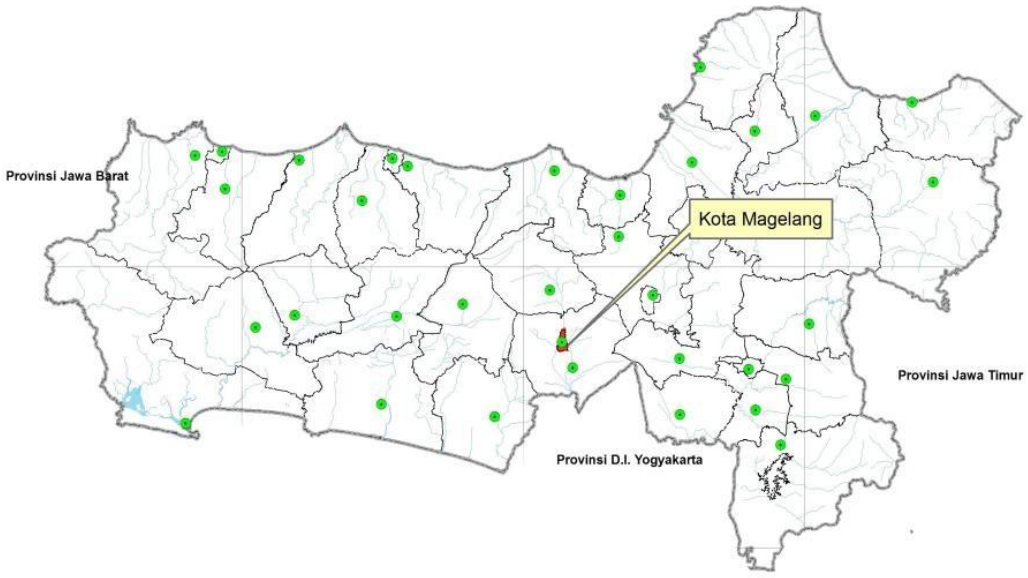
CHAPTER V

RESULT AND DISCUSSION

5.1. Research Object Overview

5.1.1. Geographical Condition

Magelang Municipality as one of six Cities in Central Java which is located between two rivers, the Progo River to the west and Elo River to the east and surrounded lined mountains like Mount Sumbing, Mount Sindoro, Mount Perahu, Mount Telomoyo, Mount Merbabu, Mount Merapi. Magelang Municipality is stretched along the equator between 110^0 12' 30" to 110^0 12' 52" East Longitude and 7^0 26' 18" to 7^0 30' 9" South latitude and located 380 m level on the surface.



Source: Regional Development Planning Board of Magelang Municipality (2015)

Figure 5. 1. Location of Magelang Municipality

Magelang Municipality area is 0.06 % or 18,12 km^2 of the area of Central Java Province, as well as the smallest in the region of Central Java and it divided into three districts namely North, Central and South Magelang District with an area respectively 6.128 km^2, 5.104 km^2, and 6.888 km^2.

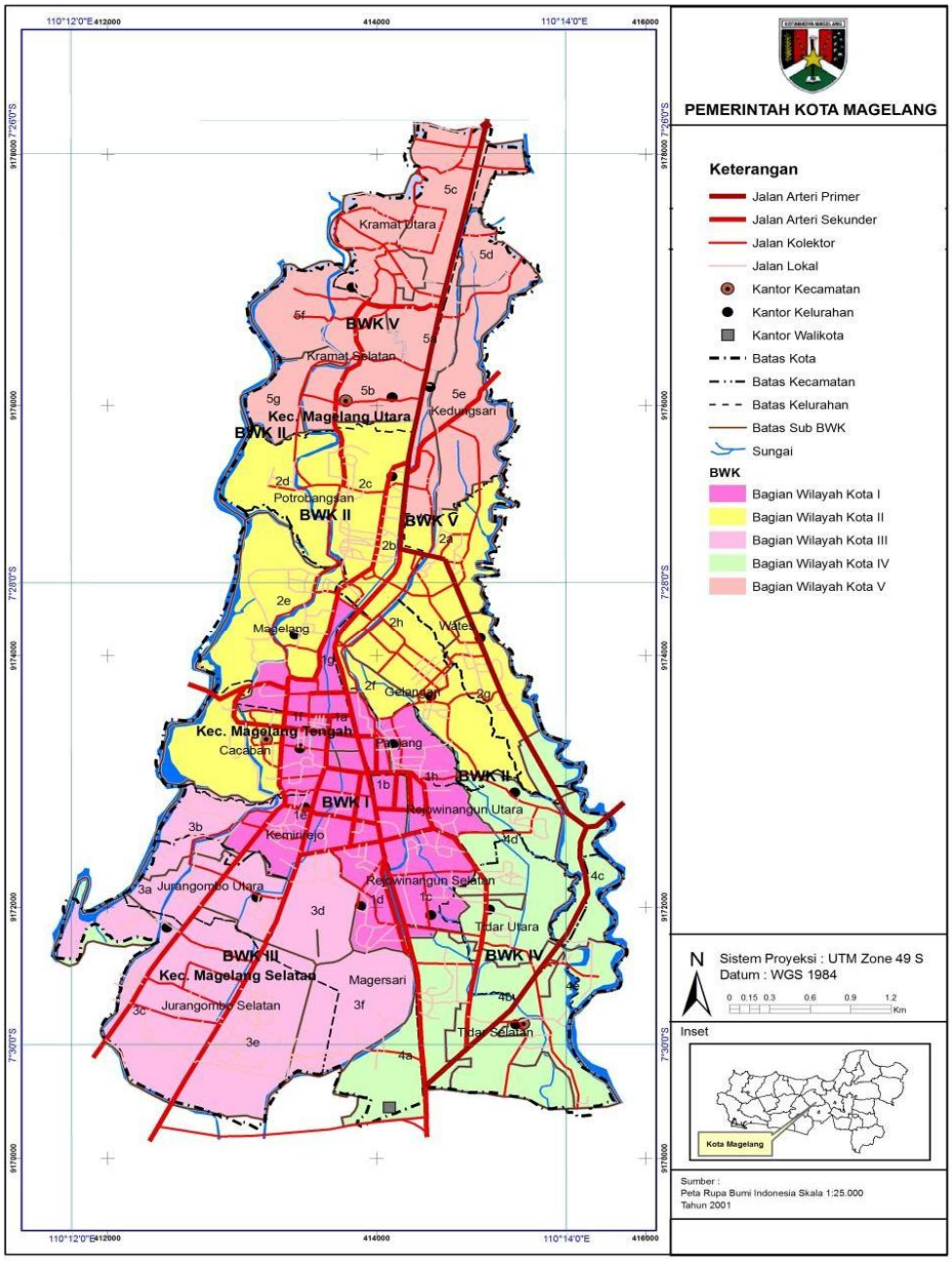
Table 5. 1. Magelang City Areas by District 2014

District/Urban Village	Area (Km2)	Percentage
South Magelang	**6,888**	**38,01%**
002 Magersari	1,377	7,60%
004 South Rejowinangun	0,433	2,39%
005 North Jurangombo	0,575	3,17%
006 South Jurangombo	2,264	12,50%
007 North Tidar	0,970	5,35%
008 South Tidar	1,269	7,00%
Central Magelang	**5,104**	**28,17%**
001 North Rejowinangun	0,993	5,48%
002 Kemirirejo	0,880	4,86%
003 Cacaban	0,826	4,56%
004 Magelang	1,246	6,88%
005 Panjang	0,345	1,90%
006 Gelangan	0,814	4,49%
North Magelang	**6,128**	**33,82%**
004 Wates	1,173	6,47%
005 Potrobangsan	1,299	7,17%
006 Kedungsari	1,334	7,36%
008 North Kramat	0,864	4,77%
009 South Kramat	1,458	8,05%
Total	**18,120**	**100,00%**

Source: Statistics of Magelang City (2015)

Magelang Municipality is one of the Cities in Central Java Province with its strategic position right in the middle of the island of Java and in crossing the major transportation routes Semarang-Yogyakarta. Magelang Municipality location is 85 km south of Semarang and 43 km north of Yogyakarta. Magelang primarily in

Semarang-Yogyakarta-Purworejo economic pathway and Yogyakarta-Borobudur-Kopeng-Dieng Plateau tourism map.



Source: Regional Development Planning Board of Magelang Municipality (2015)

Figure 5. 2. Administration Map of Magelang Municipality

5.1.2. Demography

Population data is the primary data required by government or private as the material for the planning and evaluation of development outcomes.

Table 5. 2. Total Population by Gender in Magelang Municipality 2014

No.	Year	Man	Woman	Total
1	2013	64.462	66.374	130.836
2	2014	64.865	66.838	131.703

Source: Statistics of Magelang City (2015)

Based on registration in 2014, the population in Magelang Municipality reached 120.373 with the population growth rate reached 0.38% compared with the previous year (2013), which consists of 59.260 men and 61.113 women with a sex ratio figures show 97%. With an area of 18.12 km^2, Magelang Municipality has a density of 7.268, meaning that in every 1 square kilometers on average inhabited by 7.268 people.

Table 5. 3. Magelang Municipality Population Indicators

Population Variable	2013	2014
Total Population		
Male	59.046	59.276
Female	60.889	61.115
Total	119.935	120.391
Growth Rate	0.51	0.38
Sex Ratio	97	97
Number of Households	38.466	41.853
Average of ART	3	3
Population Density(people / km^2)	6.619	7.268
Age Composition (%)		
0-14	22.75	24.63
15-64	69.77	69.70
65+	7.48	5.67

Source: Statistics of Magelang City (2015)

Most of the population is a productive population (15-64 years) is 69.70% or 84.164 inhabitants. The dependency ratio is 43, meaning that for every 100

people of productive age (15-64 years) in Magelang must bear 43 nonproductive age population (0-14 years and 65+ years).

