

Analisis Model Sukses Sistem Informasi pada Penerapan Layanan Surat Keterangan Catatan Kepolisian (SKCK) Online Polres Metro Depok Menurut Persepsi Pengguna = Analysis of Information Systems Success Models in the Implementation of Surat Keterangan Catatan Kepolisian (SKCK) Online at the Depok Metro Police According to User Perception

Eka Rahma Srimulyani, author

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Abstrak

Penerapan layanan SKCK online merupakan salah satu upaya Polres Metro Depok dalam menyelenggarakan inovasi pelayanan publik berbasis elektronik. Layanan SKCK Online Polres Metro Depok sendiri memiliki keunggulan melalui penyediaan website registrasi/pendaftaran permohonan SKCK secara online yang dapat diakses di <https://polrestadepok.skckonline.id>. Dengan adanya website ini pemohon dapat mengisi informasi data diri lebih awal dan mendapatkan kode booking pengajuan SKCK untuk kemudian melakukan verifikasi data dan penerbitan SKCK di kantor Polres Metro Depok. Namun, data menunjukkan bahwa layanan SKCK ini masih ditemui sejumlah kekurangan dimana hingga saat ini belum mampu mengakomodir layanan secara online dari hulu ke hilir, sehingga terkadang menimbulkan keluhan dari masyarakat. Penelitian ini bertujuan untuk menganalisis faktor-faktor dalam model sukses sistem informasi menurut DeLone dan McLean (2003) pada penerapan SKCK Online Polres Metro Depok berdasarkan persepsi pengguna. Pendekatan pada penelitian ini menggunakan pendekatan kuantitatif dengan teknik pengumpulan data mix method melalui penyebaran kuesioner dan wawancara mendalam, sedangkan teknik analisis data nya menggunakan Structural Equation Model (SEM). Hasil penelitian menunjukkan bahwa terdapat faktor-faktor yang mempengaruhi penerapan layanan SKCK Online Polres Metro Depok berdasarkan model sukses sistem informasi DeLone & McLean. Faktor tersebut yaitu, (1) System Quality (SQ) berpengaruh signifikan terhadap Intention to Use (IU), (2) System Quality (SQ) berpengaruh signifikan terhadap User Satisfaction (US), (3) Information Quality (IQ) berpengaruh signifikan terhadap User Satisfaction (US), (4) Service Quality (SEQ) berpengaruh signifikan terhadap User Satisfaction (US), (5) User Satisfaction (US) berpengaruh signifikan terhadap Intention to Use (IU), (6) User Satisfaction (US) berpengaruh signifikan terhadap Benefit (B), dan (7) Intention to Use (IU) berpengaruh signifikan terhadap Benefit (B).

.....One of the many efforts of Polres Metro Depok in innovating public service based on electronics is implementing the SKCK online service. The SKCK online service of Polres Metro Depok has one benefit as it provides an online website <https://polrestadepok.skckonline.id> where people can submit their request to have SKCK online. With this website, people can fill in their personal data information early and get a booking code for their SKCK request, which they can use for data verification and the printing process of SKCK at the Polres Metro Depok office. However, data showed that the SKCK service was not able to accommodate the online service from start to finish so that people sometimes complained about it. This study aimed to analyze the factors of the success model of information systems based on DeLone and McLean (2003) in the implementation of SKCK Online at Polres Metro Depok based on the user perception. This study used a quantitative approach with a mixed method of distributing questionnaires and in-depth

interviews to collect data. This study used Structural Equation Model (SEM) to analyze data. The result of the study showed that there were a lot of factors that influence the implementation of SKCK service at Polres Metro Depok based on the factors of the success model of the information system based on DeLone and McLean (2003). Those factors are (1) System Quality (SQ) significantly influenced Intention of Use (IU), (2) System Quality (SQ) significantly influenced User Satisfaction (US), (3) Information Quality (IQ) significantly influenced User Satisfaction (US), (4) Service Quality (SEQ) significantly influenced User Satisfaction (US), (5) User Satisfaction (US) significantly influenced User Satisfaction (US), (6) User Satisfaction (US) significantly influenced Benefit (B), and (7) Intention to Use (IU) significantly influenced Benefit (B).