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Application of the DeLone and McLean Success Model to the SEMAIK Website: A Case Study in Central Lombok

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Abstract – In In the digital age, the use of information technology in public services, including population administration, is crucial. To facilitate access to online population services, the Population and Civil Registration Office of Central Lombok Regency provides the SEMAIK website. Nonetheless, several issues persist, particularly in system quality and service quality. System performance often becomes unstable, with the website slowing down when many users submit service requests simultaneously, while service responsiveness is also frequently delayed. These issues highlight the need for a more comprehensive evaluation of the platform. This study aims to quantitatively assess the effectiveness of the SEMAIK website using the DeLone and McLean Information System Success Model. Data were collected through questionnaires distributed to 126 respondents and analyzed using the SEM-PLS approach. The findings indicate that information quality positively influences system use but does not significantly affect user satisfaction. Meanwhile, service quality, system quality, and system use all show positive effects on user satisfaction. Additionally, although system use does not significantly contribute to net benefits, user satisfaction demonstrates a strong positive effect on net benefits. The model also meets the criteria for good model fit based on the goodness-of-fit assessment. However, the results suggest that aspects related to information quality and system use require improvement, as their effects on user satisfaction and net benefits are not yet optimal. These findings provide concrete recommendations for enhancing the SEMAIK website to ensure more effective and reliable digital public services.
Keywords: DeLone and McLean Model, Information System Success, SEMAIK Website, User Satisfaction

I. INTRODUCTION

In the digital era, the utilization of information technology in public services is a major requirement to improve efficiency and accessibility [1]. The government continues to optimize digital-based systems in various sectors, including population administration. One of the innovations implemented is the website at the Population and Civil Registration Office with the name SEMAIK, which can be accessed through the following link: https://semaik.lomboktengahkab.go.id/, the platform was developed to streamline access to civil administration services, allowing users to apply for identification cards, family records, and birth certificates digitally [2] [3].

However, although the SEMAIK website has been implemented to improve service quality, there are still various obstacles faced by users. Some of the main problems include suboptimal system quality, limited accessibility, and information that is inaccurate or difficult to understand [4]. In addition, several aspects of service quality that have not met patient expectations such as delays in service delivery, suboptimal facility comfort, and insufficiently informative communication have led to dissatisfaction and varying levels of satisfaction among inpatient patients [5]. This reflects a disparity between what users anticipate and the actual services delivered through the SEMAIK website.

The problem is a serious challenge because if it is not resolved immediately, it can hinder the optimization of public services and reduce the level of public trust in the digital system provided by the government [6]. Therefore, this study aims to evaluate the effectiveness of the SEMAIK website by applying the DeLone and McLean Success Model. This framework evaluates six core components that determine the success of an information system, which include the quality of the system, the quality of the information, the quality of services, the extent of system use, the satisfaction of users, and the overall benefits derived [7] [8] [9].

This research has a high urgency, given that effective and efficient population services are needed by the community. Through analysis of the determinants that affect the SEMAIK site's success, it is hoped that relevant solutions can be found to improve the quality of this digital service [10]. In addition, this evaluation can also provide deeper insights for system managers in taking corrective measures [11].

In the academic realm, this research contributes to filling the gap in studies exploring how information systems are assessed in the government sector [12]. Although there have been many studies on the evaluation of public information systems, there are still few studies that specifically use the DeLone and McLean Success Model to evaluate population service websites in Indonesia. Therefore, this study can provide a deeper understanding of the effectiveness of the system in the context of digital-based public services.

To collect the required data, this study employed a quantitative research approach using a survey method. Data were gathered through an online questionnaire distributed

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to users who had accessed and utilized the SEMAIK website. A total of 126 respondents participated, representing community members who had experience using the platform's digital population services. The collected data were then analyzed using the Structural Equation Modeling Partial Least Squares (SEM-PLS) technique to evaluate the relationships among the constructs in the DeLone and McLean Information System Success Model [13]. The analytical results indicate will be used to identify factors that affect system success and provide strategic recommendations for SEMAIK in improving its digital-based services [14]. With this research, it is expected that the SEMAIK website can be more optimal in providing population services that are fast, accurate, and easily accessible to the wider community.