Table 5. 4. Population Density of Magelang Municipality 2014

No.	District/Urban Village	Area (Km^2)	Population Number	Population Density
1	South Magelang	43.260	6.888	6.280
2	Central Magelang	49.867	5.104	9.770
3	North Magelang	38.576	6.128	6.295
Total		**131.703**	**18.120**	**7.268**

Source: Statistics of Magelang City (2015)

The population density within a period of five years (2010-2014) tends to increase along with the increase in population. Central Magelang District is a region with the highest density of 9,770 people per km^2. Followed by the North Magelang and South Magelang with 6,295 inhabitants per km^2 and 6,280 inhabitants per km^2.

Crude Birth Rate shows the number of births in a given year per 1.000 population in the middle of the same year. Crude Birth Rate Magelang Municipality amounted to 9, which means there are nine births per 1.000 population in 2014. Crude Death Rate of Magelang Municipality in 2014 amounted to 8, meaning that there were eight deaths per 1000 people in that year.

Table 5. 5. Indicators of Births, Deaths, and Migration Magelang Municipality

Indicator	2012	2013	2014
Crude Birth Rate (/1000 population)	14.22	14.28	9.67
Crude Death Rate (/1000 population)	7.65	8.81	8.94
IMGR (/1000 population)	21.82	23.06	15.20
OMGR (/1000 population)	23.98	19.89	14.60

Source: Statistics of Magelang City (2012-2015)

5.1.3. Government Administration

The local government in 2014 had as many as 4.156 human resources (down 1,19% from the amount of the previous year) with a composition of 45,21% male and 54,79% female civil servants. The domination of women is inversely proportional to its existence in the membership of parliament. Magelang Municipality has about 45 governmental offices. Recorded this year from 25 members of Parliament only six members are female.

The highest education level of civil servants in Magelang Municipality is graduate with 275 human resources in 2014 (an increase of 1.85% from the previous year). A total of 2,121 personnel in the city of Magelang has undergraduate educational levels (with a percentage of 51.03%). The number of undergraduate and graduate education has increased from the previous year at 1.85% and 0.74% respectively. This shows that the civil servants in the city of Magelang strive to improve their knowledge of the better services.

Table 5. 6. Number of Civil Servants by Education 2014

Year	S2	S1/D4	D3	DI/DII	SMA	SMP	SD	Total
2014	275	2.121	459	236	743	179	143	4.156
2013	265	2.090	483	273	739	210	146	4.206

Source: Statistics of Magelang City (2015)

The above list is not comparable to the number of certified procurement of goods and services civil servants in the Magelang Municipality wich accounted for 118 peoples. Department of Public Works has the highest amount compared to other offices; it is due to a large number of government procurement packages of goods and services in the office. From the data gathered by the Development Section of Regional Secretariat Magelang Municipality, in 2014 there were only 56

people who active in the procurement of goods and services in Magelang Municipality.

Table 5. 7. Certified Procurement of Goods / Services Civil Servants 2014

No.	Office	Total
1	Inspectorate of Magelang Municipality	3
2	Legislative Secretariat of Magelang Municipality	-
3	Integrated Licensing Service Office of Magelang Municipality	1
4	Women Empowerment and Family Planning Office of Magelang Municipality	2
5	Regional Development Planning Office of Magelang Municipality	2
6	The National Unity, Politics and the Protection of People Office of Magelang Municipality	2
7	Regional Employment Office of Magelang Municipality	3
8	Tidar General Hospital of Magelang Municipality	3
9	Public Works Office of Magelang Municipality	16
10	Health Office of Magelang Municipality	6
11	Education Office of Magelang Municipality	4
12	Agriculture, Animal Husbandry and Fisheries Office of Magelang Municipality	8
13	Cooperatives, Industry and Trade Office of Magelang Municipality	2
14	Revenue and Fiscal Management Office of Magelang Municipality	3
15	Transportation, Communication and Information Office of Magelang Municipality	3
16	Labour, Transmigration and Social Office of Magelang Municipality	3
17	Sanitation, Parks and Urban Planning Office of Magelang Municipality	6
18	Population and Civil Registration of Magelang Municipality	3
19	Youth, Sports, Culture, and Tourism Office of Magelang Municipality	2
20	Market Management Office of Magelang Municipality	6
21	Investment Office of Magelang Municipality	-
22	Environment Office of Magelang Municipality	3
23	Research, Development and Statistics Office of Magelang Municipality	3
24	Civil Service Police Office of Magelang Municipality	1

No.	Office	Total
25	Library, Archives and Documentation Office of Magelang Municipality	2
26	Public Relations, Protocol and Sandi Telecommunication Section of Magelang Municipality	2
27	Equipment Section of Magelang Municipality	3
28	Governance Section of Magelang Municipality	1
29	Legal Section of Magelang Municipality	1
30	Organizations section of Magelang Municipality	1
31	General Affair Section of Magelang Municipality	1
32	Development Section of Magelang Municipality	2
33	Economic Section of Magelang Municipality	1
34	People's Welfare Section of Magelang Municipality	1
35	Subdistrict of North Magelang	1
36	Subdistrict of South Magelang	4
37	Subdistrict of Central Magelang	1
38	Urban Village of North Kramat	1
39	Urban Village of South Kramat	1
40	Urban Village of Kedungsari	2
41	Urban Village of Wates	-
42	Urban Village of Potrobangsan	1
43	Urban Village of published	1
44	Urban Village of Panjang	-
45	Urban Village of Magelang	-
46	Urban Village of North Rejowinangun	2
47	Urban Village of South Rejowinangun	-
48	Urban Village of Magersari	-
49	Urban Village of Kemirirejo	-
50	Urban Village of North people's	1
51	Urban Village of South Tidar	-
52	Urban Village of four	1
53	Urban Village of North Jurangombo	1
54	Urban Village of South Jurangombo	1
Total		**118**

Source: Development Section of Regional Secretary of Magelang Municipality (2014)

5.1.4. Electronic Procurement Service (LPSE) of Magelang Municipality

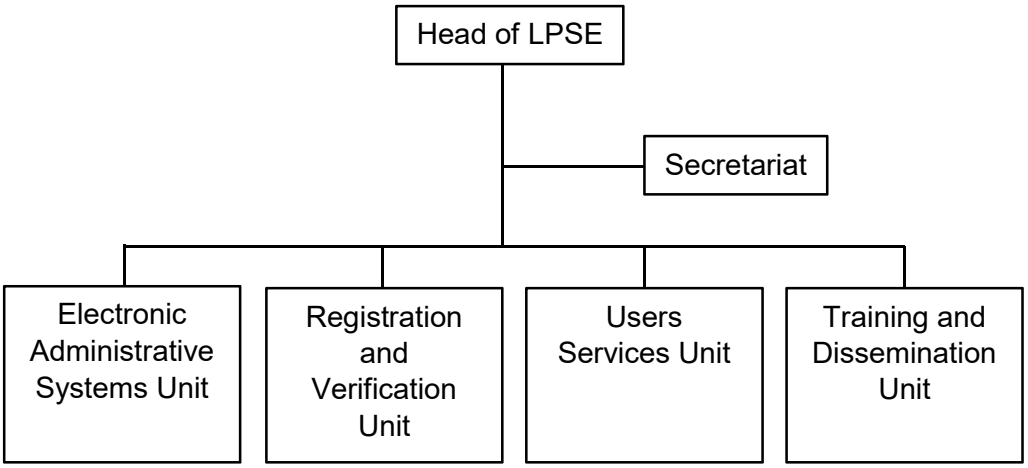
Based on existing documents, the Electronic Procurement Service (LPSE) of Magelang Municipality is an ad-hoc unit of service attached to the Information Technology Department of Transportation, Communication and Information Office of Magelang Municipality and led by the Head of Department as the responsible for LPSE. This service unit formed by Mayor Regulation No. 31/2011 on Electronic Procurement Services of Magelang Municipality.

Electronic Procurement Service (LPSE) is the group that serves the procurement of goods and services that are conducted electronically with carrying out the functions and duties as follows:

1. Processing the Electronic Procurement System (SPSE) and Its infrastructure;
2. Provide training to the procurement committee and the provider of goods and services;
3. Providing Internet access facilities to the procurement committee and the provider of goods and services;
4. Providing technical assistance to operating the Electronic Procurement System to the procurement committee, the provider of goods/services and other users;
5. Registration and verification of the SPSE users (procurement committee, providers of goods and services and auditors). So that the user is registered and get access to the system in the form of a username and password.

LPSE organizational structure prepared by the needs and performs functions that include: Head of LPSE, Secretariat, Electronic Administrative

Systems Unit, Registration and Verification Unit, Users Services Unit and Training and Dissemination Unit.



Source: Mayor Regulation No. 31/2011

Figure 5. 3. LPSE Organizational Structure of Magelang Municipality

The functions and duties of the Secretariat and units are as follows:

1. The Secretariat has the task of carrying out the coordination, administration, supervision and control of programs, activities, administration and resources in the environment LPSE. In performing its duties the following functions:
    a. Coordination of activities in the LPSE and related agencies;
    b. Implementation of administration and management of public policy to support the implementation of the tasks and duties of LPSE;
    c. Management of facilities, infrastructure, and resources;
    d. Control, evaluation and reporting activities; and

e. Implementation of other functions assigned by the Head of LPSE accordance with the duties and functions.

2. Electronic Systems Administration Unit has the task of managing the SPSE. In performing their duties the following functions:
    a. Setup and maintenance of software, hardware, and networking;
    b. Handling the technical problems that occur to ensure the reliability and availability of services;
    c. Provide information to LKPP of technical obstacles that occur in LPSE; and
    d. Implementation of the technical instruction of LKPP
3. Registration and Verification Unit has the tasks of managing user registration and verification of SPSE. In performing its duties the following functions:
    a. SPSE User registration services;
    b. Conveying information to prospective users SPSE about the completeness of the required documents;
    c. Verification of papers and information as the registration requirements of the SPSE; and
    d. Archive and records management SPSE users.
4. User Services Unit has the tasks of employment and technical support application operation SPSE. In performing its duties the following functions:
    a. Providing consulting services regarding the procurement process electronically through the Internet, telephone or directly present in LPSE;
    b. Helping LPSE user registration process;

c. Answering questions about the facilities and features of LPSE application; and
d. Handles complaints about the LPSE services.

