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THE IMPACT OF TASK TECHNOLOGY FIT, SYSTEM QUALITY AND INFORMATION QUALITY TO USER PERFORMANCE: PERCEIVED EASE USEFULLNESS AND PERCEIVED EASE OF USE AS MEDIATION

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Abstract

The purpose of this study is to determine the influence of direct or indirect system quality to user performance of FEB Airlangga University employees as users of cybercampus information system through usability (perceived ease of use and perceived usefulness). To know the direct or indirect influence of information quality on the user performance of Airlangga University FEB employee as user of cybercampus information system through usability (perceived ease of use and perceived usefulness). To know the direct or indirect influence of task technology fit to user performance of FEB staff of Airlangga University as user of cybercampus information system through usability (perceived ease of use and perceived usefulness). The population in this study is all employees of the Faculty of Economics Airlangga University Surabaya. Sampling for this research using purposive sampling that is sampling technique based on certain criterion. Based on these criteria, the number of samples in this study amounted to 58 respondents. The analytical technique used is the path of analysis. The test results prove that the system quality has a significant influence on user performance of FEB staff of Airlangga University. Perceived usefulness and perceived ease of use have not been able to mediate the relationship between system quality to user performance of FEB staff of Airlangga University. Information quality has a significant influence on user performance of FEB staff of Airlangga University. Perceived usefulness and perceived ease of use have not been able to mediate the relationship between information quality to the user performance of Airlangga University FEB employee. Task technology fit has a significant influence on user performance of FEB staff of Airlangga University. Perceived usefulness and perceived ease of use have not been able to mediate the relationship between task technology fit to user performance of FEB staff of Airlangga University.

Keyword: system quality, information quality, task technology fit, perceived usefulness, perceived ease of use and user performance

Background

The number of organizations that make improvements in the field of information technology and telecommunications hence also required the effort of adjustment and improvement of human resources (HR). Improvement of human resources in each organization so that any human resources in the organization can be immediately ready to apply and use information technology to be used by the organization.

Therefore, to facilitate the individual in understanding the information systems and information technology that exist within their organization there needs to be a model that facilitates the individual in learning and receiving information systems then there comes the TAM (Technology Acceptance Model) as one model that can be used in helping knowing how big an individual can receive new technologies and systems.

TAM itself according to Davis (1989) is the theory of information systems that make models about how users are willing to accept and use technology. The model proposes that when users are offered to use a new system, a number of factors influence their decisions about how and when to use the system, particularly in terms of usefulness (ease of use), ease of use where the user believes that using this system will relieve him of the trouble, in the sense that the system is easy to use).

Airlangga University which is one of the organizations or public institutions is quite mature and with established organization management of course has been utilizing information technology as a tool of efficiency and effectiveness of management managerial process. The use of computer-based advanced information technology is part of the developmental history of Airlangga University, therefore as one of the leading universities in Indonesia various forms of activities and efforts have been conducted by Airlangga University both for the management of academic activities in the form of KRS, KHS, until the absence of recovery and management of financial activities. All these activities are directly or indirectly very closely related to the development of Information Technology on the campus of Airlangga University until today. The development of Internet technology in the world increasingly spurred the University of Airlangga in the active role of developing the Information Technology.

The existence of cybercampus is the effort of Airlangga University to make the campus based on information technology. The effort is applied on all fronts. Starting from the learning system, curriculum, facilities, and other facilities and infrastructure, all developed on a technology basis. The existence of the development of information technology that demands to com-

plete the process of information processing quickly and flexible, then kebutuahan from manual to automatic method has become a must to be met.

However, it does not mean leaving the entire manual process and cutting the workforce, because many other aspects should be considered in the automation office. The success of an information system will depend on the ease and utilization of system users against existing technology in the system because the technology will assist the individual in completing the task (Goodhue, 1995). One important thing that must be considered by companies or business people who apply information technology is the extent to which the success of the system brings a positive impact in improving the performance of both individuals and organizations as a whole. It appears that research on the importance of existence as well as the role of information systems in supporting HR performance is so great that continuous learning is required so that every human resource is able to understand maximally of the usefulness of the information system that exist in an organization, such as Airlangga University, to be known the extent to which the suitability of task characteristics, information quality and system quality affect the user performance of cybercampus information systems that exist in Airlangga University.

Literature Review

Authentic leadership is leadership that shows the authenticity of the leader. Harter in Braun and Peus (2016) argue that authentic leaders act according to themselves, expressing themselves in a manner consistent with their thoughts and feelings. From this statement it can be understood that authentic leadership has consistency in performing actions tailored to the positive thoughts and feelings for the company's progress.

