EVALUATION OF THE EFFECTIVENESS OF SRIKANDI APPLICATION IMPLEMENTATION IN ARCHIVE MANAGEMENT AT THE JAMBI PROVINCE PUPR OFFICE USING THE DELONE AND MCLEAN MODEL APPROACH

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ABSTRAK

Penelitian ini mengevaluasi efektivitas aplikasi SRIKANDI dalam pengelolaan arsip pada Badan Pekerjaan Umum dan Penataan Ruang (PUPR) Provinsi Jambi dengan menggunakan Model Sukses Sistem Informasi DeLone dan McLean. Untuk mendukung efektivitas organisasi diperlukan pengelolaan arsip yang efektif, terutama pada instansi pemerintah yang menangani banyak dokumen dan arsip. Seiring dengan berkembangnya teknologi, penggunaan perangkat digital seperti SRIKANDI diharapkan dapat meningkatkan efektivitas, ketepatan, dan akuntabilitas pengelolaan arsip. Enam komponen utama pendekatan DeLone dan McLean adalah kualitas sistem, kualitas informasi, kualitas layanan, pemanfaatan, kepuasan pengguna, dan manfaat bersih. Elemen-elemen ini dipilih karena menawarkan kerangka kerja menyeluruh untuk memeriksa efektivitas sistem informasi. Untuk mengumpulkan data dalam penelitian ini, yang menggunakan pendekatan kuantitatif dengan teknik survei, pegawai Dinas PUPR Provinsi Jambi yang telah menggunakan aplikasi SRIKANDI diberikan kuesioner untuk diisi. Temuan penelitian ini diharapkan dapat memberikan gambaran yang komprehensif tentang bagaimana program SRIKANDI membantu pengelolaan arsip yang lebih baik dan menunjukkan area yang perlu ditingkatkan. Agar tata kelola kearsipan lebih mutakhir, efektif, dan efisien, Dinas PUPR Provinsi Jambi akan memanfaatkan hasil kajian sebagai masukan strategis untuk meningkatkan kualitas layanan informasi dan mengoptimalkan pemanfaatan aplikasi SRIKANDI.

Kata kunci: Aplikasi SRIKANDI; Arsip; Model DeLone dan Mclean

ABSTRACT

The success of the SRIKANDI application in archive management within the Department of Public Works and Spatial Planning (PUPR) of Jambi province is examined in this study using the DeLone and McLean Information System Success Model. Effective archive management is necessary to support organizational effectiveness, particularly in government organizations that handle substantial amounts of documents and records. Using digital technologies like SRIKANDI is expected to increase the efficacy, accuracy, and accountability of archive management as technology advances. The six key components of the DeLone and McLean model (system quality, information quality, service quality, utilization, user satisfaction, and net benefits) were chosen because they provide a detailed framework for evaluating the efficacy of information systems. Employees of the Jambi Province PUPR Office who have used the SRIKANDI application were given questionnaires to complete in order to gather data for this study, which takes a quantitative approach utilizing a survey method. The study's findings should give a comprehensive picture of how the SRIKANDI program helps with better archive management and point out areas that need improvement. In order to enable more contemporary, effective, and efficient archive governance, the Jambi Province PUPR Office will use the results as strategic input to enhance the quality of information services and optimize the use of the SRIKANDI application.

*Keywords***:** *SRIKANDI Application; Archives; DeLone and McLean Model*

INTRODUCTION

Information technology consists of gear and software that can process data in one or more ways, providing high-quality data that may subsequently be distributed for certain uses. This definition defines information technology as a general term that encompasses any technology that facilitates the production, processing, storage, transmission, and/or dissemination of information (Agustika et al., 2023). Archives have an important role as a source of memory, material decision making, evidence or legality, and historical references. Therefore, proper and efficient archive management is essential to ensure the availability information quickly, accurately, completely, and with quality. However, the management of archives that good is still often ignored, as seen from the large number of archives piled up in the warehouse or around the workspace, making it easily damaged and difficult to find. Several factors the causes of poor archive management in government and private institutions include: Another is the lack of knowledge among staff members on the significance of archives, the dearth of specialists in the subject, and the inadequate infrastructure and supporting resources (Ramanda & Indrahti, 2015).

In order to support good archive management in various agencies, it has been developed an application called SRIKANDI through collaboration between the Republic of Indonesia's National Archives, Ministry of Communication and Informatics, National Cyber and Crypto Agency, and Ministry of Utilization of State Apparatus and Bureaucratic Reform. The purpose of the SRIKANDI application is to facilitate the management of dynamic archives, which includes the process of managing incoming and outgoing mail, as well as speeding up electronic distribution of documents (Bahari & Frinaldi, 2023).

