ABSTRACT

SUCCESS ANALYSIS OF MOTOR VEHICLE TESTING INFORMATION SYSTEM (SIMPKB) BASED ON DELONE AND MCLEAN METHOD

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The motor vehicle testing information system (SIMPKB) is an information system for implementing periodic vehicle tests that are used to improve the quality of public transportation. The Brebes Regency Transportation Service has a vehicle periodical testing unit for the Pekalongan residency area. The test implementer focuses on providing services to the community by periodically testing the feasibility of motorized vehicles. Problems that occur are frequent obstacles such as data errors, lack of test information, slow system response in using the system and lack of system service performance evaluation documents whether the system is fully feasible to use or there are still improvements from the organization and users side. This study aims to determine the extent to which the success rate of implementing SIMPKB services. This study uses a quantitative method using the Delone and Mclean model of measurement. Methods of data processing using interview techniques, observation and questionnaires and analyzed with SmartPLS software. The results of this study user satisfaction has a value of R^2 0.787, it can be said that it is influenced by the construct of system quality, service quality and information quality by 78.7%. While having an R^2 value of 0.752, it can be interpreted that the validity of the construct of Use (P) can be said to be influenced by the construct of system quality, service quality and information quality by 75.2%. Of the 7 hypotheses, only system quality and service quality greatly affect user satisfaction and the use of the Motor Vehicle Testing Information System (SIMPKB) at the Brebes Regency Transportation Service. Suggestions for further research can develop variables and focus on one of the variables to be more complex.

Keywords: *Delone and Mclean, information system success, SIMPKB, Brebes Regency Transportation Office, SmartPLS*