5. The unit has the task the training and dissemination:
   a. Providing the training to LPSE users;
   b. Answer questions related to the procurement of goods and services; and
   c. LPSE dissemination to LPSE users;

5.1.5. Procurement Services Unit (ULP) of Magelang Municipality

Procurement Services Unit (ULP) of Magelang Municipality is a service unit attached to the Development Section of Regional Secretariat of Magelang Municipality. This service unit formed by Mayor Regulation No. 71/2012 on the Procurement Services Unit of Magelang Municipality.

Procurement Services Unit (ULP) is a group formed for the purpose of (1) make the goods/services of the government to be more integrated, effective and efficient; (2) improve the effectiveness and functionality of regional work units in performing basic tasks and functions; (3) ensure equality of opportunity, access and rights to providers of goods/services in order to create healthy competition; and (4) ensure the goods/services performed by the professionals government apparatus. The details of the tasks can be described as follows:

1. Implement the procurement of goods/services conducted through auction/selection until the signing of the contract by the Budget User / Authorized Budget / Committing Officer;

2. A report on the process and results of the procurement of the ULP to the mayor;
3. Implement the procurement of goods/services by exploiting information technology through the Electronic Procurement Service (e-procurement)
4. implement dissemination strategies, policies, standards, systems and procedures for procurement of government goods/ services;
5. carry out technical guidance and advocacy field of procurement;
6. set the goods/services provider who commit fraud/forgery and other violations as stipulated in Presidential Regulation No. 54 of 2010 added to the Black List and report them to LKPP.

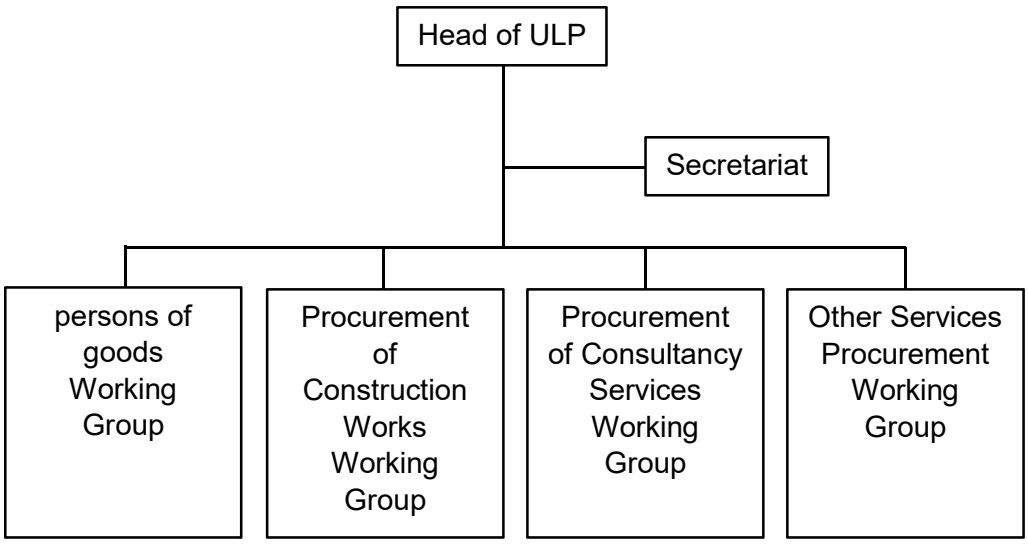
Function of Procurement Services Unit (ULP) as follows:

1. monitoring and evaluation of the entire implementation of the procurement of goods/services;
2. implement Human Resources guidance of procurement; and
3. develop facilities and infrastructure supporting the procurement of goods/services.

The organizational structure of the Procurement Services Unit (ULP) prepared in accordance with the needs and performs functions that include:

1. Head of ULP;
2. Secretary;
3. Head of Section, consists of:
    a. Head of Administration Section;
    b. Head of Technical Section;
    c. Head of Infrastructures Section;

4. Sub-Section Staff;
5. Procurement Working Group, includes:
    a. Procurement of goods Working Group;
    b. Procurement of Construction Works Working Group;
    c. Procurement of Consultancy Services Working Group;
    d. Other Services Procurement Working Group;



Source: Mayor Regulation No. 71/2012

Figure 5. 4. ULP Organizational Structure of Magelang Municipality

The tasks of each unit are as follows:

1. Head of the ULP has the job of leading and coordinating all forms of procurement of goods/services conducted ULP and provide monthly reports as accountability for implementation of the Goods / Services to the Mayor.

2. The Secretary has the task of carrying out all forms of administrative activities, technical, infrastructure and facilities in the process of procurement of goods/services conducted in ULP and provide monthly reports as accountability for implementation of the Goods/Services to the Head of ULP.
3. Head of Administration Section has the task:
    a. implement financial affairs, personnel, and procedures for correspondence;
    b. carry out administrative functions; and
    c. Costs are planning and efforts to reduce expenses in the procurement process.
4. Head of Technical Section has the task:
    a. check the documents of any proposed procurement package;
    b. preparing the necessary documents of the Working Group in the six of goods/services; and
    c. monitoring and evaluation of the purchase price of goods/services;
5. Head of Infrastructures Section has the task:
    a. provide and manage information systems used in the procurement of goods/services;
    b. contains information on the procurement of goods/services to the community; and
    c. maintaining facilities and infrastructure on the ULP.
6. The staff has the task of helping Sub-Section Head of Section in carrying out duties by the primary functions of each sub-section.
7. Procurement Working Group has the task:

a. to review the General Procurement Plan (RUP), TOR, planning documents; and to prepare elections of the provider of goods/services;
b. set the Procurement Documents;
c. establish the nominal amount of the bid security;
d. announced the implementation of procurement of goods/services on the regional website and official notice board for the community and conveyed to LPSE to be published in the National Procurement Portal;
e. assess the qualifications of goods/services through the pre-qualification or post-qualification;
f. evaluate the administrative, technical and price of the bids;
g. answered rebuttal;
h. set provider of goods/services for:
    i. auctions or direct appointment to the procurement of goods/construction work/other Services packages which the highest-value are Rp. 100,000,000,000.00 (one hundred billion rupiahs); or
    ii. selection or appointment directly to the procurement consultancy package which the highest-value are Rp. 10,000,000,000.00 (ten billion rupiahs);
i. submit a copy of the Bidding Document of goods/services to the Committing Officers;
j. store the original document of election goods/services;
k. in the case of need can propose to the Committing Officers:

i. HPS change; and / or

ii. Changes in technical specifications of the job.

l. Sign an integrity pact before the procurement of goods/services begins; and

m. carry out other tasks given by the Head of ULP.

5.2. Characteristics of Samples

The data used in this study are the data derived from the questionnaire, the results of the respondents are members of the ULP Working Group, Committing Officers, and LPSE administrators in Magelang Municipality. Researchers obtain data that contains the list of ULP Working Group Members, Committing Officers who has conducted the procurement of goods and services electronically, and LPSE system administrators. Based on these data, the researchers distributed questionnaires and take on the agreed time.

The questionnaire has been sent as many as 35 questionnaires, and a total of 33 questionnaires were returned. This shows that the return rate of the survey that was distributed amounted 94.29%. Description of respondents who became the target of this study classified by seven things, as in the table below.

Table 5. 8. Respondent Information

Information	Number of People	Percentage (%)
Sex		
Male	23	69,70%
Female	10	30,30%
	33	**100,00%**
Age		
< 30 year	0	0,00%
31 – 40 year	15	45,45%
41 – 50 year	14	42,42%

Information	Number of People	Percentage (%)
> 51 year	4	12,12%
	33	**100,00%**
Education		
Undergraduate	16	48,48%
Graduate	12	36,36%
Other	5	15,15%
	33	**100,00%**
Academic Background		
Economic	6	18,18%
Computer Science	1	3,03%
Technique	12	36,36%
Other	14	42,42%
	33	**100,00%**
The duration of using e-procurement		
< 1 year	1	3,03%
2 year	3	9,09%
3 year	7	21,21%
> 3 year	22	66,67%
	33	**100,00%**
The number of e-procurement training		
1 time	17	51,52%
2 times	13	39,39%
3 times	2	6,06%
> 4 times	1	3,03%
	33	**100,00%**
Participation in the process of e-procurement		
< 5 times	11	33,33%
6 – 10 times	8	24,24%
11 – 15 times	6	18,18%
> 15 times	8	24,24%
	33	**100,00%**

Source: Data Processing (2016)

Table 5.8. Indicates that the number of male respondents is more than female. The number of male respondents as many as 23 people with a percentage of 69.70% and female respondents as many as ten individuals with a rate of

30.30%. By the composition of the civil servants who are certified procurement in Magelang Municipality that is dominated by male. This shows that employees still have the fear to be procurement officials, primarily female civil servants. In the Magelang Municipality, the number of certified procurement civil servants who active in procurement are comparatively few 118 with a percentage of 2.84% of the total number of employees that is 4,156 peoples.

Also, the age of the respondents predominantly aged between 31-40 years as many as 15 people or 45.45%. There are 14 respondents aged 41-50 years (42.42%) and only four people older than 51 years. However, no respondents were aged less than 30 years. This shows that users of e-procurement in the Magelang Municipality dominated by civil servants who are experienced in the procurement of goods and services. Also, the absence of a process of regeneration in the procurement process in the Magelang Municipality. This is because the budget users entrust the procurement process to the experienced procurement officials.

