INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

# The Influence of Policy Implementation Service Standards, and Information Systems on User Satisfaction of the MELATI Application at Badan Pemeriksa Keuangan Republik Indonesia

[1]Bunga Oktora Ws, [2]Muh. Ilham, [3]Karno
[1,2,3]Sekolah Pascasarjana, Institut Pemerintahan Dalam Negeri, Jakarta

**Article Info**
**Keywords:**
Policy Implementation,
Information Systems,
User Satisfaction

**ABSTRACT**
The increase in the number of requests for IT services provided by the IT Bureau is not accompanied by an increase in user satisfaction of IT services, this is indicated by a decrease in the satisfaction index for IT services by several work units at the BPK. In order to increase user satisfaction with IT services, the Author is interested in conducting research on the Effect of Implementation of Service Standards and Information Systems Policies on User Satisfaction of the Melati Application at the Audit Board of the Republic of Indonesia. This study uses a quantitative method with primary data collection techniques by distributing questionnaires to 275 IT service users at the BPK Head Office. The collected data were processed using the Covariance Based - Structural Equation Model (CB-SEM) analysis technique using Smart-PLS software. The results of the study showed that user satisfaction of the MELATI application (Y) was influenced by the implementation of service standard policies (X1) and information systems (X2) by 67.5% and the remaining 32.5% was influenced by other variables not used in this study. The variable of IT service standard policy implementation (X1) has a large and significant effect on user satisfaction of MELATI application in BPK with a path coefficient value of 0.495, t-value of 8.378> t-table 1.96 and p-value of 0.000 <0.05. Information system (X2) has a large and significant effect on user satisfaction of MELATI application in BPK with a path coefficient value of 0.465 or 46.5%, t-value of 8.199> t-table 1.96, and p-value of 0.000 <0.05. Efforts that can be made by the BPK IT Bureau are to improve the implementation of service standard policies and information systems by increasing the quantity of resources, communication, evaluation and updating of IT service standard policies and SOPs and implementing a survey of IT service user satisfaction on the MELATI application.



**Corresponding Author:**
Bunga Oktora Ws
Sekolah Pascasarjana, Institut Pemerintahan Dalam Negeri, Jakarta
bungaokto84@gmail.com karno@ipdn.ac.id

## INTRODUCTION

Law Number 25 of 2009 concerning Public Services, states that every public service provider, whether providing services to the public directly or indirectly, is required to prepare, determine, and implement service standards for each type of service as a benchmark in the provision of services in their respective environments.

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

The Law also mentions the obligation of service providers to determine and compile service information, public service information systems, management of public service facilities and infrastructure, special services, public service fees/tariffs, behavior of implementers in services, supervision of public service providers, complaint management, and performance assessments.

As a follow-up to the implementation of the Public Service Law, Government Regulation Number 96 of 2012 concerning the Implementation of Law Number 25 of 2009 concerning Public Services has been issued. The implementation of this Law is guided by PermenPANRB Number 36 of 2012 concerning Technical Instructions for the Preparation, Determination, and Implementation of Service Standards, which was later amended through PermenPANRB Number 15 of 2014 concerning Guidelines for Service Standards.

To encourage the achievement of the BPK's vision, the Secretary General of BPK through the Information Technology Bureau (IT Bureau) has prepared the BPK Information and Communication Technology Master Plan (RINTIK) for the 2020-2024 period which is stated in the Regulation of the Secretary General of BPK Number 19 of 2021. RINTIK BPK describes the direction of BPK's information technology (IT) development strategy (IT Strategic Plan) which is in line with the BPK RENSTRA as a reference for BPK in managing and utilizing technology to support the implementation of BPK's mandate.(Indonesian Audit Board, 2021).

The direction of IT development strategy is formulated to achieve the vision of BPK's information technology (IT), namely to make data and information the driving force of a trusted audit institution that plays an active role in realizing quality and beneficial state financial governance. Through this vision, BPK becomes an institution that has the most complete data and information related to state finances and is able to utilize it optimally to carry out the authority and role of foresight in state financial governance.

The implementation of security policies implemented in the BPK environment has caused very diverse reactions, one of which is indicated by the increasing number of requests for ICT security services (ITSM.02) which can be seen in detail in Table 1.