Then Avolio et al. in Braun and Peus (2016) defines authentic leaders as leaders who are aware of how they think and behave and are perceived by others as self-awareness and others' perspectives, have moral strength, are aware of context and confident, hopeful, optimistic, resilient , and has a high moral character. From the statement can be drawn a conclusion that an authentic leader has a high self-awareness of himself and the perspective of the people he leads and has a strong character in thinking and behaving. Meanwhile, Avolio and Gardner (2005) revealed that authentic leadership allegedly encourages positive self-development of leaders and followers. From this statement it can be understood that authentic leadership has a positive impact on self- development not only for the leader or his followers but for both.

In general, system quality measures concentrate on the specifications of the target system. However, several studies have examined the benefits and uses of the system and efficiency. Several studies have used reliability, response time and ease of use as mentioned in various studies to support performance improvement of information system users in order to work better, thus increasing their effectiveness in accessing information within the organization (Alloway, R, 2007). Measurement system quality one of them with the response time or called

completion time, reliability, flexibility and ease of use. So the researchers found that the list included all relevant elements of system quality. Seddon (1997) measures the quality of the system with reliability, user interface, consistency, ease of use and quality, consistent with Hamilton and Chervany (1981) lists. Thus, in this study the system quality measures are reliability, response time, correctness and integration.

Measurement

The research uses quantitative approach, that is research approach which will deliver the presentation of numerical research results (numerals), for the purpose of describing and explaining phenomena that reflect the results of research (Hair and Joseph, 2008). The approach is causal research, according to Hair and Joseph (2008) causal research is a causal relationship. The main purpose of causal research is to obtain evidence of causal relationships, so it can be known which variables influence and which variables are affected

Result and Discussion

The first hypothesis states that there is influence system quality to user performance FEB staff Airlangga University. After testing the system quality proved to have an influence on user performance of FEB staff of Airlangga University. The data tabulation results show that "reliable system quality" has the highest value compared to other indicators. It can be said that the quality of the system used by FEB Airlangga University can be trusted, it is indicated by the data needed by the student is always updated by the FEB staff of Airlangga University. The existence of a reliable system quality makes FEB Airlangga University as a university applying cybercampus to facilitate connecting between students and campus parties. Updating data from each student shows the high user performance of FEB staff of Airlangga University.

There is influence of system quality to user performance of FEB staff of Airlangga University through perceived usefulness. After testing the effect of system quality on through perceived usefulness has a smaller value when compared with the direct influence of system quality on user performance of FEB staff of Airlangga University. Perceived usefulness has not been able to mediate the relationship between system quality to user performance of Airlangga University FEB employee. Can be interpreted that the relationship system quality to user performance through perceived usefulness is partially mediated influence. The low perceived usefulness caused, FEB Airlangga University basically already have a system that komputerais but not connected between parts. The existence of cybercampus system makes it easy to connect between parts of Airlangga University FEB.

Information system quality measurement is a multidimensional process that focuses on different aspects, because the system has many aspects such as system aspects, quality aspects and other aspects related to technical issues. In general, system quality measures concentrate on the specifications of the target system. However, several studies have examined the

benefits and uses of the system and efficiency. Several studies have used reliability, response time and ease of use as mentioned in various studies to support performance improvement of information system users in order to work better, thus increasing their effectiveness in accessing information within the organization (Alloway, R, 2007).

Low perceived usefulness in connecting information quality to user performance, caused by the quality of information required by users, especially students and lecturers very late to be known by students.

Conclusion

Based on the research results there are several things that can be implied and as input for Airlangga University are:

1. To improve system quality, FEB Airlangga University should combine the data of students and lecturers from departments that exist in FEB with units in academic. It aims to equate the existing data, in order to avoid error data between students, lecturers and academics.

2. To improve information quality, FEB Airlangga University should improve the information needed by students by updating the information available in cybercampus regularly and on time. Information is not only the value of the GPA of the students, but the information required by students related to lectures and so on.

3. To improves the task technology fit, FEB Airlangga University hand, FEB training to employees who have not been able to operate cybercampus, it aims to improve the creativity that is in the employees and is expected all employees FEB Airlangga University can operate the existing technology.

4. Increasing perceived ease of use, FEB Airlangga University's handling improves the existing system to be easy to use for all students and employees of Airlangga University FEB, both in campus and off campus.

5. Increased perceived usefulness, FEB Airlangga University handling improve the existing system to be accessed by employees outside the campus.

6. Increased user performance, FEB Airlangga University handling improve the existing system, in order to give a positive impact on the productivity of FEB employees Airlangga University

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