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Assessing information system performance in government agency from the user's perspective

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Abstract

This study examines the factors influencing information system performance in government agencies in Sleman Regency, focusing on the user perspective. The user perspective needs to be analyzed, considering that in government organizations, there are sometimes information systems that have the same function but different usage instructions. Some information systems originate from the center and others are created independently by the regions. This causes operators to operate several systems that have almost the same function. The dependent variable is system performance, while the independent variables include personal technical skills, top management support, human resource quality, and education and training. Data were collected using questionnaires distributed to employees directly involved in the implementation and use of the information system. Out of 160 targeted respondents, 158 completed the questionnaire. The data were analyzed using linear regression, and hypotheses were tested with t-tests. The results show that all independent variables significantly affect information system performance, highlighting the importance of both personal and organizational factors in enhancing the effectiveness of information systems within government institutions.

Introduction

Government organizations serve the public in many facets of daily life. To enable information flow and data exchange between agencies, the government, and user systems, integration must be achieved (Wijayanti et al., 2022). By using sophisticated systems, the government aims to deliver quality services. One government organization that uses applications to serve the public is the Yogyakarta Special Region administration. The Sleman Regency government in Yogyakarta is a government organization that utilizes an information system.

Research on the performance of information systems in government agencies needs to be conducted, because government agencies currently use various information systems for various purposes (Wijayanti et al., 2022). For example, the Siplah information system is used for vendor selection and the financial information system for financial reporting. These two information systems can be combined into an integrated system, namely a cash management system. The Sleman regional government uses an integrated system called Simpadu for various needs, including cash reporting. In addition to using the local government system, the Sleman regional government is also required to utilize the centralized information system (Faizal et al., 2020). This creates a seemingly overlapping system. Such a system can be somewhat cumbersome for operators, which in turn impacts public services.

The information system implemented by the Sleman Regency government is designed to enhance the capacity of local authorities in delivering a wide range of public services. Known as the Integrated Information System (SIMPADU), this platform is linked with the Sub-National

Poverty Assessment (SNAPA), an application developed by the World Bank. SNAPA leverages both macro and micro data sourced from Statistics Indonesia (BPS), the Ministry of Social Affairs, and local governments to provide comprehensive insights (Wijayanti et al., 2022).

The performance of an information system is considered effective when the information provided meets users' expectations and satisfies their needs. Several factors influence this performance, including (1) personal technical skills, (2) support from top management, (3) the quality of human resources, and (4) education and training (Wijayanti et al., 2022). Yasa et al. (2020) stated that user involvement in the preparation of information systems, personal technical capabilities and organizational size do not affect the performance of accounting information systems, while communication between users and system developers and top management support have a significant positive effect on information system performance. The research findings of Aziz and Andhaniwati (2023) support Yasa et al. (2020). Their research showed that user involvement and top management support significantly impacted accounting information system performance, while personal technical skills had no effect. Sisilia and Firdaus (2024) research showed the opposite. This study stated that personal technical capabilities and training and development programs had a positive and significant impact, while top management support had no effect on information system performance in the Kaimana district government. Research conducted by Sisilia and Firdaus (2024), shows that the performance of information systems in companies is influenced by the capabilities of human resources and the selection of applications that suit user capabilities.

Other research conducted by Kurniasari et al. (2024) shows that Personal Technical capabilities and top management support affect the performance of information systems, training and education programs do not affect the performance of information systems. Several studies have shown inconsistent results. Research conducted in government agencies indicates inconsistent results across all independent variables. This makes it interesting to continue research into the factors influencing information system performance, particularly in local governments. The difference between this study and previous studies lies in the characteristics of the respondents. The respondents were users of various *Sistem Perencanaan Kolaboratif dan Analisis Data Terpadu* (SEPAKAT) applications. They only used the SEPAKAT system. This characteristic allowed respondent to focus on the SEPAKAT application, unconfounded by perceptions of other applications. Sisilia and Firdaus (2024) highlight that information system performance is markedly higher in organizations that implement education and training programs compared to those that do not. Correspondingly, this conclusion is supported by Pradito Miko S dkk (2024), who emphasized that education and training significantly enhance information system performance by enabling more effective utilisation of the system.