II. RESEARCH METHODOLOGY

A. *DeLone and McLean Information System Success Measures*

In 1949, researchers such as Shannon and Weaver, Mason, and others began developing what would eventually evolve into the DeLone and McLean model [15]. While the quality of information influences semantic success referring to how well information conveys its intended meaning user characteristics and satisfaction each have distinct effects on these components [16]. Furthermore, the DeLone and McLean Information System Success Model links system quality to technological success, which refers to the system's precision and effectiveness in producing information. The outcomes of user satisfaction measures show both the advantages and disadvantages of the user component measures. Following that, both individuals and businesses are impacted by users and user satisfaction [17]. The interdependence of the six information system success indicators can be considered by the suggested model [18]. In 2003, Delone and McLean developed an enhanced version of the best information systems [19]. Figure 1 displays the most recent version of the Delone and McLean success model.

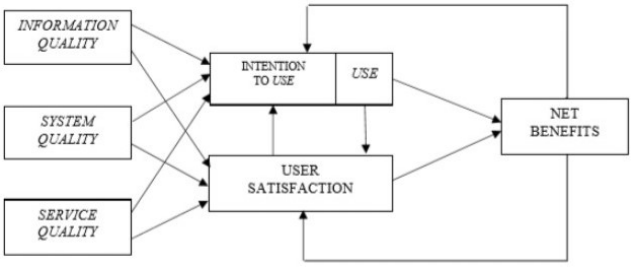

Figure 1. Information System Success Model [19]

The following are additions to the 2003 Delone and McLean success model: 1) Service quality, namely the way in which information system developers deliver their services. 2) The addition of intention to use, namely the wish to apply a practical system as a substitute. 3) The sum of the effects of the organization and the individual, which is known as the net benefit. Accordingly, the three elements that comprise the different effective applications of information systems are the system itself, the system's use, and the outcomes of use and user satisfaction [20].

B. *Hypothesis*

According to [21], the hypothesis is the initial perspective of the problem item under study, translated into a question item display. Hypotheses can also be described as theoretical responses to the formulation of research questions rather than as empirical answers.

Hypotheses have 3 forms that can be used in taking research answers, including the following: 1) Descriptive Hypothesis is the answer to the problem regarding the formulation of research problems. 2) Comparative Hypothesis is a problem perspective based on comparative problems. 3) Associative Hypothesis is the initial answer to the relationship problem.

C. *Population and Sample*

According to Sugiyono [21], The term "population" refers to the category of things or individuals that researchers use to examine and make conclusions because they have a certain number and characteristics, while the sample represents only a small part of the size and makeup of the population. If the size of the population causes the researcher to be unable to review the entire population due to restrictions, the researcher to use a sample from the population. Based on several population factors collected and analyzed, the results aim to describe the characteristics of all population factors.

Quantitative analysis of sample data produces statistics that are used to estimate population parameters. Statistics are numerical measurements calculated from sample measurements, and parameters are numerical descriptive measurements where the calculations are derived from population measures. Sample statistics are used to draw conclusions about population measurements [22].

D. *Sampling Technique*

Sampling technique is a method for selecting or obtaining samples from a population to be used as research material. Researchers can make generalizations about the characteristics of population members by analyzing samples or understanding the quality of sample subjects [23]. This research takes a non-probability sampling model with a saturated sample technique [21]. Non-probability sampling refers to a technique in which not all individuals or groups within the population have an equal chance of being selected. In contrast, a saturated sampling method involves including the entire population as the sample [21].

E. *Measurement Technique*

The estimation demonstration is assessed by checking the legitimacy and unwavering quality of the pointers that make up the idle factors. In measuring the external show, there are three arrangements, to be specific: focalized legitimacy, discriminant legitimacy, or utilizing normal fluctuation extricated and developing unwavering quality in measuring utilizing composite unwavering quality and Cronbach's alpha [24].