As many as 16 peoples or 48.48% of respondents educated undergraduate, 12 peoples educated graduate, or 36.36%, while there are five persons with a percentage of 15.15% trained diploma or high school equivalent. There is only one respondent whose background was in computer education (3.03%), six people's academic qualifications in economics (18.18%), 12 peoples were set in a technical education (36.36%), and 14 persons has other educational backgrounds (42.42 %).

The involvement of the respondents in the use of e-procurement at most that in a span of more than three years with the number of 22 people or 66.67%, as many as 7 people and 3 people or 21.21% and 9.09%, has been involved in the

use of e-procurement for 3 years and 2 years, and one person or 3.03% participating in the use of e-procurement for less than 1 year. A few respondents who followed the training of e-procurement is more than four times, which is only one person or 3.03%. The greatest number of e-procurement training has been developed by the respondents, 1 to 2 times the amount of 17 people and 13 people with a percentage of 51.52% and 39.39%. While respondents had attended training e-procurement as much as three times as many as two people with a rate of 6.06%.

The participation of the defendants in the e-procurement process more than 15 times as many as eight people or 24.24%, of respondents who had been following the e-procurement process 11-15 times as many as 6 people or 18.18%, followed by respondents who monitor the e-procurement process 6-10 times as many as eight people or 24.24%. However, many respondents had followed the e-procurement process less than five times that 11 people with a percentage of 33.33%.

5.3. Data Analysis

5.3.1. Descriptive Statistics

The descriptive statistics for each of the constructs of the success of information systems variables can be seen in Table 5.9. Where respondents have different responses to each construct / dimensions and questions in this study. From the descriptive statistics presented in this study shows that the use of a questionnaire with some questions as many as 25 items that measure variables in electronic procurement system (e-procurement) which is divided into five constructs / dimensions measurements and 25 items of questions:

Table 5. 9. Descriptive Statistics for Each Item in Question

Dimension	Questions		Min	Max	Mean	Standard Deviation
Information Quality	1	I got a complete data as needed	3	4	3,3429	0,0814
	2	The information I got in accordance with the actual data	3	4	3,4000	0,0840
	3	I can rely on the data obtained as information for work	3	4	3,4857	0,0857
	4	The data I get is the latest information and updated	3	4	3,4000	0,0840
	5	The data I can use for appliance or other media	3	4	3,4857	0,0857
System Quality	6	I can use the system and change the data provided according to the needs of work	3	4	3,3429	0,0814
	7	I can interact with the system and other agencies using existing systems	3	4	3,3143	0,0796
	8	I do not take long to get information after accessing the system	3	4	3,3429	0,0814
	9	The system provides improvements facility in case of system failure	3	4	3,3429	0,0814
	10	I feel comfortable and easy to use system	3	4	3,3429	0,0814
	11	I can easily understand the language intended by the system	3	4	3,3429	0,0814
Service Quality	12	I feel safe in accessing or sending data through the system	3	4	3,3714	0,0829
	13	The system provides some input that may be useful for my work	2	4	3,3714	0,0925

Dimension	Questions		Min	Max	Mean	Standard Deviation
	14	Systems respond according to what I'm doing	3	4	3,3429	0,0814
Intention to Use	15	Every day I access the system	3	4	3,3714	0,0829
	16	During his work at the agency, my frequency to access the system very often	3	4	3,3714	0,0829
User Satisfaction	17	I am satisfied with the data and the information I got	3	4	3,3714	0,0829
	18	I am satisfied with the existing system	3	4	3,3429	0,0814
Net Benefit	19	Procurement through the system can save time and budget	3	4	3,4286	0,0849
	20	Procurement of goods / services conducted through the system is in conformity with the requirements	3	4	3,3429	0,0814
	21	Data (Own Acquisition Cost, addendum, schedule) have been published through the system	3	4	3,3429	0,0814
	22	Procurement announcements made public and participants are not restricted	3	4	3,3714	0,0829
	23	No intervention against participants	3	4	3,4286	0,0849
	24	There is no discrimination against participants	3	4	3,3429	0,0814
	25	The procurement of goods / services according to the procedure and the results are reported to be monitored	3	4	3,3429	0,0814

Source: Data Processing (2016)

Further details are presented the mean and standard deviation of each variable. For his own theoretical range is determined from the possibility of

respondents chose all the answers to the value or the smallest points of each item and the possibility of respondents chose all the answers to the value or the biggest points of each question item. But in reality based on the actual range of the respondents' answers were quite varied from the answers that they select.

From the description of the respondents showed almost all items of questions answered on the 3 point scale (agree). In this case proves that respondents often use it in electronic procurement system (e-procurement). Judging from the answers of respondents, e-procurement systems already provide the right information and appropriate. Likewise with accuracy, respondents were satisfied with the accuracy of the system. Related to format the system, respondents respond that output is presented in a format that is useful and clear. On the other hand respondents also stated that the e-procurement system is easy to use and provide the latest information (up to date).

Table 5. 10. Descriptive statistics for Each Construct / Dimensions

Information System Success Variable	Total	Number	Mean	Standard Deviation
Information Quality	5	1-5	17,11429	0,33749
System Quality	6	6-11	20,02857	0,43286
Service Quality	3	12-14	10,08571	0,21836
Intention to Use	2	15-16	6,74286	0,15526
User Satisfaction	2	17-18	6,71429	0,15103
Net Benefit	7	19-25	23,60000	0,51237

Source: Data Processing (2016)

From Table 5.10 shows that as many as 25 items total questions were divided into six measurement dimensions. Information quality dimensions are 5 questions, which for the mean of respondents approaching 17.1 (most respondents

answered on a 4 point scale / strongly agree). Means in terms of the quality of the information is based on respondents' answers e-procurement already provide the right information and appropriate.

Dimensions of quality system contained six questions, which for the mean of respondents approaching 20.02. This may imply that almost all respondents answered on a scale of 4 points for every question. This means the quality of the e-procurement system was appropriate and respondents are satisfied with the quality of the system.

For the dimensions of service quality, there are 3 questions, where for the mean of respondents approaching 10.08. Also means that most respondents answered on a 4 point scale (strongly agree) for each question. This shows that the respondents responded that the quality of services e-procurement system is already good.

Dimensions of Intention to Use There are two questions, which for the mean of respondents approaching 6.74. Also means that almost all respondents answered on 4-point scale (strongly agree) for each question. The actual range of the respondents showed that respondents expressed fairly easy to use electronic -based procurement system (e-procurement).

Dimensions User Satisfaction also contained two items of questions, which for the mean of respondents approaching 6.71. Also means that almost all respondents answered on 4-point scale (strongly agree) for each question. This shows that the respondents are quite satisfied with the electronic-based procurement system (e-procurement).

As for the dimensions of the last measurement, the net benefit dimension there are seven questions, which to the mean of respondents approaching 23.60. Also means that most respondents answered on a 4 point scale for each question. For the actual range of the respondents' answers indicate that the e-procurement system in compliance with the principles of good governance in the procurement in accordance with Presidential Decree No. 54/2010.

5.3.2. Designing a Structural Model

Structural models in this study were made using the form SmartPLS software ver 2.0. the results of the structural model presented in the figure below:

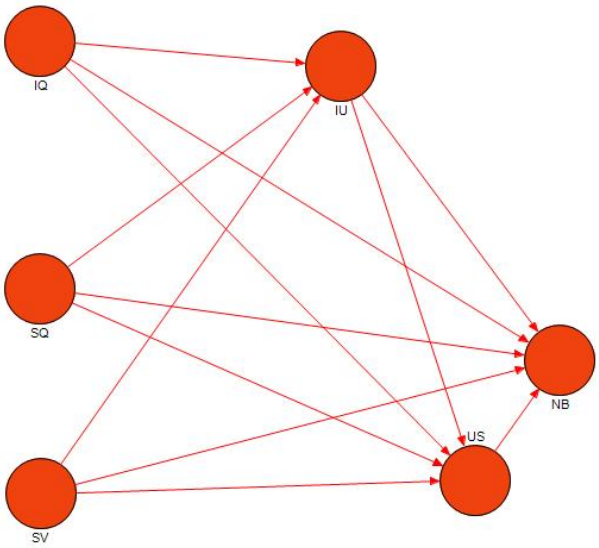


Figure 5. 5. Structural Model Design

Source: SmartPLS 2.0 Output (2016)

5.3.3. Designing Measurement Model

Measurement model for path analysis in this study were made using software SmartPLS 2.0. This software provides the facility to make a measurement model based on the model to be used. Once the design model is created (Figure 5.5.) then inserted an instrument. The results of the structural model is presented in Figure 5.6. following:

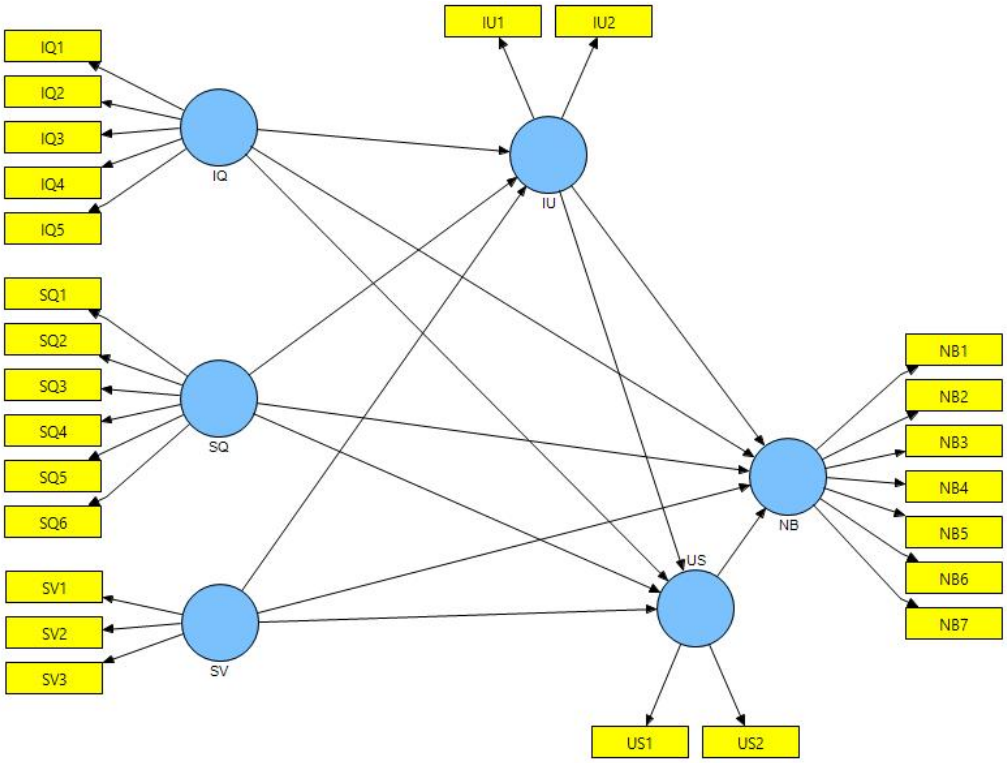


Figure 5. 6. Path Analysis of Measurement Model

Source: SmartPLS 2.0 Output (2016)

5.3.4. Outer Model Measurement

Testing outer models conducted a test with validity and reliability of the studied constructs. The test results of construct validity and reliability of this study are as follows.