This paper presents the findings of a study investigating various factors that influence the performance of information systems used by the Sleman Regency Government. The research replicates the work of Wijayanti et al. (2022), with a key distinction in the scope of the study: while Wijayanti et al. (2022) focused specifically on the SEPAKAT application, the present study examines all applications employed by the Sleman Regency Government. Additionally, this study excludes the internal control variable, based on prior research indicating that it has a negligible effect on information system performance. The factors analyzed here include personal technical capabilities, top management support, human resource quality, and education and training. The primary objective of this research is to identify determinants that can further optimize the performance of information systems within government agencies. By understanding these influencing factors, targeted interventions can be implemented to enhance the overall effectiveness of the system.

Literature Review

Information System Performance

Information system performance can be measured by two perceptions, namely user satisfaction of the information system and the use of the information system itself (Choe, 1996). Performance based

on the use of the information system analyzes the perception of users or operators regarding the suitability of the information system. Jen (2002) states that based on the use of the information system itself, system performance is influenced by the formality of information system development. Sitorus (2021) states that information system performance is influenced by user involvement in system development, personal technical capabilities, organizational size, top management support, formalization of information system development, training programs for users, the existence of an information system steering committee and the existence or location of the information system department. Research on information system performance in the early 2000s was conducted by Jen (2002). These studies are rooted in Choe (1996) which states that factors that influence information system performance are viewed from two sides, namely user satisfaction and operator or user satisfaction of the information system.

Good information system performance is when users believe that the information system is easy to use (Prastya, 2018). An indication of good information system performance is reflected in the behavior of users who feel that the information system has benefits. The ease and benefits of the information system are explained in the Technology Acceptance Model (TAM) developed by Davis (1989). This research is not directly related to TAM, but this research is part of TAM which analyzes system performance based on user perception.

This study is based on the opinion of Choe (1996) and Jen (2002), which analyzed factors influencing information system performance from the perspective of system users. The study is based on several studies subsequent to Jen's (2002) study, including those by Nurhayati (2015) and Wijayanti et al. (2022).

Yassir et al. (2024) describe information system performance as an evaluation of how effectively a company's information system fulfills its goal of delivering efficient and accurate information. Building on this, Nurhayati (2015) defines information system performance as the outcome of key activities carried out by interconnected system components, such as data, information, and human resources, in collecting, recording, processing, and providing information that meets user needs and supports decision-making.

Alhamid et al. (2023) demonstrated that independent variables, such as personal technical skills, top management support, system formalization, education, and training, significantly influence information system performance. Similarly, Aziz and Andhaniwati (2023) highlighted that the use of technology and internal control systems also has a notable impact on system performance.

Factors Affecting Information System Performance

Personal technical skills

Personal technical skills are widely recognised as a key factor influencing information system performance, reflecting an individual's ability to operate a system effectively. Yasa et al. (2020) supports this view, showing a significant positive impact of personal technical skills on system performance. However, these findings contrast with those of Sisilia and Firdaus (2024), whom reported that personal technical skills had no positive effect on information system performance.

Top management support

Top management support refers to the efforts made by senior leaders to encourage and motivate the use of information systems (Wijayanti et al., 2022). It reflects the attention and commitment of top management toward empowering lower-level employees. According to Aziz and Andhaniwati (2023), such support has a significant influence on information system performance, as the systems chosen by top management are strategically aimed at advancing organizational goals. Wijayanti et al. (2022) emphasize that top management support plays a significant role in enhancing information system performance. This perspective is corroborated by Saputra et al. (2024), who similarly identified a positive influence of top management support on the effectiveness of information systems.

Human Resources Quality

Human resource quality refers to the capabilities of individuals performing organizational activities, as reflected in their education, experience, and achievements (Wijayanti et al., 2022). Consequently, the quality of human resources plays a crucial role in determining the performance of information systems. Higher-quality personnel tend to learn and utilize information systems more quickly and effectively. This positive relationship between human resource quality and information system performance is supported by Yasa et al. (2020) and echoed by Nurhayati (2015) in the context of local governments.

Education and Training

Education and training are crucial initiatives aimed at enhancing employees' knowledge, skills, and competencies. Yasa et al. (2020) found that organizations that invest in education and training tend to experience significantly improved information system performance compared to those that do not prioritize such development programs. Wijayanti et al. (2022) further argues that education and training play a vital role in strengthening information system performance by increasing employee proficiency in operating these systems. These programs not only enable employees to complete their tasks more efficiently but also expand their understanding of the system's capabilities, ultimately contributing to enhanced organizational productivity and better decision-making processes. Thus, sustained investment in education and training is essential for optimizing the functionality and effectiveness of information systems within organizations (Hambali et al., 2011).

