can be seen in table 3, it shows that the outer loadings value of each construct indicator has a value > 0.70, which means that each statement on the indicator in this study is valid. Testing the validity of data convergence is also done by evaluating the AVE value as can be seen in table 4.

**Table 4. Convergent Validity Test Results**

| No | Variables                   | AVE   | Limit Value | Description |
|----|-----------------------------|-------|-------------|-------------|
| 1  | E-Performance Effectiveness | 0.946 | 0.5         | Valid       |
| 2  | User Satisfaction           | 0.955 | 0.5         | Valid       |
| 3  | Information Quality         | 0.833 | 0.5         | Valid       |
| 4  | System Quality              | 0.837 | 0.5         | Valid       |

The AVE value as presented in Table 4 shows that all variables have an AVE value > 0.5, which means that the constructs tested on this actual data are valid.

Construct reliability testing was carried out using the composite reliability test and the average Cronbach's alpha, as shown in Table 5.

**Table 5. Actual Data Construct Reliability Test Results**

| No | Variables                   | Cronbach's Alpha | Composite Reliability |
|----|-----------------------------|------------------|-----------------------|
| 1  | E-Performance Effectiveness | 0.981            | 0.986                 |
| 2  | User Satisfaction           | 0.977            | 0.985                 |
| 3  | Information Quality         | 0.959            | 0.967                 |
| 4  | System Quality              | 0.960            | 0.968                 |

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Based on table 5, it is known that composite reliability and Cronbach's alpha both provide values  $> 0.7$ , which means that the tested constructs provide reliable results.

The R-square value ( $R^2$ ) describes the ability of an exogenous construct to explain endogenous constructs or expresses the predictive ability of a construct. this is as shown in table 6.

**Table 6. R Square**

| Variables                   | R Square |
|-----------------------------|----------|
| User Quality                | 0,944    |
| E-Performance Effectiveness | 0.900    |

Table 6 shows that the R2 value of the KP variable is 0.944, which means that the User Satisfaction variable is influenced by the Information Quality and System Quality variables together by 94%. Because R2 is greater than 75%, the impact of all exogenous constructs of Information Quality and System Quality is classified as strong or substantial. The R2 value of the performance effectiveness variable in this study is 0.9, which means that Information Quality, System Quality and User Satisfaction together have an influence on performance effectiveness by 90%, thus the influence of all exogenous constructs on performance effectiveness is classified as a strong or substantial influence.

Measurement of f-square effect size ( $f^2$ ) in this study as shown in table 7

**Table 7. F Square**

| Description          | $f^2$ | Interpretation |
|----------------------|-------|----------------|
| IQ $\rightarrow$ EPE | 0,006 | Small effect   |
| SQ $\rightarrow$ EPE | 0,108 | Large effect   |
| IQ $\rightarrow$ US  | 0,089 | Medium effect  |
| SQ $\rightarrow$ US  | 0,422 | Large effect   |
| US $\rightarrow$ EPE | 0,695 | Large effect   |

Table 7 shows that from this study, information quality has a small impact on the effectiveness of e-Kinerja and has a moderate impact on user satisfaction. Meanwhile, it is found from the analysis that system quality has a large impact on the effectiveness of e-Kinerja. A large impact is also obtained on system quality on user satisfaction, as well as user satisfaction on the effectiveness of e-Kinerja.

A summary of the hypothesis testing results is shown in Table 8.

**Table 8. Hypothesis Test Results**

| Hypothesis   | Path coefficient | t-statistik | p-values | Interpretation of Results |
|--|------------------|-------------|----------|---------------------------|
| H <sub>1</sub> IQ $\rightarrow$ EPE                  | 0,063            | 0,780       | 0,436    | Hypothesis rejected       |
| H <sub>2</sub> SQ $\rightarrow$ EPE                  | 0,297            | 3,287       | 0,001    | Hypothesis supported      |
| H <sub>3</sub> IQ $\rightarrow$ US                   | 0,302            | 3,073       | 0,002    | Hypothesis supported      |
| H <sub>4</sub> SQ $\rightarrow$ US                   | 0,658            | 6,794       | 0,000    | Hypothesis supported      |
| H <sub>5</sub> US $\rightarrow$ EPE                  | 0,625            | 5,039       | 0,000    | Hypothesis supported      |
| H <sub>6</sub> IQ $\rightarrow$ US $\rightarrow$ EPE | 0,189            | 2,927       | 0,004    | Hypothesis supported      |
| H <sub>7</sub> SQ $\rightarrow$ US $\rightarrow$ EPE | 0,411            | 3,716       | 0,000    | Hypothesis supported      |

Based on table 8, the effect of each variable can be explained as follows.

In testing the first hypothesis, the results of the analysis show that the t-statistic value of the information quality variable is  $0.780 < 1.96$  and the p-value is  $0.436 > 0.05$ , which means that information quality does not have a significant effect on the effectiveness of e-performance in the work unit of the Special Criminal Investigation Directorate of South Sumatra Police. This condition is due to *hardware* and *software* limitations, *networking* limitations, lack of *technical support*. The results of this study

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are in line with research conducted by (Fadhilah, 2022) which shows that information quality partially has no significant effect on performance.