F. *Structural Equation Modeling (SEM)*

SEM is a multivariate statistical model that allows analysts to predict the influence and attachment between many variables [25]. SEM crucially offers reliability in

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conducting path analysis [26]. Path analysis is the relationship between intervening and dependent variables. Researchers clearly define what one variable contributes to another, usually displayed in the form of a diagram [27].

G. Partial Least Square (PLS)

PLS is similar to variance-based SEM formation, which allows testing the simultaneous formation of measured and structural. The structural model is used for testing causality, while the measurement model is used as a measure of validity and reliability (testing hypotheses with predictive formation) [28]. Latent variables can be described by PLS accompanied by measurements using their indicators [29]. The use of PLS is because the data does not depend on assumptions, normal distribution is also not required, and it is not a requirement to have a large sample size. PLS is used to process data and answer existing hypotheses [29].

H. Research Stage

This thesis has five research stages, starting from the planning stage to the documentation stage, as shown in Figure 2.

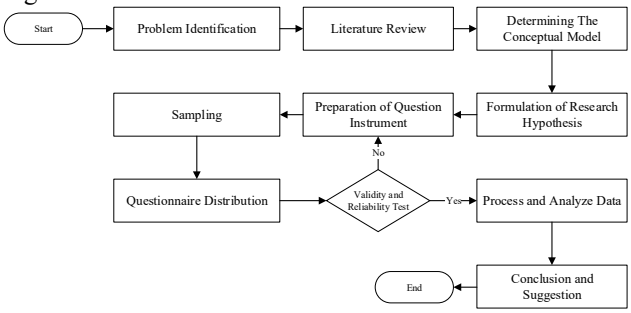

Figure 2. Flowchart of Research Methodology

I. Planning Stage

Figure 2 of the research stages shows the stages in the implementation of research on the application of the Delone and McLean success model on the website of the Population and Civil Registration Service (https://semaik.lomboktengahkab.go.id/). In the validity and reliability test, if the results obtained are valid and reliable, it will continue to manage and evaluate the data, but if not, the stage of preparing the question instrument is carried out again.

1) Problem identification is obtained from the observation process carried out by researchers. The problems that have been identified will be the main source in formulating the problems in this study. For this reason, it is concluded that the problem formulation in this study is how the relationship and evaluation of the success factors of DeLone and McLean's ISSM affect the proper application of the Semaik website.
2) Literature Study: Researchers who have reached this point in their research have done a lot of reading and research to build a strong theoretical foundation for their work. They have done so by consulting academic texts, peer-reviewed journals, and internet resources; the concepts, knowledge, and theories of experts on the problem at hand are the product of this process.
3) The conceptual model stage describes the factors that influence how the level of application success provided by the PeduliLindungi application to users with the DeLone and McLean Model.

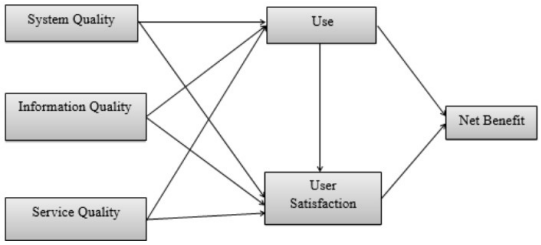

Figure 3. Conceptual Model

Based on Figure 3, the conceptual research model refers to the measurement of DeLone & McLean's, which states that there are variables of information quality, system quality, and service quality that affect user use and user satisfaction. User variables affect user satisfaction. Furthermore, user variables (use) and user satisfaction (user satisfaction) affect net benefit. This conceptual model was used by [30].