Personal Technical Skills and Information System Performance

Personal technical skills reflect an individual's ability to operate and utilize an information system effectively. From a user-perception perspective, users with stronger technical competencies are more likely to perceive an information system as easy to use and beneficial, which in turn enhances perceived system performance (Choe, 1996; Davis, 1989). Yasa et al. (2020) empirically demonstrate that personal technical skills have a significant positive effect on information system performance, suggesting that technically capable users can maximize system functionality and reduce operational errors. Although Sisilia and Firdaus (2024) report insignificant findings, the dominant stream of literature indicates that technical capability remains a fundamental prerequisite for effective system utilization, especially in accounting information systems that require accuracy, timeliness, and compliance. Therefore, users with higher personal technical skills are expected to perceive higher information system performance.
H1: Personal technical skills have a positive effect on information system performance.

Top Management Support and Information System Performance

Top management support represents the extent to which senior leadership provides commitment, resources, and encouragement for the use of information systems (Wijayanti et al., 2022). According to organizational support theory, visible support from top management enhances users' confidence and motivation in adopting and utilizing systems effectively. Jen (2002) and Sitorus (2021) emphasize that formal support and leadership commitment are crucial in shaping system success. Empirical evidence consistently supports this relationship. Aziz and Andhaniwati (2023) and Saputra et al. (2024) find that top management support positively influences information system performance by ensuring alignment between system implementation and organizational objectives. When users perceive that information systems are prioritized and endorsed by top management, they are more likely to view the system as reliable, important, and high-performing.
H2: Top management support has a positive effect on information system performance.

Human Resource Quality and Information System Performance

Human resource quality refers to employees' education, experience, and overall competence in performing organizational tasks (Wijayanti et al., 2022). High-quality human resources are better equipped to understand system features, adapt to technological changes, and apply system outputs to decision-making processes. From a systems perspective, information system performance is not solely determined by technology but also by the quality of human interaction with the system (Nurhayati, 2015). Prior studies provide strong empirical support for this relationship. Yasa et al. (2020) and Nurhayati (2015) show that higher human resource quality significantly enhances information system performance, particularly in public sector and governmental accounting environments. Therefore, better-qualified personnel are expected to perceive information systems as more effective and supportive of their work.

H3: Human resource quality has a positive influence on information system performance.

Education and Training and Information System Performance

Education and training programs aim to improve users' knowledge, skills, and competencies in operating information systems. Consistent with learning and capability development theories, training enhances users' ability to exploit system features, reduce errors, and increase efficiency (Hambali et al., 2011). Jayanti (2017) finds that education and training significantly improve information system performance by increasing user proficiency. Further empirical evidence from Yasa et al. (2020) and Wijayanti et al. (2022) confirms that organizations investing in continuous education and training experience better system performance outcomes. Well-trained users are more confident, efficient, and capable of using systems optimally, which positively influences their perception of system performance.

H4: Education and training have a positive effect on information system performance.

Research Method

The data collected for this study was conducted using a survey approach, wherein questionnaires were distributed directly to respondents. The respondents of this research were information system operators in the form of applications run by the Sleman regional government. Sample selection used purposive sampling with the following respondent criteria: (1) operators/users of applications used by the Sleman district government. (2) operators have been running the application for at least one year, (3) operators are permanent employees.

The questionnaire used in this study refers to Wijayanti et al. (2022). The questionnaire asked about user perceptions in using information systems. The variables asked were measured using a five-point Likert scale. The questionnaire consisted of questions regarding personal technical capabilities (four questions), top management support (six questions), human resource quality (five questions), education and training programs (five questions), and information system performance (nine questions).

This method allowed researchers to provide necessary clarifications and to retrieve the completed questionnaires immediately. Nevertheless, some respondents were reluctant to complete the questionnaires promptly, resulting in several instruments being either incomplete or not returned at all. The data for this study were collected using a survey methodology through the distribution of structured questionnaires. These questionnaires contained items pertinent to the variables under investigation. A total of 163 questionnaires were disseminated among employees of the Sleman Regency Government who actively utilize the information system. Of these, 160 questionnaires were returned, with 158 deemed valid and subsequently analyzed.