On December 8, 2022, Through the National Archives Republic of Indonesia's Integrated Dynamic Archival Information System (SRIKANDI) program, the Jambi Provincial Government has been employing. Because the Integrated Dynamic Archival Information System (SRIKANDI) was the first of its kind, it is envisaged that it would help offer archival services to the public and optimize the Archiving System in all regional work units in Jambi Province.

Integrated (SRIKANDI), the Filing System is not yet optimal (Putri, 2024). At the PUPR Service Jambi Province, the SRIKANDI application is used to assist in managing archives online. electronics. However, in its implementation, a number of obstacles were found that hindered the effectiveness of using the application. Some users felt difficulty understanding the available features, mainly due to lack of training the technical aspects provided are comprehensive and the lack of a user guide is lacking. easy to understand.

From the human resources side, there are still differences in digital literacy levels. between employees, so not all users can adapt to optimal use of the application. From the results of the observations made, researchers obtained 10 respondents with an age range between 25 and 40 years, where 3 users felt comfortable using the application, while 7 others felt not fully assisted. The ten respondents came from the fields that different, namely 4 people from the Secretariat Division, 2 people from the Creative Works Division, and 4 people from the Construction Development Sector. As a result, an assessment is required to determine how well the SRIKANDI application works and how well users accept it.

The Delone and McLean methodology is used because it works well for researchers to gauge how beneficial an application is. Because it offers a thorough framework for evaluating the performance of information systems, the DeLone and McLean model is suitable for use in studies on the efficacy of the SRIKANDI application. based on six main factors: system quality, information quality, service quality, use, user satisfaction and net benefits (DeLone & McLean,

2003). The researcher modified it by adding one variable, namely trust, based on the assumptions of previous research.

RESEARCH METHODOLOGY

The Delone and Mclean methodology is one of the methods used to assess the quality of information systems. Net benefits, system quality, information quality, user quality, utilization, and user happiness are the six elements that make up the Delone and Mclean approach. The Delone and Mclean Model framework is shown in Figure 1.
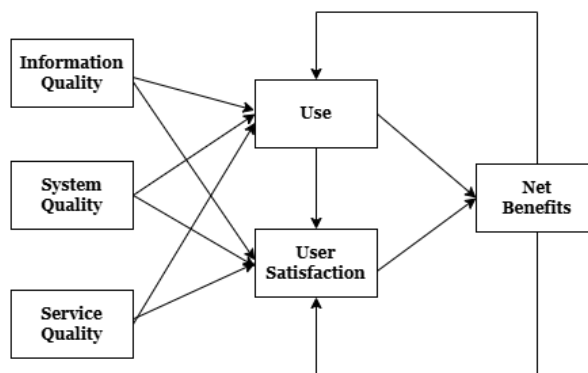

Figure 1 Delone and Mclean IS Success Model (2003)

The Delone and Mclean model from 1992 was expanded upon in this model. Researchers regard the information system success measurement model to be straightforward yet very reliable. According to Seddon (1997) outlines the two key ways in which this model or theory aids in our understanding of information systems' success. A few research then employed the model. According to the Delone and Mclean Model, the criteria can measure the Net Benefits of using the technology. The many elements of the Success Model are displayed in Figure 6 of the Delone and Mclean IS model. Here is a description of each of them. variables contained in the method (DeLone & McLean, 2003):

1) **Information Quality**

Metrics like accuracy, timeliness, completeness, relevance, and consistency can be used to evaluate the quality of data on a system. The results or repercussions of using an information system provide proof of the information's quality (DeLone & McLean, 1992). Research related to Information Quality and Use is contained in the research of Amarin & Wijaksana (2021) It claims that one of the primary elements influencing the adoption of information system-based applications is the quality of the information. If the information provided enables users to do activities more efficiently, they will use the program more frequently Agustina Rahayuningtyas (2022) Research shows that customer satisfaction and the quality of the information are related. It demonstrates that user happiness with information systems and information quality are significantly positively correlated. When consumers have access to high-quality information, they feel more certain and content when utilizing the system to fulfill their needs.

2) **System Quality**

A system's simplicity of use, usefulness, dependability, flexibility, data quality, portability, integration, and significance may all be used to gauge its system quality. System quality can seen from the perspective of the effectiveness of the system in several ways, such as how well hardware, software, policies, and procedures of information systems so that can produce useful information (Utmary & Agustin, 2020). Research related to System Quality and Use is

found in Febrianti & Fiddin (2024) research which found that system quality is one of the main determinants that influences the intensity of use of technology-based applications. Users will be more active in using the system if they feel comfortable with its features.