5.3.4.1. Convergent Validity

There are three criteria in the use of data analysis techniques to assess the outer models: Convergent Validity, Composite Discriminant Validity and Reliability. Convergent validity of the measurement model with a reflexive indicators were assessed based on the correlation between the item score / component score is estimated by Soflware PLS. The size of individual reflexive is higher if more than 0.70 correlated with the construct being measured. However, according to Chin, 1998 in (Ghozali, 2006) to study the early stages of development measurement scale loading value of 0.5 to 0.6 is considered adequate. In this study will be used limit loading factor of 0.60.

Convergent validity testing is done by looking at the score Average Variance Extracted (AVE) and loading factor. A factor or indicator is valid when loading score value > 0.7 and can be tolerated up to 0.5 for the theory being developed, AVE values > 0.5 and redundancy value approaching 1. Table 4.3 provides an overview of the results of cross loading each indicator which gives effect to the variables or constructs represents. loading factor of less than 0.5, is considered invalid because it is not loaded into variables or constructs that represent, so it should be removed so as not to affect the value of Average Variance Extracted (AVE).

Table 5. 11. Outer Loadings

	IQ	IU	NB	SQ	SV	US	Information
IQ1	0,6158						valid
IQ2	0,8373						valid
IQ3	0,8550						valid
IQ4	0,8373						valid
IQ5	0,8550						valid
IU1		0,9266					valid
IU2		0,9118					valid
NB1			0,8242				valid
NB2			0,9301				valid
NB3			0,8937				valid
NB4			0,9042				valid
NB5			0,8242				valid
NB6			0,9301				valid
NB7			0,8937				valid
SQ1				0,9214			valid
SQ2				0,8168			valid
SQ3				0,9214			valid
SQ4				0,9214			valid
SQ5				0,8730			valid
SQ6				0,8730			valid
SV1					0,8141		valid
SV2					0,8644		valid
SV3					0,8697		valid
US1						0,9251	valid
US2						0,9475	valid

Source: Data Processing (2016)

Results of processing by using SmartPLS can be seen in Table 5.10. Values outer models with variables already meet Convergen validity because all indicators have values above the loading factor of 0.60.

The following is the path diagram generated after running the program Smart PLS to construct the variables in Figure 5.2 below.

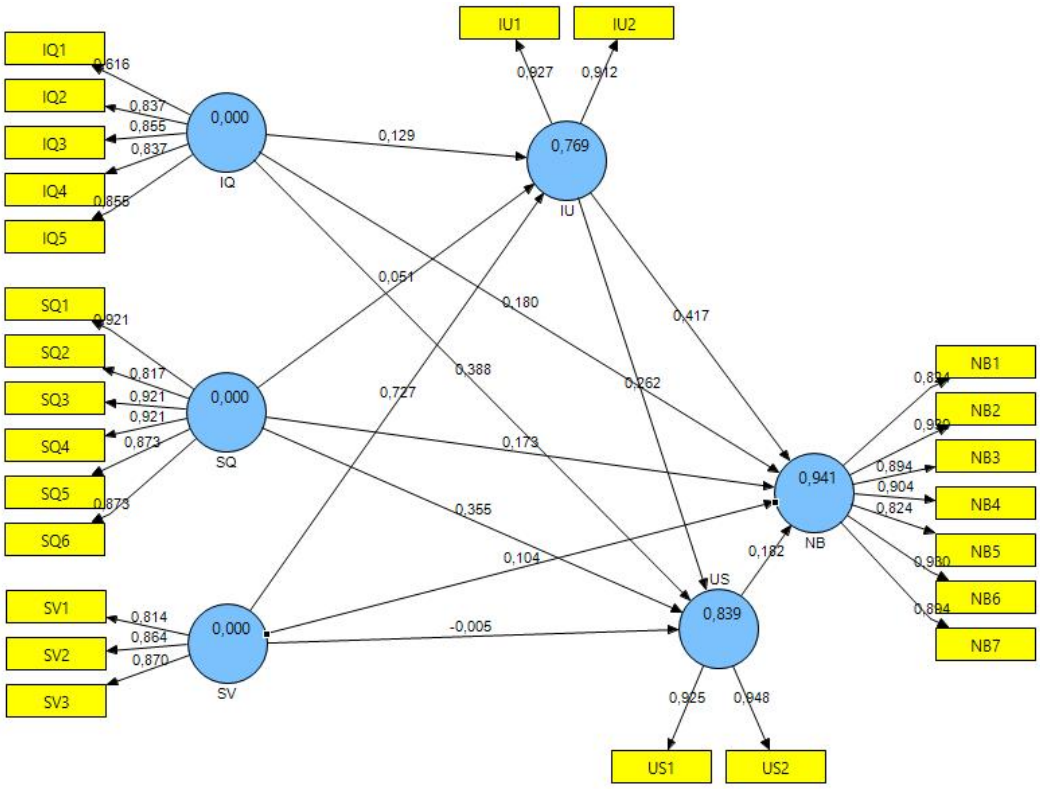


Figure 5. 7. Convergent Validity

Source: SmartPLS 2.0 Output (2016)

5.3.4.2. Discriminant Validity

Testing the validity of the following research tested the discriminant validity of the measurement model (outer model) with reflexive indicators assessed by cross loading measurements to construct. If the correlation constructs the measurement item larger than the other constructs, then it indicates that the latent constructs predict the size of the block they are better than another block size. This study shows, the entire construct (variable) has a correlation with the item itself (indicators) are better than the other constructs item.

Discriminant validity is done to ensure that any concept of a latent variable is different from the other variables. The model has good discriminant validity if any loading value of each indicator of a latent variable has a value of loading the greatest value loading against other latent variables. Discriminant validity testing results obtained as follows:

Table 5. 12. Cross Loading

	IQ	IU	NB	SQ	SV	US
IQ1	0,6158	0,5774	0,5923	0,5407	0,5988	0,6038
IQ2	0,8373	0,5972	0,6842	0,6454	0,6758	0,6880
IQ3	0,8550	0,6385	0,7603	0,6303	0,6565	0,7285
IQ4	0,8373	0,5972	0,6842	0,6454	0,6758	0,6880
IQ5	0,8550	0,6385	0,7603	0,6303	0,6565	0,7285
IU1	0,7030	0,9266	0,8511	0,7018	0,8382	0,8058
IU2	0,6921	0,9118	0,8317	0,6201	0,7625	0,6759
NB1	0,6580	0,6075	0,8242	0,6687	0,6277	0,7030
NB2	0,8163	0,9166	0,9301	0,7627	0,9044	0,8089
NB3	0,7803	0,8507	0,8937	0,7627	0,8080	0,8089
NB4	0,8524	0,8572	0,9042	0,8418	0,8302	0,9363
NB5	0,6580	0,6075	0,8242	0,6687	0,6277	0,7030
NB6	0,8163	0,9166	0,9301	0,7627	0,9044	0,8089
NB7	0,7803	0,8507	0,8937	0,7627	0,8080	0,8089
SQ1	0,7524	0,7141	0,8415	0,9214	0,7544	0,8089
SQ2	0,5530	0,5007	0,5927	0,8168	0,5771	0,6678
SQ3	0,7524	0,7141	0,8415	0,9214	0,7544	0,8089
SQ4	0,7524	0,7141	0,8415	0,9214	0,7544	0,8089
SQ5	0,6282	0,5774	0,6687	0,8730	0,6552	0,6759
SQ6	0,6282	0,5774	0,6687	0,8730	0,6552	0,6759
SV1	0,6712	0,6535	0,6498	0,6238	0,8141	0,6155
SV2	0,7363	0,7060	0,7911	0,7545	0,8644	0,7858
SV3	0,6642	0,8507	0,8317	0,6201	0,8697	0,6759
US1	0,7030	0,7229	0,7661	0,7216	0,6908	0,9251
US2	0,8877	0,7877	0,9141	0,8418	0,8302	0,9475

Source: Data Processing (2016)

The value of cross loading in the above table shows that there is a good discriminant validity. This is because the correlation values to construct the indicator was higher than the correlation value is an indicator of other constructs. For example loading factor IQ1 with IQ is equal to 0.615836. This amount is higher than the loading factor IQ1 with other constructs, namely IU of 0.577415, NB amounted to 0.592277, 0.540739 amounted SQ, SV amounted to 0.598753, and the US amounted to 0.603785. Also on the construct of the other variables, the correlation indicator is higher compared to the construct of its correlation with other constructs. It can be concluded that the latent constructs predict indicators on their block are better than the indicator in the other block.