The data analysis was conducted using multiple regression analysis to evaluate the effects of multiple independent variables on a single dependent variable. This statistical technique enables

the examination of the relationship between the dependent variable (Y) and several predictors simultaneously.

The equation used:

$$Y = a+b_1X_1+b_2X_2+b_3X_3+b_4X_4+ e$$

Where:
Y : Information System Performance
a : Constant
b1,2,3,4: Coefficients of Variables X1, X2, X3, X4
X1 : Personal Technical Ability
X2 : Top Management Support
X3 : Human Resource Quality
X4 : Education and Training
e : Prediction Error

The quality of the data was evaluated through tests of validity and reliability. Validity assessment employed the Pearson correlation coefficient, with a criterion of 0.5 or greater to denote acceptable validity. Reliability was assessed using Cronbach's alpha, with values exceeding 0.6 considered indicative of satisfactory internal consistency. To evaluate the research hypotheses, F-tests, t-tests, and tests of the coefficient of determination were conducted. The F-test was utilized to assess whether the independent variables taken collectively exert a statistically significant influence on the dependent variable. The results of the F-test are interpreted based on the significance probability value, with a value less than 0.05 indicating that the independent variables jointly have a significant effect on the dependent variable.

A pearson correlation test was employed to assess the validity of the research instrument. An item is considered valid if its correlation coefficient with the total score exceeds 0.5. This test involves correlating individual item scores with the overall score for each variable. The results indicate that all items meet the validity criteria, as each item's correlation coefficient exceeds the 0.5 thresholds. Consequently, all statements within the instrument are deemed valid. Furthermore, the reliability of the instrument was tested using Cronbach's Alpha. A threshold value of 0.6 was used as the standard for acceptable reliability. If Cronbach's Alpha value exceeds 0.6, the instrument is considered reliable. The results of the reliability test indicated that all variables achieved Cronbach's Alpha values above this threshold, confirming that the questionnaire is reliable across all measured constructs.

Results and Discussion

Multiple linear regression analysis examines the linear relationship between two or more independent variables (X_1, X_2, …, X_n) and a single dependent variable (Y). This method is used to determine the direction and strength of the relationship between each independent variable and the dependent variable whether the relationship is positive or negative and to predict changes in the dependent variable based on variations in the independent variables. The results of this analysis are presented in Table 1.

Table 1. Results of Multiple Linear Regression Analysis

Variable	Standardized Coefficients	t-Value	Sig
Constants	.622	1.318	.000
Personal Technical Skills	.295	6.487	.000
Top Management Support	.162	2.182	.015
Human Resource Quality	1.143	8.632	.000
Education and Training	.667	10.132	.000

Table 1 provides the following regression equation:

Y = 0.622 + 0.295 X1 + 0.162 X2 + 1.143 X3 + 0.667 X4

The regression equation results indicate that all independent variables—Personal Technical Skills, Top Management Support, Human Resource Quality, and Education and Training—have a positive effect on information system performance.

Table 2. F Test Analysis Results

Model	Mean Square	F	Sig.
Regression	167.356	751.678	.000[a]
Residual	.246		
Total			

Table 2 indicates that personal technical skills, top management support, human resource quality, and education and training collectively have a significant influence on information system performance.

Table 3. T-Test Analysis Results

model	t-value	sig.
(Constant)	1.308	.000
Personal Technical Skills	6.477	.000
Top Management Support	2.172	.015
Human Resource Quality	8.722	.000
Education and Training	12.102	.000

Based on the analysis presented in Table 3, it can be concluded that all examined independent variables have a statistically significant effect on information system performance. The results of the t-test indicate that personal technical skills significantly influence information system performance, as evidenced by a significant value of 0.000, which is below the 0.05 threshold. Similarly, top management support also demonstrates a significant effect on information system performance, with a significant value of 0.015, indicating strong managerial influence on system effectiveness. Furthermore, the t-test results reveal that human resource quality has a highly significant impact on information system performance at the Regional Finance and Asset Agency in Sleman Regency, reflected by a significance value of 0.000. In addition, education and training are shown to significantly affect information system performance, as indicated by a significance value of 0.000, confirming the critical role of capacity-building initiatives in enhancing system effectiveness.