**Table 1** ICT Service Demand Data 2017-2023

| Tahun | ITSM.01 | ITSM.02 | ITSM.03 | ITSM.04 | ITSM.05 | ITSM.06 | ITSM.07 | ITSM.08 | ITSM.09 | ITSM.10 | ITSM.11 | ITSM.12 | ITSM.13 | ITSM.14 | ITSM.15 | ITSM.16 | ITSM.17 | Jumlah /ITSM |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2017 | 1 | 126 | 12 | 6 | 11 | 252 | 12 | 43 | 11 | 52 | 5 | 0 | 2 | 1 | 0 | 3 | 28 | 2582 |
| 2018 | 3 | 446 | 98 | 82 | 81 | 904 | 20 | 147 | 62 | 145 | 3 | 8 | 5 | 0 | 3 | 9 | 120 | 4154 |
| 2019 | 11 | 528 | 42 | 170 | 84 | 810 | 55 | 432 | 46 | 563 | 1 | 54 | 3 | 1 | 73 | 26 | 337 | 5255 |
| 2020 | 65 | 501 | 34 | 175 | 17 | 1297 | 4 | 817 | 43 | 1586 | 1 | 18 | 4 | 2 | 52 | 11 | 394 | 7041 |
| 2021 | 71 | 423 | 69 | 464 | 66 | 1473 | 38 | 613 | 104 | 1816 | 3 | 19 | 13 | 0 | 10 | 30 | 396 | 7629 |
| 2022 | 150 | 741 | 203 | 438 | 205 | 1816 | 91 | 547 | 128 | 2528 | 0 | 12 | 36 | 0 | 2 | 13 | 386 | 9318 |
| 2023 | 157 | 9475 | 220 | 526 | 363 | 5421 | 157 | 676 | 184 | 5456 | 0 | 7 | 146 | 6 | 2 | 49 | 569 | 25437 |
| **Total** | **458** | **12240** | **678** | **1861** | **827** | **11973** | **377** | **3275** | **578** | **12146** | **13** | **118** | **209** | **10** | **142** | **141** | **2230** | **47276** |

Data Source: BPK IT Bureau, 2024

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

Based on table 1.2, there is an increase in the number of IT services from year to year, especially in ITSM 02, which is a type of ICT security service. Increasing security is one of the efforts made by the IT Bureau in anticipating IT/Cyber security risks and threats, including data and information security, application security (inspection and institutional data), IT infrastructure security and efforts to protect personal data of IT service users at BPK.

The implementation of security policies implemented in the BPK environment has caused very diverse reactions, one of which is indicated by the increasing number of requests for ICT security services (ITSM.02) which can be seen in detail in Table 1.2 which are submitted through the MELATI Application or by coming directly to the BPK IT service center (IT helpdesk) at the IT Bureau. The details of the number of service requests during 2023 for each type of service according to the list of BPK IT services sorted by the largest number of services are shown in Table 2, as follows:

**Table 2** Number of IT Service Requests in 2023

| Number | ITSM Code | Service Name | Number of Tickets |
|---|---|---|---|
| 1 | ITSM.02 | ICT Security Services | 9475 |
| 2 | ITSM.10 | ICT System Development and Development Services | 5456 |
| 3 | ITSM.06 | ICT Equipment Maintenance Services | 5421 |
| 4 | ITSM.08 | Electronic Mail Services | 676 |
| 5 | ITSM.17 | ICT Information Services | 569 |
| 6 | ITSM.04 | Internet Connection Services | 526 |
| 7 | ITSM.05 | ICT Equipment Provision Services | 363 |
| 8 | ITSM.03 | Intranet Connection Service | 220 |
| 9 | ITSM.09 | eDrive Services | 184 |
| 10 | ITSM.01 | Application and/or Data Hosting Services | 157 |
| 11 | ITSM.07 | Licensed Software Provision Services | 157 |
| 12 | ITSM.13 | Inspection Support Services | 146 |
| 13 | ITSM.16 | ICT Support Services for Special Activities | 49 |
| 14 | ITSM.12 | Electronic Data Processing Services | 7 |
| 15 | ITSM.14 | ICT Study Creation Services | 6 |
| 16 | ITSM.15 | ICT Resource Person or Lecturer Services | 2 |
| 17 | ITSM.11 | Electronic Data Interchange Service | 0 |

Source: BPK IT Bureau, 2024

In the implementation of bureaucratic reform (RB), as an indicator of the success of bureaucratic reform in accordance with PermenpanRB Number 26 of 2020 concerning Guidelines for Evaluation of Bureaucratic Reform of Government Agencies, for independent assessment of the outcome criteria, namely the value of organizational capacity/performance, it is carried out through internal survey activities with the stakeholder satisfaction index variable.

Based on the results of the BPK wide survey, it can be seen in point number 7 (seven), namely the employee satisfaction index for IT services, which has increased when compared to 2022, which is 0.11. Meanwhile, based on the survey results for the satisfaction index for

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

IT services for each work unit within the BPK, namely in 80 work units, the following results were obtained:

According to Ratminto and Atik inKarno (2020:39) the measure of success of service provision is determined by the level of satisfaction of service recipients. Satisfaction of service recipients is only achieved if the service recipient receives service according to what is needed and expected, so that the service recipient obtains satisfaction.

Although the MELATI Application and policies related to IT service standards have been implemented well, user satisfaction with IT services remains an important aspect that needs to be evaluated. Evaluation of service performance as a basis for continuous improvement can be done by assessing whether the service standards that have been prepared can be implemented well, so that information is obtained about what are the key success factors and what are the inhibiting factors.(Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia, 2014).

Research byWijaya et al., (2022)regarding the Implementation of Minimum Service Standards Policy at Regional Public Hospitals, shows that policies, implementer behavior, work networks, resources and safety culture of service users are factors that influence service user satisfaction.