In testing the second hypothesis, the results of the analysis show that the statistical value of the system quality variable is  $3.287 > 1.96$  and the p value is  $0.001 < 0.05$ , which means that system quality has a significant effect on the effectiveness of e-performance in the work unit of the Special Criminal Investigation Directorate of South Sumatra Police. The regression coefficient value is 0.297 which means that with each increase of one unit of System Quality unit, the effectiveness of performance can also increase by 0.297 where other variables are considered constant. An application system that is easy to use in an easy-to-understand format will have a positive effect on application effectiveness. A flexible system will allow users to get the latest information that suits their needs and can provide quality information (Benmoussa et al., 2018; Payne & Mendoza, 2020). This is supported by previous studies where (Bahari & Mahmud, 2010) the results of their research show that individual and organizational performance is influenced by system quality. (Hamid & Syahmardi, 2022) and (Benmoussa et al., 2018) show that system quality affects individual performance as well as organizational performance. The importance of the role of system quality on the effectiveness of e-Kinerja is also stated by (Suprpto, 2023) which shows that the implementation of the *e-Kinerja* application program is not good because there are still several problems such as civil servants who still do not understand how to use the e-Kinerja application and the less optimal network when accessing the *e-Kinerja application* so that it makes it less effective in inputting or reporting their work on time.

In testing the third hypothesis, the results of the analysis show that the statistical value of the information quality variable is  $3.073 > 1.96$  and the p value is  $0.002 < 0.05$ , which means that information quality has a significant effect on user satisfaction in the work unit of the South Sumatra Police Special Criminal Investigation Directorate. According to (Delone & Mclean, 2003) good system quality, accurate and relevant information quality, and user satisfaction after using a software will further increase user needs and intensity of use of the software and user needs and higher intensity of use of the software have an impact on the higher perceived usefulness of the implemented software. This will have an impact on individuals and companies which indirectly impacts user behavior within the organization. (Suranto, 2022) explains that information quality has a significant positive effect on user satisfaction. Then (Kalew et al., 2022) explain that user satisfaction is influenced by several variables where information quality is one of these determining variables.

In testing the fourth hypothesis, the results of the analysis show that the statistical value of the system quality variable is  $6.794 > 1.96$  and the p value is  $0.024 < 0.05$ , which means that system quality has a significant effect on user satisfaction in the work unit of the Special Criminal Investigation Directorate of South Sumatra Police. One of the results of the development of information technology that is widely used by organizations to carry out their operational activities is information systems. Information system as a set of interconnected components, which collect (or retrieve), process, store, and distribute information to support decision making and control in an organization, so that the better the quality of an information system will increase user satisfaction which in turn can improve performance (Laudon, 1998). (Suranto, 2022) the results of his research show that system quality has a significant positive effect on user satisfaction. (Kalew et al., 2022) his research also obtained similar results, namely user satisfaction is influenced by several variables, one of which is the quality of information systems.

In testing the fifth hypothesis, the results of the analysis show that the statistical value of the user satisfaction variable is  $5.039 > 1.96$  and the p value is  $0.000 < 0.05$ , which means that system quality has a significant effect on user satisfaction in the work unit of the Special Criminal Investigation Directorate of South Sumatra Police. User satisfaction is a response to the use of information system outputs. (Delone & Mclean, 2003) state that user satisfaction is a significant predictor of perceived individual impact. User satisfaction with a system that can meet job needs will affect individual performance in the organization, such as; quality of decision making, work performance, individual productivity, work effectiveness, speed of problem identification, speed of decision making, and breadth of analysis in decision making. (Chen, Bian, & Hou, 2015) in a study of information systems in the electronic industry sector showed a positive relationship between end-user system satisfaction and individual performance of Business Intelligence system users.

In testing the six hypothesis, The results of the analysis show that the statistical value of  $2.927 > 1.96$  and the p value of  $0.004 < 0.05$  which means that the user satisfaction variable is able to mediate the effect of information quality on user satisfaction in the work unit of the Special Criminal Investigation Directorate of South Sumatra Police. The quality of information generated from the information system used in financial governance can indirectly improve its performance because users are satisfied with the quality of the information produced so that it can improve its performance indirectly. Research conducted by (Aini,



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2021), (Apsari & Astika, 2020), (Dewi, Badera, & Wirama, 2017), (Rukmiyati & Budiarta, 2020) and (Saputra, Oktaroza, & Nurhayati, 2019) shows that information quality has a positive effect on performance mediated by satisfaction.

In testing the seventh hypothesis, The results of the analysis show that the statistical value of  $3.716 > 1.96$  and the p value of  $0.000 < 0.05$  which means that the user satisfaction variable is able to mediate the effect of system quality on user satisfaction in the work unit of the Special Criminal Investigation Directorate of South Sumatra Police. The quality of the information system used must be able to provide many benefits and conveniences so that it can indirectly improve performance because the quality of a quality information system can provide a feeling of satisfaction for information system users who run it. The feeling of satisfaction for users will be able to improve performance. Research conducted by (Aini, 2021), (Apsari & Astika, 2020), (Dewi et al., 2017), (Rukmiyati & Budiarta, 2020) and (Saputra et al., 2019) shows that system quality has a positive effect on performance mediated by satisfaction

### CONCLUSION, LIMITATIONS, AND SUGGESTIONS

Information quality directly has no effect on the effectiveness of e-Kinerja, while system quality directly has a positive and significant effect on the effectiveness of e-Kinerja. Information quality, system quality and user satisfaction directly have a positive and significant effect on e-Kinerja user satisfaction. User satisfaction has a positive and significant effect in mediating the relationship between information quality and system quality on e-performance effectiveness. This research is only limited to personnel of the Special Criminal Investigation Directorate of the South Sumatra Regional Police, therefore for further research to be able to expand the scope of analysis, namely covering the entire directorate in the South Sumatra Regional Police area, and can observe and further explore the possibilities of other research variables that can affect the effectiveness of e-Kinerja.

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