Coefficient of Determination (R2)

The coefficient of determination (R^2) measures the proportion of variance in the dependent variable that the regression model can explain. The results of the analysis are presented in Table 4.

Table 4. Results of the Analysis of the Coefficient of Determination (R2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.993[a]	.987	.986	.47489

(Source: SPSS Data Processing)

Table 4 indicates a correlation coefficient of 0.993. The combined effect of personal technical skills, top management support, human resource quality, and education and training

accounts for 98.7% ($R^2 = 0.987$) of the variation in information system performance. It indicates that these independent variables collectively account for 98.7% of the variance in the dependent variable, while the remaining 1.3% is attributed to factors beyond the scope of this study.

Discussion

The influence of personal technical skills on information system performance was found to be statistically significant, consistent with the findings of Wijayanti et al. (2022). The t-test results supported Hypothesis 1 (H1), indicating that personal technical skills have a significant effect on information system performance, as evidenced by a p-value below 0.05. These findings align with previous studies by Wijayanti et al. (2022), all of which reported a positive relationship between personal technical skills and system performance. The results further support the study's conceptual framework, which posits that enhanced user proficiency leads to improved system operation, thereby increasing the overall performance of the information system. Nurhayati (2015), Muntianah et al. (2012), all of whom emphasize the critical role of human resource competence in enhancing system performance. Accordingly, it can be concluded that the quality of human resources has a significant impact on the effectiveness of information systems. This result aligns with the study's theoretical framework, which posits that individuals with strong capabilities are better equipped to operate and manage information systems effectively, thereby contributing to improved system performance. Personal technical skills influence information system performance because if a user has good personal technical skills, they have the ability to run the information system or application. This ability indicates that operators perceive the information system as easy to operate, resulting in high performance. Referring to the technology acceptance model, the results of this study are consistent with the Technology Acceptance Model (TAM), which states that perceived ease of use increases the level of acceptance of an information system.

The influence of education and training on information system performance was found to be both positive and statistically significant. This finding aligns with previous studies by Wijayanti et al. (2022), Muntianah et al. (2012), Nurhayati (2015), Pratama et al. (2022), all of which emphasize the crucial role of education and training in improving system performance. The education and training variable produced a significance value below the 0.05 threshold, indicating a statistically significant impact on information system performance. This result reinforces the study's conceptual framework, which suggests that structured education and training programs enhance users' comprehension of system functionality and improve their operational effectiveness. Consequently, such initiatives contribute positively to the overall performance of the information system. Intensive or long-term education and training programs enable users or operators to develop greater skills and abilities in operating information systems. This ability to operate information systems leads users to perceive improved system performance. This is due to their ability to operate the system better.

The influence of top management support on information system performance was found to be statistically significant, supporting Hypothesis 2 (H2), which posits that top management support has a significant impact on system performance. The significance value for this variable was below the 0.05 threshold, indicating a meaningful relationship. These findings are consistent with prior research conducted by Wijayanti et al. (2022), as well as studies by Yasa et al. (2020), Muntianah et al. (2012), Nurhayati (2015), Pratama et al. (2022). The results underscore the critical role of top management in enhancing the performance of information systems. Although top management is not directly involved in system operation, its support, including the provision of resources, motivation, and strategic direction, contributes significantly to system effectiveness. When top management is committed to supporting the use of information systems, related infrastructure and facilities are more likely to be maintained and updated, thereby improving overall system functionality and performance.

The influence of human resource quality on information system performance was found to be both positive and statistically significant. This finding is consistent with previous research conducted by Wijayanti et al. (2022)

Conclusion

Based on the results of data analysis and discussion, this study concludes that personal technical skills, top management support, human resource quality, and education and training have a significant influence on information system performance. This is indicated by the significance value of each variable which is below the 0.05 level of significance. However, this study has limitations in its geographical scope because it was only conducted in Sleman Regency, so the findings cannot be generalized to other institutional contexts.

Therefore, further research is recommended to expand the scope to other local governments in the Yogyakarta Special Region (DIY) to ensure more representative results. Furthermore, considering that the R^2 value has not reached 100%, future research should also consider the addition of other variables to provide a more comprehensive explanation of variations in information system performance.

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