4) Research Hypothesis A hypothesis is a statement about a concept that is observed and proven whether the hypothesis is true or false [15]. Based on the conceptual model used, we get the following hypothesis [18]:

H1: The quality of the system positively influences user engagement with the SEMAIK website.
H2: System quality contributes positively to user satisfaction on the SEMAIK platform.
H3: The quality of information significantly affects the usage of the SEMAIK website by users.
H4: Information quality exerts a positive impact on the satisfaction of SEMAIK users.
H5: The perceived quality of service has a beneficial effect on user interaction with the SEMAIK system.
H6: Service quality enhances user satisfaction in the context of the SEMAIK website.
H7: The extent of system use positively correlates with user satisfaction on the SEMAIK website.
H8: User interaction with the system contributes positively to the perceived net benefits of the SEMAIK website.
H9: User satisfaction plays a positive role in determining the net benefits derived from using the SEMAIK website.

The hypothesis designed will be tested to prove the hypothesis wrong. The conceptual model of DeLone and McLean is shown in Figure 4.

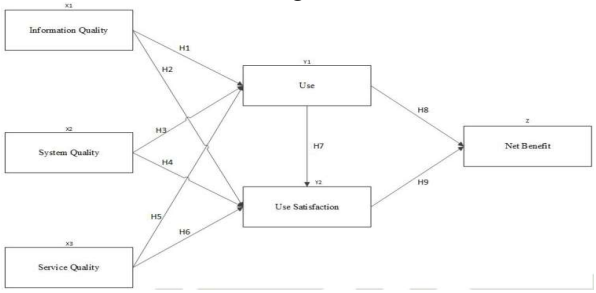

Figure 4. Hypothesis

5) The research instrument compiled has 29 question indicators based on the ISSM model. Table 1 contains question indicator instruments in this study.

Table 1. Question Indicators

No	Variable	Statement	Source

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1	Information Quality	Information about population services presented on the SEMAIK website is complete.	J. Iivari [27]
2		Information about population services presented on the SEMAIK website is as needed.	
3		Information about population services presented on the SEMAIK website is appropriate.	
4		Information on the SEMAIK website is up to date	
5		The information presented is not ambiguous	
6		The information presented is free of errors	
7	System Quality	SEMAIK website is easy to learn, even for new users	J. Iivari [27]
8		SEMAIK website can be accessed anywhere as long as the device is connected to the internet	
9		SEMAIK website responds quickly to user requests	
10		I feel comfortable in using the SEMAIK website	
11		I find it easy to use the SEMAIK website	
12		SEMAIK website can serve my needs without problems	
13	Service Quality	I feel safe in accessing the SEMAIK website	DeLone & McLean [28]
14		SEMAIK website provides useful input in managing online document submissions	
15		The system gives responses according to what I do	
16		I always get notifications related to document submission, accepted or not	
17	Use	I often use the SEMAIK website to process population documents online.	J. Iivari [27], DeLone & McLean [28]
18		I will use the SEMAIK website again to apply for legal identity documents.	
19		I can take care of my own legal identity documents without the help of others.	
20		I can process civil registration documents free of charge through the SEMAIK website.	
21	User Satisfaction	I feel happy because I can take care of documents online through the SEMAIK website	DeLone & McLean [28]
22		I am satisfied because the information presented is in accordance with my needs	
23		The SEMAIK website saves me time in processing documents.	
24		Overall, I am very satisfied with the features of the SEMAIK website.	
25	Net Benefit	By using the SEMAIK website, I am able to complete my document submission faster.	Davis [29]
26		SEMAIK website improves my performance in processing documents	
27		SEMAIK website makes the document submission process more effective	
28		The SEMAIK website makes it easier for me to complete document applications	
29		SEMAIK website is useful for me in submitting population documents	

6) The research population is composed of people interacting with or visiting the SEMAIK website.
7) Dissemination of questionnaires This research uses an online survey to reach as many samples as possible, with permission from the education and civil registration office. The questionnaire was distributed via Google Form and WhatsApp to reach SEMAIK website users effectively.
8) Instrument testing was carried out by testing the validity and reliability of the questionnaire totaling 155 respondents and calculated using the SmartPLS Version 4 application.
   a. The validity test measures the correlation between variables and their total scores, with validity achieved if the data collected matches the data that actually occurs. Indicators are considered valid if they have outer loadings > 0.6, although values ≥ 0.5 are still acceptable. An AVE value > 0.5 is required for convergent validity tests [30].
   b. Areliability test assesses the consistency of measurement results on the same symptoms, An instrument is considered to have acceptable reliability if it achieves a Cronbach's Alpha value above 0.7 or a composite reliability above 0.6 [30].
   c. Data processing and analysis: questionnaires were sent, and several sets of data were analyzed in Microsoft Excel. Data analysis in quantitative research falls into one of two categories: descriptive analysis and inferential analysis [31].