3) Service Quality

The degree of system assistance that users receive from IT departments and staff is known as service quality. It is also known as the system's quality of service (Utmary & Agustin, 2020). According to the study, the degree to which the level of service rendered satisfies client expectations is typically a good indicator of service quality. Research related to Service Quality and Use is in the research of Amarin & Wijaksana (2021) which states that service quality greatly determines the level of adoption of information systems. With enough assistance, users are more inclined to stick with the program over time, and there is a positive correlation between service quality and user satisfaction is in the research of Agustina Rahayuningtyas (2022) This highlights how consumer pleasure is significantly impacted by great service quality. Good support creates a sense of appreciation, which in turn increases user loyalty to the application.

4) Use

Use or commonly known as the use of an information system defined as the decision to use a system by a user who can help in completing user tasks (Utmary & Agustin, 2020). Additionally, utilization may be utilized to gauge how well people are using the system. Simply put, usage can measure the activity of user visits when using the system (Pusparini & Sani, 2021). Research related to Use and Trust is found in the research of Nizar & Yusuf (2022) which claims that usage significantly and favorably affects an application's credibility as well as the connection between use and net benefits is in the research of Saputri et al (2024) which states that the use of the Application can increase user trust in a digital archiving system that is safe, reliable, and meets administrative needs. This trust contributes to net benefits, such as increased work efficiency, ease of document access, and transparency in the management of government archives.

5) User Satisfaction

User satisfaction, It is sometimes called "user happiness with an information system" and refers to how users respond to the outcomes that the system generates. Measures of user satisfaction include effectiveness (Effectiveness), efficiency (Efficiency), and system satisfaction (Wisudiawan, 2015) . Research related to User Satisfaction and Trust is found in the research of Meyrilliana et al (2020) It claims that the factors of trust and consumer pleasure have a significant and positive relationship. User happiness increases with the degree of confidence the user has in the program. So with high trust from users, it will increase user satisfaction in the application.

6) Net Benefits

The outcomes a user obtains by utilizing a system that does not meet their demands and affects an organization's success are referred to as net benefits, or the net benefits felt by users impacting the usage of an information system (Pusparini & Sani, 2021). Research related to Net Benefits on Use is in the research of Febrianti & Fiddin (2024) which demonstrates that extensive application use has a positive effect in the form of improved operational efficiency and organizational resource savings. Additionally, the study by Karya & Saputri (2019) shows how Net Benefits and User pleasure are related, claiming that the library information system's attributes, including its quality, may lead to user pleasure. It may be concluded that an individual or organization is content with the information system they have utilized if they have seen an increase in the number of benefits after the system was implemented.

The DeLone and McLean (1992) approach then categorizes information system success in order to measure its degree of success. Figure 2 shows the information system success category.
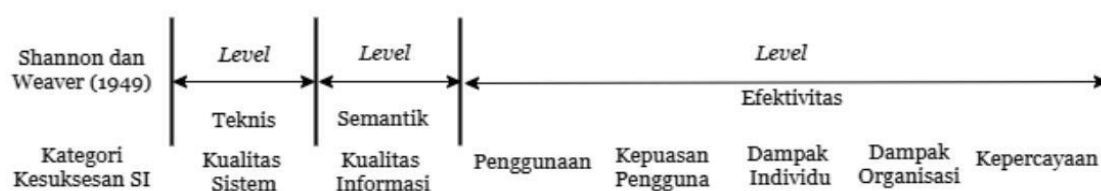

Figure 2 Delone and Mclean Information Systems Success Categories

RESULT AND DISCUSSION

1) Result of Validity Test and Reliability Test

Assessing a questionnaire's validity is the goal of validity testing. in research. In testing the validity of data using Pearson correlation namely using a significant value (P-Value) with a value <0.05 = valid while value >0.05 = invalid. Validity testing is done by using the value of r - calculate with r-table. If otherwise, then the statement item in the study is said to be invalid. In this study, the r-table value of 36 respondents was 0.2709. The preceding table displays the results of the validity tests for the seven variables in the study: System Quality, Quality Information, Service Quality, Usage, User Satisfaction, Net Benefits, and Trust. The following is the table of validity test results for each variable in this study:

a) Validity Test X1, X2, X3 and X4

Table 1 X Validity Test Results

No. Statement Item	Pearson Correlation	Sig (2-Tailed)	r-Tabel	Information
X1.1	0,590	0,000	0,2709	Valid
X1.2	0,523	0,001	0,2709	Valid
X1.3	0,525	0,001	0,2709	Valid
X1.4	0,582	0.000	0,2709	Valid
X2.1	0,641	0,000	0,2709	Valid
X2.2	0,537	0,001	0,2709	Valid
X2.3	0,532	0,001	0,2709	Valid
X2.4	0,510	0,001	0,2709	Valid
X3.1	0,532	0,001	0,2709	Valid
X3.2	0,594	0,000	0,2709	Valid
X3.3	0,532	0,001	0,2709	Valid
X4.1	0,526	0,001	0,2709	Valid
X4.2	0,513	0,001	0,2709	Valid
X4.3	0,543	0,001	0,2709	Valid

Source: Data Processed 2025

Based on the results of the data validity test using Pearson correlation analysis, it can be explained that all statement items (X1.1 to X4.3) have a significance value (Sig. 2-tailed) above 0.05 and the calculated r value > from the r table of 0.2709, with a total of 36 respondents. This shows that each item has a significant relationship with the total score of its variables, so it is declared valid. This validity test aims to determine the extent to which

each statement item in the research instrument is able to measure the intended construct accurately. These findings show that every statement provided in the survey is accurate and appropriate for use as a research measurement tool, because they meet the criteria for instrument validity.

In this study, all statement items (X1.1 to X4.3) possess a significance value (Sig. 2-tailed) above 0.05 and the computed r-value exceeds the 0.2709 r-table, which means that all items are declared valid. This aligns with the findings of the investigation findings by Anugrah et al (2023) entitled " The Impact of Product Reviews on Marketplaces and TikTok Social Media on Product Promotion on Purchase Behavior (Case Study of Unmuh Jember Students)". All questionnaire questions were deemed valid in this study's validity test using the Pearson Product Moment technique as, at a 5% significance level, the calculated r value was higher than the r table.

  b) Validity Test of Y1, Y2 and Y3

Table 2 Results of Y Validity test

No. Statement Item	Pearson Correlation	Sig (2-Tailed)	r-Tabel	Information
Y1.1	0,510	0,001	0,2709	Valid
Y1.2	0,536	0,001	0,2709	Valid
Y1.3	0,526	0,001	0,2709	Valid
Y1.4	0,526	0,001	0,2709	Valid
Y2.1	0,534	0,001	0,2709	Valid
Y2.2	0,550	0,001	0,2709	Valid
Y2.3	0,528	0,001	0,2709	Valid
Y2.4	0,537	0,001	0,2709	Valid
Y3.1	0,518	0,001	0,2709	Valid
Y3.2	0,553	0,001	0,2709	Valid
Y3.3	0,523	0,001	0,2709	Valid
Y3.4	0,527	0,001	0,2709	Valid

Source: Data Processed 2025

Based on the results of the data validity test using Pearson correlation analysis, it can be explained that all statement items (Y1.1 to Y3.4) have a significance value (Sig. 2-tailed) above 0.05 and the calculated r value> from the r table of 0.2709, with a total of 36 respondents. This demonstrates that each item is deemed genuine as it has a substantial correlation with the sum of its variable scores. The purpose of this validity test is to ascertain how well each statement item in the research tool can measure the target construct. These results indicate that all statements submitted in the questionnaire on the Y variable are reliable and suitable for use as a measuring tool in research, because they have met the instrument validity criteria.

  c) Reliability Test

Table 3 Reliability Test Results

Variable	Cronbach's Alpha	Description
System Quality	0.869	Reliable
Information Quality	0.870	Reliable
Service Quality	0.877	Reliable

Trust	0.894	Reliable
Use	0.872	Reliable
User Satisfaction	0.869	Reliable
Net Benefits	0.886	Reliable

Source: Data Processed 2025

Cronbach's Alpha values for usage, user satisfaction, system quality, information quality, service quality, trust, and net benefit are all 0.869. All of the survey's assertions are reliable if their Cronbach's Alpha ratings are higher than 0.60. This demonstrates that every item in the research tool is dependable and has strong internal consistency, so they are worthy of use in this study and similar studies in the future.