Table 5. 13. Latent Variable Correlations

	IQ	IU	NB	SQ	SV	US
IQ	1,000000					
IU	0,758858	1,000000				
NB	0,869444	0,915448	1,000000			
SQ	0,770130	0,720729	0,845761	1,000000		
SV	0,811721	0,872167	0,897555	0,784247	1,000000	
US	0,857037	0,808802	0,903052	0,839525	0,817762	1,000000

Source: Data Processing (2016)

5.3.4.3. Composite Reliability

Construct reliability of measurement model (outer model) with reflexive indicators can be measured by looking at the value of the block of composite reliability indicator that measures the construct. A construct reliable if the composite value reliability above 0.60 (Ghozali, 2006). Here are the results of outer loading models that indicate composite relaibilty each construct:

Table 5. 14. Composite Reliability

	Composite Reliability
IQ	0,901088
IU	0,915986
NB	0,962550
SQ	0,957429
SV	0,886239
US	0,934374

Source: Data Processing (2016)

Based on Table 5.12. composite reliability shows satisfactory results, namely Information Quality (0.901088), System Quality (0.957429), Service Quality (0.886239), Intention to Use (0.915986), User Satisfaction (0.934374) and Net Benefit (0.96255). It can be conclude that each construct has a high reliability, it can be seen from the value of the whole construct composite reliability is greater than 0.60. Reliability test results can also be strengthened by Cronbach's Alpha where output Smart PLS in Table 5.13.

Table 5. 15. Cronbach's Alpha

	Cronbachs Alpha
IQ	0,859894
IU	0,816919
NB	0,954611
SQ	0,947134
SV	0,808134
US	0,860558

Source: Data Processing (2016)

Cronbach Alpha suggested value is more than 0.6. The results showed all variables used in this study had a Cronbach Alpha values above 0.6. Net Benefit

Variable (NB) has the highest value of Cronbach Alpha which is equal to 0,954611 while the variable that has the lowest reliability value is of Service Quality variable (SV) with a value of 0,808134. While measurement Communality with Smart PLS software provides results in Table 5.15.

Table 5. 16. Communality

	Communality
IQ	0,648672
IU	0,845004
NB	0,786312
SQ	0,789713
SV	0,722150
US	0,876846

Source: Data Processing (2016)

It appears that the value of communality in all constructs above 0.5 which strengthens the test results with the Composite Reliability and Cronbach's Alpha.

5.3.5. Inner Model Measurement

Inner models test performed to see the relationship between constructs, the significant value, and R-square of the research model. Structural models were evaluated using R-square to construct dependent t-test and significance of the coefficient parameters of structural lines. R-square results are described in the dependent variable should be above 0.10 so it can be stated that both the dependent construct are good.

Table 5. 17. R-Square

	R Square
IQ	
IU	0,769121
NB	0,941487
SQ	
SV	
US	0,839229

Source: Data Processing (2016)

Based on the above table shows that the R-square value constructs of net benefit (NB) are equal to 0.941487, for the variable. This means that the information quality (IQ), system quality (SQ), service quality (SV), intention to use (IU) and user satisfaction (US) amounted to 94.14%. While constructs of intention to use (IU) and user satisfaction (US) able to be explained by the information quality (IQ), system quality (SQ), service quality (SV) amounted to 76.91% and 83.92% respectively.

5.3.6. Hypotheses Test

The significance of the estimated parameters provides very useful information about the relationship between research variables. The magnitude of the significance of the influence of the independent variable on the intervening variables and the dependent variable will be a tool for testing hypotheses. The bases used in the hypothesis testing is the value contained in the path coefficients output . Signs in testing the hypothesis must be consistent with the theory that hypothesized, it can be judged from the t-test, t-test if its value is greater than 1.96

(significant at 5%), then a significant relationship. Value t-test in the output path coefficients can be seen in Table 5.16.

Table 5. 18. Path Coefficient (Mean, STDEV, T-Values)

	Original Sample (O)	T Statistics (|O/STERR|)	Information
IQ -> IU	0,129444	1,571026	not significant and has a positive relationship
IQ -> NB	0,180329	3,865516*	significant and has a positive relationship
IQ -> US	0,388354	4,961946*	significant and has a positive relationship
IU -> NB	0,416800	6,17382*	significant and has a positive relationship
IU -> US	0,262258	3,24735*	significant and has a positive relationship
SQ -> IU	0,050522	0,604654	not significant and has a positive relationship
SQ -> NB	0,172670	3,873472*	significant and has a positive relationship
SQ -> US	0,355111	4,781634*	significant and has a positive relationship
SV -> IU	0,727473	6,341376*	significant and has a positive relationship
SV -> NB	0,103732	1,98584*	significant and has a positive relationship
SV -> US	-0,004702	0,065161	not significant and has a negative relationship
US -> NB	0,181607	2,959292*	significant and has a positive relationship

* Significant Level 5% (t-table 1,96)

Source: Data Processing (2016)

From the hypothesis testing using bootstrapping step by entering a sample of 500 and obtained values of t statistics vary. Out of 12 hypothesis tested, there is nine accepted hypothesis. While the resulting path diagram is as follows.

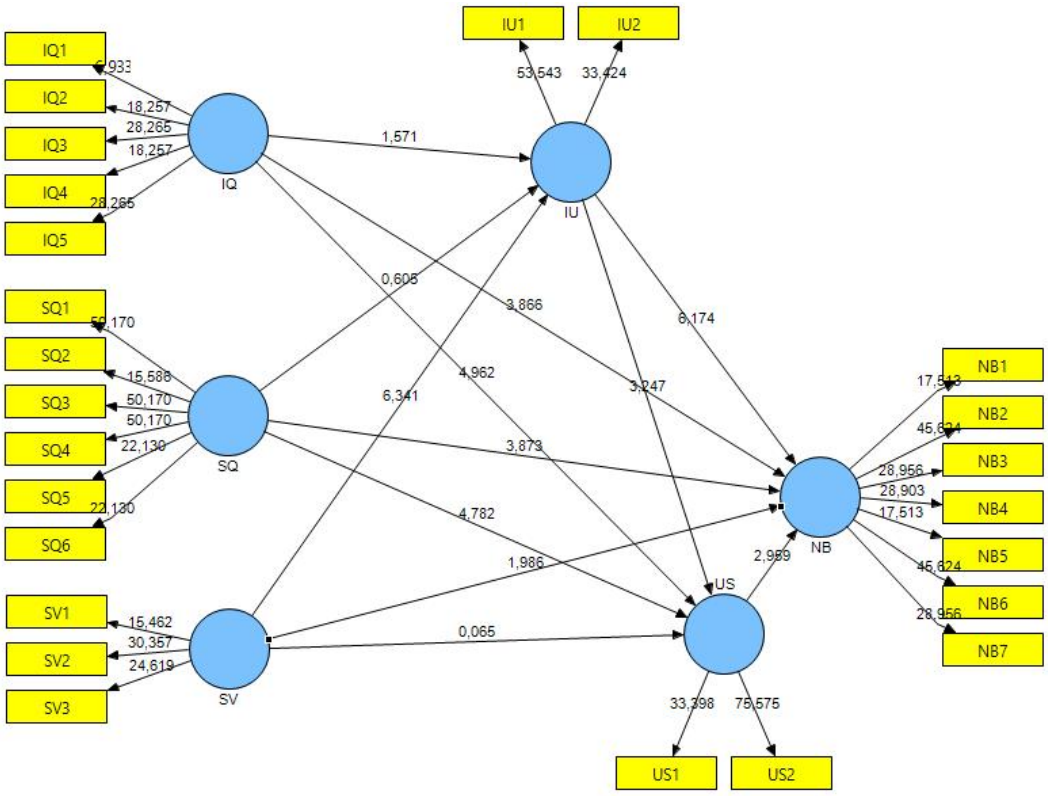


Figure 5. 8. Structural Evaluation Model

Source: SmartPLS 2.0 Output (2016)

From the hypothesis test results above can be summarized in the table below and then used as a basis for discussion on the quality of e-procurement system in Magelang.

Table 5. 19. Hypoteses Test Result

Hypotheses		Information
H1	Information Quality is positively associated with Intention to Use in e-procurement	H1 Rejected
H2	System Quality is positively associated with Intention to Use in e-procurement	H2 Rejected
H3	Service Quality is positively associated with Intention to Use in e-procurement	**H3 Accepted**

Hypotheses		Information
H4	Information Quality is positively associated with User Satisfaction in e-procurement	**H4 Accepted**
H5	System Quality is positively associated with User Satisfaction in e-procurement	**H5 Accepted**
H6	Service Quality is positively associated with User Satisfaction in e-procurement	H6 Rejected
H7	Intention to Use is positively associated with User Satisfaction in e-procurement	**H7 Accepted**
H8	Intention to Use is positively associated with Net Benefit in public procurement	**H8 Accepted**
H9	User Satisfaction is positively associated with Net Benefit in public procurement	**H9 Accepted**
H10	Information Quality is positively associated with Net Benefit in public procurement	**H10 Accepted**
H11	System Quality is positively associated with Net Benefit in public procurement	**H11 Accepted**
H12	Service Quality is positively associated with Net Benefit in public procurement	**H12 Accepted**

Source: Data Processing (2016)

5.4. Discussion

5.4.1. The Influence of Information Quality on The Intention to Use

(Poon & Wagner, 2000) states that the success of an information system will affect the decision by the executives of the organization. However, determining the success of an information system is not easy. (Seddon & Kiew, 1996) claim that if the available information is quality information that users of the system will often take advantage of such information. (Li, 1997) explains that the system produce quality information and then the information is helpful to the work of its users will promote the system to other users. The proposed model can be beneficial for decision makers in organizations on evaluating the implementation

of information systems (Zaied, 2012). But the results of this study differ from previous studies.