III. RESULTS AND DISCUSSION

A. Demographic Characteristics of Respondents

Based on the results of distributing questionnaires questionnaire distributed via Google Form to visitors who have accessed the SEMAIK website, 126 respondents with the following characteristics were obtained:

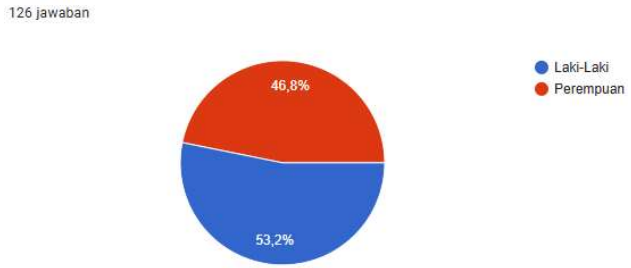

Figure 5. Percentage of Respondent Gender

Figure 5 displays the percentage of respondent gender. It can be seen that out of 126 respondents, 53.2% were male and 46.8% were female. Respondents in this study were dominated by male respondents.

B. District Domicile of Respondents

Based on Figure 6, out of 126 respondents, the majority 39.7% of respondents reside in Praya sub-district, followed by 23% residing in Praya Tengah sub-district. Respondents in this study were dominated by respondents from Praya and Central Praya sub-districts.

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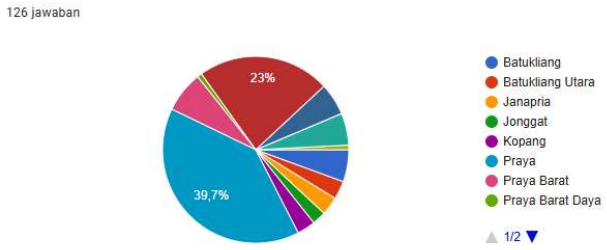

Figure 6.. Percentage of respondents by sub-district

C. *Outer Model*

Measuring model testing is carried out to determine the validity and reliability seen from the attachment between variables and each indicator.

1. Convergent Validity

The outputs of this test are convergent validity and reliability [13].

Table 2. Outer Loadings Value

	KP	KI	KL	KS	NB	P
KI1		0.828				
KI2		0.797				
KI3		0.780				
KI4		0.840				
KI5		0.782				
KI6		0.701				
KL1			0.837			
KL2			0.835			
KL3			0.855			
KL4			0.843			
KP1	0.811					
KP2	0.869					
KP3	0.844					
KP4	0.874					
KS1				0.801		
KS2				0.788		
KS3				0.863		
KS4				0.891		
KS5				0.812		
KS6				0.824		
NB1					0.833	
NB2					0.902	
NB3					0.857	
NB4					0.858	
NB5					0.832	
P1						0.822
P2						0.868
P3						0.785
P4						0.831

Table 2 shows that the outer loadings value on the Indicators of system quality, information quality, service quality, user satisfaction, usage, and benefits have met the minimum limit of 0.6. All variable indicators have met the minimum outer loadings value limit so that they have met the convergent validity standard.

2. Discriminant Validity

Discriminant validity can be seen in the Average Variance Extracted value, as in Table 3.

Table 3. Average Variance Extracted (AVE) value

Variable	Average variance extracted (AVE)
User Satisfaction (KP)	0.722
Information Quality (KI)	0.623
Service Quality (KL)	0.710
System Quality (KS)	0.690
Net Benefits (NB)	0.734
Use (P)	0.684

In table 3, all variables have met the Average Variance Extracted (AVE) value, which is 0.5, so that they have met convergent validity. For the next testing stage, namely reliability, by looking at the Cronbach's alpha value and the composite reliability value.