2) **Classical Assumption Test**
   a) **Normality Test**

Given a normal residual data distribution, the real data's description line will follow its diagonal line. The variable is deemed regularly distributed if the significance level is higher than 0.05 using the Komolgorov-Smirnov normality test at a 5% significance level; a value below 0.05 indicates that it is not. A normal contribution to all variables was found with a significance value of 0.200 based on the normality test findings. The following picture provides a visual representation of the normality test results from this investigation:
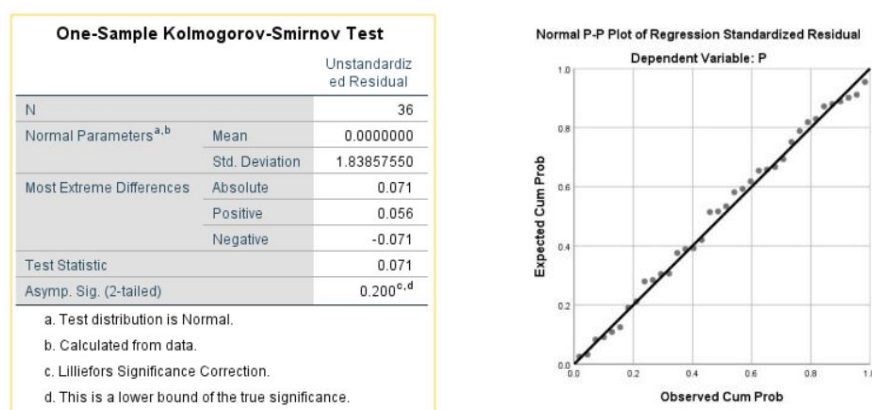

Figure 3 Normality Test

b) **Linearity Test**

The significant value in the Linearity and Deviation from Linearity columns is taken into account in this test. The two variables have a linear connection if the significance values for There is less than 0.05 for linearity and greater than 0.05 for deviation from linearity. On the other hand, there is a departure from linearity, indicating that the connection between the variables is not entirely linear, if the departure from Linearity score is less than 0.05. Linearity testing is essential to guaranteeing that the basic presumptions of linear regression analysis are fulfilled and that the study's conclusions may be accurately and consistently interpreted. The findings of the linearity test in this investigation are as follows:

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
P * KS	Between Groups	(Combined)	66.121	6	11.020	2.997	0.021
		Linearity	53.097	1	53.097	14.441	0.001
		Deviation from Linearity	13.023	5	2.605	0.708	0.622
	Within Groups		106.629	29	3.677		
	Total		172.750	35			
KP * KS	Between Groups	(Combined)	38.883	6	6.480	2.413	0.051
		Linearity	31.204	1	31.204	11.621	0.002
		Deviation from Linearity	7.679	5	1.536	0.572	0.721
	Within Groups		77.867	29	2.685		
	Total		116.750	35			
MB * KS	Between Groups	(Combined)	36.474	6	6.079	3.962	0.005
		Linearity	32.976	1	32.976	21.491	0.000
		Deviation from Linearity	3.498	5	0.700	0.456	0.805
	Within Groups		44.498	29	1.534		
	Total		80.972	35			

Figure 4 Linearity Test of Variable Y against Variable X1

As can be seen from the following graphic, the linearity test results show that the Deviation from Linearity row has a significance value (P Value Sig.) of 0.622. Because the significance value is more than 0.05, it is possible to draw the conclusion that the User (P) and System Quality (KS) variables have a linear connection. The 0.721 significance value (P Value Sig.) in the Deviation from Linearity row therefore makes the linearity test clear. The User Satisfaction (KP) and System Quality (KS) variables are shown to be linearly related, as indicated by the significance value being larger than 0.05. The linearity test is evident from the 0.805 significance value (P Value Sig.) in the Deviation from Linearity row. The Net Benefit (MB) and System Quality (KS) variables are shown to be linearly related since the significance value is higher than 0.05.

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
P * KI	Between Groups	(Combined)	54.252	8	6.782	1.545	0.188
		Linearity	34.300	1	34.300	7.815	0.009
		Deviation from Linearity	19.953	7	2.850	0.649	0.712
	Within Groups		118.498	27	4.389		
	Total		172.750	35			
KP * KI	Between Groups	(Combined)	37.905	8	4.738	1.623	0.165
		Linearity	30.203	1	30.203	10.343	0.003
		Deviation from Linearity	7.701	7	1.100	0.377	0.908
	Within Groups		78.845	27	2.920		
	Total		116.750	35			
MB * KI	Between Groups	(Combined)	44.315	8	5.539	4.080	0.003
		Linearity	38.772	1	38.772	28.557	0.000
		Deviation from Linearity	5.544	7	0.792	0.583	0.763
	Within Groups		36.657	27	1.358		
	Total		80.972	35			

Figure 5 Linearity Test of Variable Y against Variable X2

The linearity test's findings are shown in the figure above, where the Deviation from Linearity row's significance value (P Value Sig.) is 0.712. A linear association between the User (P) and Information Quality (KI) variables may be inferred since the significance value is higher than 0.05. Following that, the linearity test is evident from the 0.908 significance value (P Value Sig.) in the Deviation from Linearity row. The User Satisfaction (KP) and Information Quality (KI) variables are shown to be linearly related, as indicated by the significance value being larger than 0.05. The linearity test may be clearly seen from the Deviation from Linearity row's significance value (P Value Sig.) of 0.763. There is a linear association between the Net Benefit (MB) and Information Quality (KI) variables, as indicated by the significance value being higher than 0.05.