The results of this study found an association of the user perception of information quality (IQ) to the intention to use (IU) is insignificant with T-statistics are under 1.96 which is equal to 1.571026. The original value estimate is negative in the amount -0.012942 who explained that the relationship between the quality of information to user satisfaction is negative. Based on this, the hypothesis H1 in this study which states that "Information Quality is positively associated with Intention to Use in e-procurement" is unacceptable.

It is possible that H1 is not supported because the information generated by the e-procurement system in the form of data, it 's hard to take. In such a system there is no facility for ordinary users to export data in softcopy. So that the resulting information can not be used in any other media. Amenities export the data only inside LPSE system by an administrator, and limited only in the format of portable document format (PDF). LKPP has to provide an application that integrates with SPSE is Smart Report LKPP.

Smart Report presents a recapitulation of the SPSE (Electronic Procurement System) database processing scattered throughout the Electronic Procurement Service (LPSE). Retrieval of data from the server LPSE runs automatically once a day and is processed into a data report once a week so that data is always up to date during the week. The process of downloading data from the server to the LPSE National LPSE report are approved by the manager of the local LPSE after it carried out the configuration steps to run automated scripts sending data. Until now, several servers are still in the process of approval and

withdrawal of configuration data. However, this application only displays data on the procurement of goods and services every LPSE in Indonesia.

In addition to application Smart Report LPSE, LKPP in collaboration with the Evaluation and Monitoring Government Budget Absorption Team (TEPPA) to develop Online Monitoring and Evaluation applications or e-monitoring and evaluation. TEPPA assess application will greatly assist the assessment of budget spending in government departments across the country. Online Monitoring and Evaluation Application is based website and used to deliver the actual provision of goods/services electronically as a monitoring and evaluation in the K/L/D/I. Online Monitoring Evaluation application displays the data the products/services from planning to hand over the goods are aggregated by using other applications such as syrup, e-tendering, and e-purchasing. In general, LPSE can provide complete, accurate and up to date but the information is difficult to be applied in other media. This makes the results of this study differ from previous studies.

5.4.2. The Influence of Quality System on The Intention to Use

(DeLone & McLean, 2003) Revealed that the level of usefulness of a system would be seen on the frequency of use of the system. If the system is used, it will help facilitate the work. It shows that the existing good quality system and can help the job. (Seddon & Kiew, 1996) States that the usefulness indicates the perception of users of the value of the system to optimize the achievement of system users. Quality systems should be able to run the system functions that have been implemented. The consistent user will tend to use the system continuously if

the quality system used and system compliance was most strongly influenced by professionalism and content dimensions (Brandon-Jones & Carey, 2011).

The results also show the relationship of user perception aboout system quality (SQ) of the intention to use (IU) is insignificant t-statistic under 1.96 equal to 0.604654. The original value of the two is a positive estimate of 0.050522 who explained that the relationship between the quality system with the intention to use is positive. It can be concluded that the hypothesis H2 in this research that “system quality is positively associated with Intention to Use in e-procurement” is unacceptable.

H2 is not supported because the use of e-procurement system is incidental, the committee will access this system only when a package has the only auction. Beyond that procurement, committee work in their respective agencies due to the working group in Magelang city ULP still ad-hoc. Not all members of ULP / WG ULP technical understanding application usage SPSE, although already received training on the subject. This condition causes no partial ULP / Working Group's technological and operational ULP submit applications to other parties outside the membership of the ULP.

Moreover, no significant effect is due to the semi-mandatory of nature of the e-procurement. The purpose of the system is semi-mandatory is still given tolerance, the system is still a large selection of discount implement procurement e-procurement or live auction. So that the procurement committee can still carry out the procurement of goods and services through auctions directly without going through e-procurement.

5.4.3. The Influence of Service Quality on The Intention to Use

Studies find both a direct relationship between service quality and satisfaction and an indirect relationship between service quality and intention to use through satisfaction (Mahmood et al., 2000); (Zviran & Erlich, 2003); (Cronin & Taylor, 1992); (Dabholkar et al., 2000). (DeLone & McLean, 2003) Confirm that service quality led to user satisfaction and increased user satisfaction leads to future intentions to use. They highlight a strong relationship between service satisfaction and future use intentions through a meta-analysis. In health services, satisfaction is viewed as more closely aligned with behavioral intentions. Satisfaction is typically modeled as mediating the relationship between service quality and behavioral intentions.

Whereas intention to use is related to initial adoption stage and considered the first step toward overall IS success, intention to use focuses on how to promote continued IS use or, how to develop discontinuance (Limayem et al., 2007). Indeed, to consider service systems use a true success, a significant number of users should have moved beyond the initial adoption stage, using the service systems on a continued basis. (Bhattacherjee, 2001) Confirms the viability of this construct by citing long-term feasibility of an IS and its eventual success depend on its continued use rather than first-time use. Thus, IS continuance intentions, IS continuance behavior, or IS continuous usage describes behavioral patterns reflecting continued use of a particular IS which is a form of post-adoption behavior (Limayem et al., 2007). In this study, we focus on post-adoption which actually refers to a suite of behaviors that follow initial acceptance (Rogers, 1995), including continuance, routinization, infusion, adaptation, assimilation, etc., which is often used as a synonym for continuance intentions in the literature (Karahanna et al.,

1999). Past IS research is based on the implicit assumption that IS usage is mainly determined by intention to use (in the case of initial adoption), however, this assumption may not apply to continued IS usage behavior (Limayem et al., 2007), such as, continued usage of mobile health services. Because of lack of knowledge of continuance intentions in service systems, researchers recommend exploring this area in more detail (Akter et al., 2010).

The results of this study find an association between the user perception on service quality (SV) and the Intention to Use (IU) is significant with T-statistic is above 1.96 which is equal to 6.341376. The original value estimate was positive of 0.727473 who explained that the relationship between service quality (SV) with Intention to Use (IU) is positive. Research conducted by (DeLone & McLean, 2003) states that there is a strong relationship between the quality of the system services on the continued use of the system.

Based on this, the hypothesis H3 in this study which states that "Service Quality is positively associated with Intention to Use in e-procurement" acceptable. The results of this study can be concluded that the better the quality of information systems user will use the system repeatedly.

5.4.4. The influence of Information Quality on The User Satisfaction

The quality of information is the output quality of information produced by the information system used (Rai et. al., 2002). Some dimensions to assess the quality of information are authenticity, accuracy, completeness, uniqueness (non-redundancy), timeliness, relevance, comprehensibility, precision, conciseness,

and informativeness (Weber, 1999). The better the quality of information, the most precise decisions taken. If the information generated is not qualified, it will have a negative effect on user satisfaction. (Seddon & Kiew, 1996) Has conducted tests on the influence of the quality of this information to the satisfaction of users of information systems. The test results indicate that the quality of information they are positively related to the satisfaction of end users of information systems.

Users of information systems were hoping that by using the system, they will get the information they need. Characteristics of the information generated in a particular information system may differ from information from other information systems. The information system can produce information that is timely, accurate, appropriate, and relevant and meet the other criteria and the size of the quality of information; it will affect the user satisfaction. (Istiningsih & Utami, 2009) Research result provides empirical evidence that the quality of information and significant positive effect on user satisfaction. The higher the quality of information produced an information system, is expected to affect the increasing end user satisfaction of an information system.

The results of this study find an association the user perception on information quality (IQ) to user satisfaction (US) is significant with the T-statistic is above 1.96 which is equal to 4.961946. The original value estimate was positive amounting to 0.388354 who explained that the relationship between the quality of information to user satisfaction is positive. Research conducted by (Peter & McLean, 2009) stated that the quality of information that either causes people to feel satisfied with information systems technology.

Based on this, the hypothesis H4 in this study which states that "Information Quality is positively associated with User Satisfaction in e-procurement" acceptable. The results of this study can be concluded that the better the quality of information the user satisfaction will be increased as well.

5.4.5. The influence of System Quality on The User Satisfaction

The quality of information systems is a characteristic of the essential information about the system itself (DeLone & McLean, 1992). The quality of the information system is also defined (Davis et al., 1989) and (Chin & Todd, 1995) as the perceived ease of use that is the extent of high computer technology is felt relatively easy to understand and use. It shows that if users of the information system felt that use the system efficiently, they do not require the effort of many to use it, so they will be more time to do other things that are likely to improve their performance overall. In the test, (Seddon & Kiew, 1996) found that there is a positive relationship between the system of Quality and User Satisfaction.

(McGill et al., 1998) Also conducted Another empirical test of the relationship between the quality of information systems and user satisfaction. Their research was conducted in an environment where the user is also a developer of a system. (Istiningsih & Utami, 2009) Research results provide empirical evidence that the quality of services and significant positive impact on user satisfaction. Based on these test results, they concluded that there is a positive relationship between user satisfaction with the quality system if the user does not hold as the developer system. The next conclusion of testing them is that apparently, there is

no significant relationship between user satisfaction with the quality system if a user doubles as system developers.

The size of user satisfaction on the computer system is reflected by the quality of systems owned (Guimaraes et a., 1992); (Yoon, 1995). If the quality of a good information system according to the user perception, then they will tend to be satisfied in using the system. (Istiningsih & Utami, 2009), provides empirical evidence that the quality of information systems and a significant positive impact on user satisfaction. The higher the quality of the information system used, is predicted to affect the higher the level of satisfaction of the end user of the information system.

The results of this study found that the association of the user perception on system quality (SQ) to user satisfaction (US) is significant with the T-statistic is above 1.96 which is equal to 4.781634. The original value estimate was positive amounting to 0.355111 who explained that the relationship between the quality of the system to user satisfaction is positive. These results support previous research that has been done by (Peter & McLean, 2009) as well as research (Abdelsalam et al., 2013) which states that the quality system has an influence on the use and user satisfaction.