3. Reliability Test

Table 4. Cronbach's Alpha and Composite Reliability Values

Variable	Cronbach's alpha	Composite Reliability (rho_c)
User Satisfaction (KP)	0.872	0.912
Information Quality (KI)	0.878	0.908
Service Quality (KL)	0.864	0.907
System Quality (KS)	0.910	0.930
Net Benefits (NB)	0.909	0.932
Use (P)	0.846	0.896

All variables have composite reliability and Cronbach's alpha values more than 0.70, indicating their reliability.

D. *Inner Model*

By examining the outcomes of the parameter coefficient estimate and its significance level, the structural model (inner model) establishes the connection between latent components. The following is how the structural model is created:

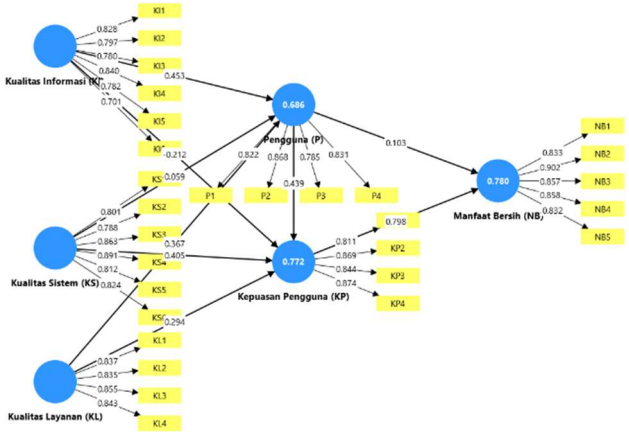

Figure 7. Structural model (Inner Model)

Testing the structural model is seen from several indicators, namely R-squares, F-squared, and goodness of fit model.

1. R-Square

R-squared values are categorized into three groups. It falls into the strong category if the R-square value is 0.75; the moderate category if it is 0.50; and the weak category if it is 0.25. Table 5 displays the dependent variable's R-square value as determined by this research model.

Table 5. R-Square Value

Variable	R-square	Adjusted R-square
User Satisfaction (KP)	0.772	0.765
Net Benefits (NB)	0.780	0.776
Use (P)	0.686	0.678

It explains that the user satisfaction variable has an r-square value of 0.772 after computation using SmartPLS 4 in line with table 8. This indicates that user happiness is 77.2% impacted by information quality, system quality, service quality, and usage. The use variable has a value of 0.686. This indicates that there is a 68.6% impact of system, service, and information quality on consumption. 0.780 is the net benefit variable. This indicates that 78% of

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net benefits are influenced by SEMAIK users and user happiness.

2. F-squared

The F-squared metric is employed to evaluate the proportional influence of an exogenous influencing variable on an endogenous influenced variable. There are three categories for the level of substantive influence: 0.02 (weak), 0.15 (moderate), and 0.35 (strong). Table 6 displays the findings of the F-square value:

Table 6. F-square Values

Variable Relationship	f-square	Substantive Effect
User Satisfaction (KP) -> Net Benefits (NB)	1.040	Weak
Information Quality (KI) -> User Satisfaction (KP)	0.050	Weak
Information Quality (KI) -> Use (P)	0.201	Moderate
Service Quality (KL) -> User Satisfaction (KP)	0.081	Weak
Service Quality (KL) -> Use (P)	0.101	Weak
System Quality (KS) -> User Satisfaction (KP)	0.150	Moderate
System Quality (KS) -> Use (P)	0.002	Weak
Use (P) -> User Satisfaction (KP)	0.266	Moderate
Use (P) -> Net Benefit (NB)	0.017	Weak

E. Hypothesis Testing

The results of the accepted and rejected path coefficients can be seen in table 7 below:

Table 7. Path Coefficient on Model Testing

Variable	T statistics (|O/STDEV|)	P values	Description.
User Satisfaction (KP) -> Net Benefits (NB)	8.306	0.000	Accepted
Information Quality (KI) -> User Satisfaction (KP)	1.751	0.080	Rejected
Information Quality (KI) -> Use (P)	3.530	0.000	Accepted
Service Quality (KL) -> User Satisfaction (KP)	2.195	0.028	Accepted
Service Quality (KL) -> Use (P)	2.148	0.032	Accepted
System Quality (KS) -> User Satisfaction (KP)	2.426	0.015	Accepted
System Quality (KS) -> Use (P)	0.355	0.723	Rejected
Use (P) -> User Satisfaction (KP)	4.461	0.000	Accepted
Use (P) -> Net Benefit (NB)	0.988	0.323	Rejected

Table 10 presents the hypothesis testing results based on the t-statistics and p-values of the path coefficients:

1. H1: User Satisfaction (KP) significantly influences Net Benefits (NB), with a t-value of 8.306 and a p-value of 0.000, indicating that the hypothesis is supported.
2. H2: Information Quality (KI) does not significantly impact User Satisfaction (KP), as shown by a t-value of 1.751 and a p-value of 0.080, leading to the rejection of the hypothesis.
3. H3: Information Quality (KI) shows a significant effect on User Use (P), with a t-value of 3.530 and a p-value of 0.000, confirming the acceptance of the hypothesis.
4. H4: Service Quality (KL) significantly affects User Satisfaction (KP), as reflected by a t-value of 2.148 and a p-value of 0.032, supporting the hypothesis.
5. H5: Service Quality (KL) also demonstrates a significant influence on User Use (P), with the same t-value of 2.148 and p-value of 0.032, indicating hypothesis acceptance.
6. H6: System Quality (KS) significantly contributes to User Satisfaction (KP), with a t-value of 2.426 and a p-value of 0.015, thus the hypothesis is accepted.
7. H7: System Quality (KS) does not significantly affect User Use (P), as indicated by a t-value of 0.355 and a p-value of 0.723, resulting in hypothesis rejection.
8. H8: User Use (P) has a statistically significant influence on User Satisfaction (KP), with a t-value of 4.461 and a p-value of 0.000, leading to hypothesis acceptance.
9. H9: User Use (P) does not significantly impact Net Benefits (NB), shown by a t-value of 0.988 and a p-value of 0.323, which leads to the rejection of the hypothesis.

F. Goodness of Fit

Table 8. Model Goodness-of-Fit Test Results

	saturated Model	Approximate model	Description
SRMR	0.065	0.069	Fit
d_ULS	1.847	2.079	Fit
d_G	1.530	1.578	Fit
Chi-square	960.799	976.318	Fit
NFI	0.729	0.724	Fit

Based on the PLS goodness-of-fit model test presented in Table 8, the SRMR value is 0.069, which is below the 0.10 threshold, indicating that the model demonstrates acceptable fit. Furthermore, the d_ULS value is 2.079 and exceeds the 0.05 criterion, supporting the model's adequacy. Similarly, the d_G value of 1.578, which is also above 0.05, confirms the model's validity. Additionally, the chi-square statistic, recorded at 976.318, further reinforces the model's fit, as it surpasses the 0.05 benchmark. With an NFI output result of 0.724, the model is deemed acceptable.

IV. CONCLUSION

Based on the study's findings, the Population and Civil Registration Office of Central Lombok Regency's deployment of the SEMAIK website is deemed to have been a success according to the DeLone and McLean Model, which holds that user satisfaction is the primary factor influencing perceived net benefits and that system quality, service quality, and usage all significantly impact user satisfaction. Nevertheless, while information quality influences usage, it has no discernible impact on user happiness, and utilization has no direct bearing on net benefits. These findings indicate the importance of improving information quality and usage experience so that the benefits of the website can be maximized. For future research, the model can be further developed by incorporating external variables such as digital literacy, perceived ease of use, or technological readiness. In addition, employing mixed-methods approaches and expanding respondent characteristics will enable a more comprehensive and in-depth evaluation of digital public service information systems.

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