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
P * KL	Between Groups	(Combined)	30.173	5	6.035	1.270	0.303
		Linearity	25.024	1	25.024	5.265	0.029
		Deviation from Linearity	5.148	4	1.287	0.271	0.894
	Within Groups		142.577	30	4.753		
	Total		172.750	35			
KP * KL	Between Groups	(Combined)	42.471	5	8.494	3.431	0.014
		Linearity	37.225	1	37.225	15.035	0.001
		Deviation from Linearity	5.246	4	1.312	0.530	0.715
	Within Groups		74.279	30	2.476		
	Total		116.750	35			
MB * KL	Between Groups	(Combined)	47.057	5	9.411	8.325	0.000
		Linearity	44.616	1	44.616	39.466	0.000
		Deviation from Linearity	2.441	4	0.610	0.540	0.708
	Within Groups		33.915	30	1.131		
	Total		80.972	35			

Figure 6 Linearity Test of Variable Y against Variable X3

As can be seen from the preceding graphic, the linearity test results show that the Deviation from Linearity row has a significance value (P Value Sig.) of 0.894. According to the significance value, which is more than 0.05, The variables of User (P) and Service Quality (KL) have a linear connection. In the Deviation from Linearity row, the linearity test is so evident from the 0.715 significance value (P Value Sig.). Because the significance value is more than 0.05, it is possible to draw the conclusion that the variables of service quality (KL) and user pleasure (KP) interact linearly. The Deviation from Linearity row's significance value (P Value Sig.) of 0.708 indicates the linearity test. The variables of Net Benefit (MB) and Service Quality (KL) may be stated to have a linear relationship because the significance level exceeds 0.05.

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
P * K	Between Groups	(Combined)	35.213	5	7.043	1.536	0.208
		Linearity	21.539	1	21.539	4.698	0.038
		Deviation from Linearity	13.674	4	3.419	0.746	0.569
	Within Groups		137.537	30	4.585		
	Total		172.750	35			
KP * K	Between Groups	(Combined)	51.436	5	10.287	4.725	0.003
		Linearity	26.568	1	26.568	12.203	0.002
		Deviation from Linearity	24.867	4	6.217	2.856	0.041
	Within Groups		65.314	30	2.177		
	Total		116.750	35			
MB * K	Between Groups	(Combined)	27.239	5	5.448	3.042	0.024
		Linearity	25.627	1	25.627	14.308	0.001
		Deviation from Linearity	1.612	4	0.403	0.225	0.922
	Within Groups		53.733	30	1.791		
	Total		80.972	35			

Figure 7 Linearity Test of Variable Y against Variable X4

As can be seen from the above graphic, the linearity test results show that the connection between variables may be regarded as linear when the significant value of Deviation from Linearity is more than 0.05. Conversely, a significance value smaller than 0.05 indicates a deviation from linearity, so that the relationship between variables cannot be considered linear. As can be seen from the accompanying graphic, the linearity test results show that the Deviation from Linearity row has a significance value (P Value Sig.) of 0.569. The User (P) and Trust (K) variables are found to have a linear connection since the significance value is higher than 0.05. Following that, the linearity test is evident from the 0.041 significance value (P Value Sig.) in the Deviation from Linearity row. There is no linear association between the User Satisfaction (KP) and Trust (K) variables, as indicated by the significance value being less than 0.05. In the Deviation from Linearity row, the significance

value (P Value Sig.) of 0.922 indicates the linearity test. A linear association between the Net Benefit (MB) and Trust (K) variables may be inferred since the significance value is higher than 0.05.

c) **Heteroscedasticity Test**

The plot (scatterplot) graph between the dependent variable's predicted value (ZPRED) and its residual (SRESID) can be used to identify whether heteroscedasticity is present or not. Heteroscedasticity happens when a certain pattern emerges because the current points form a regular pattern (wavy, broadening, then narrowing). Heteroscedasticity is visible when there is no obvious pattern and the Y axis points are dispersed above and below the zero value. The findings of this study's heteroscedasticity test are as follows:

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.684	1.527		1.103	0.279
	KS	0.158	0.144	0.295	1.101	0.279
	KI	-0.010	0.146	-0.019	-0.066	0.947
	KL	-0.063	0.165	-0.089	-0.380	0.707
	K	-0.147	0.160	-0.204	-0.917	0.366

a. Dependent Variable: ABS_RES

Figure 8 Heteroscedasticity Test of Variable Y1 against all Variables X

The significant value (Sig.) for the system quality variable (KS) is 0.279, according to the findings of the heteroscedasticity test of the dependent variable (Y) User, as shown in the figure above. Heteroscedasticity symptoms are not present in System Quality (KS), as indicated by the significance value being higher than 0.05. The information quality variable (KI) has a significance value (Sig.) of 0.947, according to the findings of the heteroscedasticity test. Since the significance value is higher than 0.05, it can be said that there are no signs of heteroscedasticity in information quality (KI). The service quality variable (KL) has a significance value (Sig.) of 0.707, according to the findings of the heteroscedasticity test. There are no signs of heteroscedasticity in service quality (KL), as shown by the significance value being higher than 0.05. According to the findings of the heteroscedasticity test, the trust variable (K) has a significance value (Sig.) of 0.366. As a result of the significance value exceeding 0.05, it may be said that the confidence (K) does not exhibit heteroscedasticity symptoms.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.759	1.248		3.813	0.001
	KS	0.004	0.117	0.008	0.034	0.973
	KI	0.076	0.119	0.162	0.637	0.529
	KL	-0.173	0.135	-0.267	-1.283	0.209
	K	-0.293	0.131	-0.440	-2.232	0.033

a. Dependent Variable: ABS_RES1

Figure 9 Heteroscedasticity Test of Variable Y2 against all Variables X

The significant value (Sig.) for the system quality variable (KS) is 0.973, according to the findings of the heteroscedasticity test for the dependent variable (Y), user satisfaction, as shown

in the above image. It is possible to infer that System Quality (KS) does not exhibit heteroscedasticity symptoms since the significance value is higher than 0.05. The significant value (Sig.) on the information quality variable (KI) is 0.529, according to the findings of the heteroscedasticity test. Since the significance value is higher than 0.05, there are no signs of heteroscedasticity in information quality (KI). The service quality variable (KL) has a significance value (Sig.) of 0.290, according to the findings of the heteroscedasticity test. Given that the service quality (KL) significance value is higher than 0.05, there are no signs of heteroscedasticity. According to the findings of the heteroscedasticity test, the significance value (Sig.) for the trust variable (K) is 0.033. Since the significance value is less than 0.05, the confidence (K) can be considered heteroscedastic.

Coefficients^a

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	0.947	0.791		1.198	0.240
	KS	0.044	0.074	0.155	0.592	0.558
	KI	0.079	0.075	0.293	1.046	0.304
	KL	-0.046	0.086	-0.123	-0.536	0.596
	K	-0.132	0.083	-0.345	-1.593	0.121

a. Dependent Variable: ABS_RES2

Figure 10 Heteroscedasticity Test of Variable Y3 against all Variables X

The significant value (Sig.) for the system quality variable (KS) is 0.558, according to the findings of the heteroscedasticity test of the dependent variable (Y) Net Benefit, as shown in the figure above. Heteroscedasticity symptoms are not present in System Quality (KS), as demonstrated by the significance value above 0.05. The information quality variable (KI) has a significance value (Sig.) of 0.304 according to the findings of the heteroscedasticity test. Given that the significance value is higher than 0.05, it can be said that there are no signs of heteroscedasticity in the information quality (KI). According to the results of the heteroscedasticity test, the service quality variable (KL) has a significance value (Sig.) of 0.596. There are no signs of heteroscedasticity in service quality (KL), as shown by the significance value being higher than 0.05. Based on the findings of the heteroscedasticity test, the significance value (Sig.) for the trust variable (K) is 0.121. Since the significance value is higher than 0.05, it may be said that the confidence level (K) shows no evidence of heteroscedasticity.

3) **Hypothesis Testing Results**

The statistical analysis reveals that Information Quality significantly affects Srikandi application users (t = 2.902; p = 0.006), influencing both System Quality (t = 3.522; p = 0.001) and User Satisfaction (t = 3.445; p = 0.002). Service Quality also plays a key role, with strong effects on User Satisfaction (t = 3.989; p = 0.000) and Trust (t = 2.400; p = 0.022). The Use variable impacts Net Benefits (t = 2.649; p = 0.012), Satisfaction (t = 5.697; p = 0.000), and Trust (t = 2.201; p = 0.035). Trust itself significantly affects Satisfaction and Net Benefits (t = 3.165; p = 0.003; t = 3.968; p = 0.000). These results demonstrate that trust, usage, and the quality of information, systems, and services, are critical to achieving user satisfaction and the overall success of the Srikandi Application, aligning with the DeLone & McLean model. Developers are encouraged to continuously enhance these aspects to improve user experience and loyalty.