Thus, the hypothesis H5 in this study which states that "System Quality is positively associated with User Satisfaction in e-procurement" is acceptable. This study can conclude that the better the quality of the system the user will be more satisfied with the system.

5.4.6. The Influence of Service Quality on The User Satisfaction

Comfort plays an instrumental role in helping IT organizations clarify objectives, define measures of performance, and develop performance information systems. (Rai et al., 2002), in their study to assess the validity of (DeLone & McLean, 1992) and (Seddon,1997) IS success models, find that IS user satisfaction impacts IS use: a higher level of satisfaction creates greater user dependence on the system. Most of the published academic studies in the services sector have also emphasized the link between services quality and satisfaction (Dagger et al., 2007; Zineldin, 2006). User satisfaction theory has argued that user satisfaction is an attitude which should be measured by the totaling of the subjective assessments of multidimensional attributes associated with the care experience (Zviran & Erlich, 2003). In user-oriented health care, users and their satisfaction are considered first and foremost at every point in the planning, implementation, and evaluation of service delivery (Dagger et al., 2007, Akter et al., 2010).

(Myers, et. al., 1997) Stated that the quality of service, as well as quality systems and quality of information, has an influence on user satisfaction. If the information system users feel that the quality of services provided by the system provider is good, then it will tend to be satisfied using the system. Predicted that the higher the quality of the services provided will affect the higher the level of user satisfaction.

But the results of this study differ from previous studies, in this study the relationship of the user perception on service quality (IQ) of the User Satisfaction (US) is not significant with T-statistics are under 1.96 which is equal to 0.065161.

The original value estimate is negative of -0.004702, who explained that the relationship between service quality (IQ) with user satisfaction is negative. Based on this, H6 hypothesis in this study which states that " Service Quality is positively associated with User Satisfaction in e-procurement" unacceptable.

This hypothesis is supported not possible because there is no Standard Operating Procedure (SOP) for the procurement of goods and services in the ULP. SOP is especially important in work that may pose a risk should be done with strict procedures and fixed to eliminate or reduce the chance and error. Procurement also contains risks (gets complaints from the public, exposed to legal sanctions, goods/services are not as needed) so it must have clear procedures. If the procurement of goods and services in the scope of ULP of Magelang Municipality has clear procedures, the quality of service in the ULP can be improved.

5.4.7. The influence of Intention to Use on The User Satisfaction

The use of information systems refers to the degree and the way users utilize the ability of an information system (Petter et al., 2008). Some researchers have indicated their intention to use, the frequency of use, the use of self-reported, the actual use, the amount of use and the level of use as a measure of system usage. (Collopy, 1996) and (Payton & Brennan, 1999) found no significant difference between the use of self-reported with actual use. (Venkatesh et al., 2003) also found a significant relationship between the intention to use and actual use. (Jones & Straub, 2006) has re-construct the use of the system by entering the structure and function of system usage.

(DeLone & McLean, 1992) Examined the relationship of use the system to user satisfaction as a form of mutual influence. Not many studies that examined the association between use and user satisfaction. This study focused on the effect of the one-way system usage and satisfaction among users of the system. (Guimaraes et al., 1996) found a positive and significant effect on the use of the system and the system user satisfaction. (Halawi et al., 2007) also identified a significant relationship between the intention to use the system user satisfaction.

The results of this study found that the relationship of the user perception of intention to use (IU) with user satisfaction (US) is significant with T-statistic is above 1.96 which is equal to 3.24735. The original value estimate was positive of 0.262258 who explained that the relationship between the quality of the system to user satisfaction is positive. The results of this study are consistent with the findings of (Guimaraes et al., 1996) and (Chiu et al., 2007) which shows that there is significant influence between the use of the system and the system user satisfaction.

Thus, the hypothesis H7 in this study that states that the "Intention to Use is positively associated with User Satisfaction in e-procurement" is acceptable. This study can conclude that the use of the system contributes significantly to user satisfaction.

5.4.8. The influence of Intention to Use on Net Benefit

(Seddon, 1997) Criticized the IS Success and stated that a causal relationship in the IS Success still has many weaknesses (arguably), and the model

is not complete (incomplete). There is some research that states that the variable usage is not sufficient to be used as a proxy the value of benefits when its use is mandatory (Wu & Wang, 2006); (Livari, 2005).

Use of the information system developed refers to how often users use the system information. The more often users use the system of information, followed by a growing number of lessons learned users (McGill et al., 2003). Increasing the degree of learning is one indicator that there is an influence on the quality of the existence of the system. (Radityo & Zulaikha, 2007) observed that the application of the new information system would have an impact on the reaction shown by the behavior of individual response in the form of the emergence of a new motivation to compete and improve performance.

The results of this study found that the relationship of the user perception of intention to use (IU) on the Net Benefit (NB) is significant with the T-statistic is above 1.96 which is equal to 6.17382. The original value estimate was positive amounting to 0.416800 who explained that the relationship between the intention to use the Net Benefit is positive. The results are consistent with the findings of (DeLone & McLean, 1992) explains that the relationship between the use of the system with the individual impact is a relationship to judge the success of the system.

Thus, the H8 hypothesis in this study that states that the "Intention to Use is positively associated with Net Benefit in public procurement" acceptable. This study can conclude that the use of the system contributes significantly to the impact of the organization.

5.4.9. The influence of User Satisfaction on the Net Benefit

(Livari, 2005) Explains that if a user satisfaction increased, someone would be compelled to improve its performance. Also, (Seddon & Kiew, 1996) states that user satisfaction demonstrated success in the interaction done on the system. If the benefits greater than expected then there is the satisfaction of users and vice versa. (Li, 1997) Reveals that the perception of the importance of the system shows that user has taken some advantages and appreciation of the system, so that if the system does not exist then the performance will be impaired. This also applies to the contrary that the user satisfaction with the system, then the performance will be increased. (Seo & Warman, 2011) stated that Perceived benefit convenience and information failure among other factors in service convenience and performance failure are the most significant factors that are positively and negatively related to user satisfaction.

(DeLone & McLean, 1992) Revealed that the success of the system is measured by the relationship between individuals that would affect the organization's performance. By the disclosed (Markus & Keil, 1994) which states that a success of the system will have an impact on individual and organizational users, and the subsequent effect on the personal impact corporate performance. Improving the quality of organizational performance is based on their individual accomplishments result is also increasing.

The results of this study found that the user perception of user satisfaction (US) with the relationship Net Benefit (NB) is significant with the T-statistic is above 1.96 which is equal to 2.959292. The original value estimate was positive amounting to 0.181607 who explained that the relationship between user

satisfaction with Net Benefit is positive. The results are consistent with the findings of (DeLone & McLean, 1992) and are consistent with research (Livari, 2005) which states that if the user satisfaction increases, then someone will be forced to improve its performance. With the increasing impact of the individual will have an impact also on the performance of the organization.

Thus, H9 hypothesis in this study which states that "User Satisfaction is positively associated with Net Benefit in public procurement" acceptable. This study can conclude that the use of the system contributes significantly to the impact of the organization.

5.4.10. The Influence of Information Quality on The Net Benefit

(Shannon & Weaver, 1949) States that the level of semantics as measured by the quality of information, quality of information will affect recipients of information. It is due to a matter of interpretation will affect recipients of information, which ends will influence the perception of information recipients (users) will benefit net of information. So, the good quality of the information would affect the perception of the user so that the user feels that the advantages of an information technology system increase.

The results of this study find that the association of the user perception of information quality (IQ) against the net benefits (NB) was significant with T-statistic is above 1.96 which is equal to 3.865516. The original value estimate was positive amounting to 0.180329 who explained that the relationship between the quality of information the net benefit is positive. The results support the previous study of

(Wang, 2006), which states that the quality of information and the perception of the benefits of having a significant positive relationship.

Based on these results, we can conclude that the better the quality of information, the benefits perceived by the user will be even greater. H10 hypothesis in this study which states that "Information Quality is positively associated with Net Benefit in public procurement" acceptable.

5.4.11. The Influence of System Quality on The Net Benefit

Information theory says that the symbol is delivered to the recipient should consider the ability of the recipients, because if the receiver does not understand the symbols, but given the information to be conveyed will not be able to achieve the goal that the user information. Thus, the symbol of the incomprehensible user information can not assist users in completing his task information. Therefore, a good system will deliver the symbol by the needs of users who will benefit the users of the system and offered on increasing net benefits such as improved user performance.

The results of this study suggest that the relationship of the user perception of quality system (SQ) against the net benefits (NB) was significant with T-statistic is above 1.96 which is equal to 3.873472. The original value estimate was positive amounting to 0.172670 who explained that the relationship between the quality of the system with the net benefits are positive. They have also been put forward by (Peter et al., 2008) and (Thong et al., 1994), which states that the quality of a good system can deliver on improving the organization's performance (net benefit).

Thus, the H11 hypothesis in this study which states that "System Quality is positively associated with Net Benefit in public procurement" acceptable. It can be concluded that the better the quality system of the advantages perceived by the user will be even greater.

5.4.12. The Influence of Service Quality on The Net Benefit

The service system is the quality of support systems that users get from the IT department about the system used. According to (DeLone & McLean, 2003), although there are still a lot of controversy about the calculation of the quality of service, to be able to measure the success of the system in one unit, this condition should be included in the computation. Some of the things contained in the quality of service are given training and instruction, feedback, and technical capabilities. However, because there are difficulties in measuring the quality of services, the quality is still rarely used as a tool to gauge the success of information systems.

The results of this study found that the association of the user perception of service quality (SQ) against the net benefits (NB) T-statistic significant with more than 1.96 which is equal to 1.98584. The original value of both positive estimates is equal to 0.103732 which explains that the relationship between the quality of information the net benefit is positive.

Based on the preceding it can be concluded that the quality of service does not affect the net benefits perceived by users. Therefore, the hypothesis H12 in this study which states that "Service Quality is positively associated with Net Benefit in public procurement" accepted.