4) **Discussion of Research Results**

a) **H1: Information Quality has a significant effect on the Use of the SRIKANDI Application**

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 so that the results obtained indicate that Information Quality has a calculated t value of 2.902> 2.048 then the significance value of information quality to users is 0.006 <0.05 then the quality of information has a significant effect on users of the Srikandi application.

b) **H2: SRIKANDI Application User Satisfaction is significantly impacted by the quality of the information.**

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 so that the results obtained indicate that Information Quality has a t count value of 3.445> 2.048 then the significance value of information quality to users is 0.002 <0.05 Consequently, user satisfaction with the Srikandi Application is significantly impacted by the quality of the content.

c) **H3: System Quality has a significant effect on the Use of the SRIKANDI Application**

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 so that the results obtained indicate that Information Quality has a t count value of 3.522> 2.048 then the significance value of information quality to users is 0.001 <0.05 Consequently, users of the Srikandi Application are greatly impacted by the system's quality.

d) **H4: User satisfaction with the SRIKANDI application is significantly impacted by system quality.**

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 so that the results obtained indicate that Information Quality has a t count value of 3.445> 2.048 then the significance value of information quality to users is 0.002 <0.05 then the quality of information has a significant effect on Srikandi Application users.

e) **H5: Service Quality has a significant effect on the Use of the SRIKANDI Application**

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 so that the results obtained indicate that Information Quality has a t count value of 2.400> 2.048 then the significance value of information quality to users is 0.022 <0.05 Eventually users of the Srikandi Application are significantly impacted by the quality of service.

f) **H6: Service Quality has a significant effect on SRIKANDI Application User Satisfaction**

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 so that the results obtained indicate that Information Quality has a t count value of 3.989> 2.048 then the significance value of information quality to users is 0.000 <0.05 Consequently, customer satisfaction with the Srikandi Application is significantly impacted by the quality of service.

g) **H7: Usage has a significant effect on the Net Benefits of the SRIKANDI Application**

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 in order for the findings to demonstrate that Information Quality's computed t value of 2.649> 2.048 then the significance value of information quality to users is 0.012 <0.05 then users have a significant effect on the net benefits of the Srikandi Application.

h) **H8: Usage has a significant effect on SRIKANDI Application User Satisfaction**

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 so that the results obtained indicate that Information Quality has a t count value of 5.697> 2.048 then the significance value of information quality

to users is 0.000 <0.05 then users have a significant effect on user satisfaction of the Srikandi Application.

i)　H9: Usage Has a Significant Influence on Trust in the SRIKANDI Application

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 so that the results obtained indicate that Information Quality has a t count value of 2.201> 2.048 then the significance value of information quality to users is 0.0035 <0.05 then users have a significant effect on trust in the Srikandi Application.

j)　H10: User Satisfaction with the SRIKANDI Application Is Significantly Affected by Trust

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 so that the results obtained indicate that Information Quality has a t count value of 3.165> 2.048 then the significance value of information quality to users is 0.003 <0.05 Consequently, customer happiness with the Srikandi Application is significantly impacted by trust.

k)　H11: Trust Has a Significant Influence on the Net Benefits of the SRIKANDI Application

Based on the research that has been done, it means significant 0.025; 36-7-1 = 0.025; 28 which means the t table value is 2.048 so that the results obtained indicate that Information Quality has a t count value of 3.968> 2.048 then the significance value of information quality to users is 0.000 <0.05 then trust has a significant effect on the net benefits of the Srikandi Application.

CONCLUSION

Based on the research results, it can be concluded that:

1. According to the modified DeLone and McLean model, all 11 of the hypotheses put out in this study demonstrate a substantial influence between the variables. Because of the correlation between elements like User satisfaction is influenced by the quality of the information, system, and services; use and trust have an effect on net benefits, it has been shown that the Jambi Provincial PUPR Office's SRIKANDI application implementation is extremely effective.

2. It may be inferred from the descriptive analysis's results and the respondents' viewpoints that the SRIKANDI application has improved digital archive management. Information quality and user happiness belong to the very excellent category, whereas system quality, service quality, and net advantages belong to the good group. This indicates that the system has been running effectively from a technical, semantic, and organizational benefit perspective.

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