Other research conducted byGaib et al., (2024)resulted in the conclusion that iThe implementation of the KTP policy and the quality of service have a significant influence on public satisfaction with a total contribution of 24.8%. Likewise with the research conducted byLukas et al., (2024)stated that the implementation of population policy has a positive, although not significant, influence on public satisfaction, with a regression coefficient of 0.187.

The results of research conducted byIsnaeningsih et al., (2021)on the influence of information quality, system quality and service quality on user satisfaction and performance, the results show that system quality and service quality have a positive effect on user satisfaction with each p-value <0.005. This study is in line with the information system success model presented byDelone & Mclean (2003)Whichstates that system quality, information quality, and service quality are factors that influence user satisfaction.

Based on the conditions that have been described previously, in order to improve and enhance the quality of IT services continuously in order to realize the increase in satisfaction felt by service users, it is necessary to conduct a study to assess the influence of the implementation of service standard policies and information systems on user satisfaction. This study will focus on how the implementation of IT service standard policies that apply within the government for IT service users who come from internal government stakeholders themselves. The services in question are information technology services used by implementers at BPK in supporting the implementation of tasks and business processes at BPK through the use of the MELATI Application.

The objectives of this research are: Analyzing the influence of policy implementation on IT service standards on user satisfaction of the MELATI Application at the BPK RI.

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

Analyzing the influence of information systems on user satisfaction of the MELATI application at the BPK RI.

## METHOD

This study uses a quantitative approach method to see and analyze the influence of service standards on MELATI application user satisfaction and assess the influence of IT service quality on MELATI user satisfaction. Quantitative analysis was carried out using covariance-based SEM (Structural Equation Models Analysis) analysis methods with the help of SmartPLS software. The type of quantitative research that will be used is a survey research type. Research with the survey method is a data collection technique that reveals questions to individuals who are considered to hold the information needed. Respondents are asked about their opinions on a question or statement that is asked

### Research Variables

Based on the formulation of the problem, research objectives and hypotheses proposed as well as the relationship between variables, the variables in the research to be measured consist of several independent variables with the notation X1 and X2, and one dependent variable with the notation Y (dependent variable).

Explanation of each variable:

1. Independent variable
   In this study there are two independent variables with the respective notations X1 and X2.
   a. The first independent variable (X1) is the Implementation of IT Service Standards Policy with dimensions (1) communication, (2) resources, (3) disposition (attitude), (4) bureaucratic structure.
   b. The second independent variable is the Information System (X2) with dimensions of (1) human resources, (2) technological assets, and (3) relational assets.
2. Dependent variable

In this study, the dependent variable is MELATI Application User Satisfaction (Y1), which is to see the level of satisfaction of IT service system users, perceptions about the use of IT services, and how to fulfill expectations about the IT service system as a tool to assist in carrying out the tasks and functions of the implementers at the BPK.

The user satisfaction variable has the following dimensions:

a. Information Quality, with sub-dimensions of completeness, ease of understanding, personalization, relevance, and security.
b. System Quality, with sub dimensions of convenience, availability, reliability and response time.
c. Service quality, with sub dimensions of assurance, empathy and responsiveness.

### Population and sample

The subjects who will be the population in this study are the implementers in the BPK RI Head Office environment, Jalan Jenderal Gatot Subroto Number 31, Central Jakarta who

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

are recorded as having used IT services documented in the MELATI application in 2023, with a total of 1,791 IT service users (data source: IT Bureau, BPK IT service data 2023).

The number of samples was 1,791, then data cleansing was carried out by removing duplicate data for the employee NIP and employee name columns and the number of samples obtained was 873 which were grouped into subpopulations according to the implementing unit at Echelon I level at the BPK head office.

To determine the size or sample size, you can use the Slovin formula. This formula was chosen because it has a fairly high level of accuracy, namely 95% with an error rate of 5%. The Slovin formula in question is as follows.(Nurdin, Ismail and Hartati, 2019):

n = N/N(d)+ 1

n = sample; N = population;

d = 95% precision value or sig. = 0.05

The population number that has been obtained from the IT Service User data for the 2023 fiscal year based on the BPK Implementation Unit within the BPK head office, from a population of 873, the sample calculation results are as follows:

n = 873/873(0.05)2+1

n= 873/873(0.0025)+1

n=873/3.18

n=274.31 rounded to 275 employees

So for a population of 873 using the Slovin formula, a sample of 275 samples was obtained.

**Instrument Techniques, Data Collection and Analysis**

The data collection technique used in this study is through the distribution of questionnaires with data sources, namely primary data. The questionnaires were distributed to respondents in the BPK head office area based on the number of respondents that had been previously determined in each subpopulation of echelon I implementing units.

The instrument chosen is the use of a Likert scale, because it is considered simple and more flexible, the answers to be filled in by respondents consist of five levels of answer preferences with answer choices as in the following table:

The weight of the value for each answer is:

**Table 3.**Answer Value Weight

| | | | |
|---|---|---|---|
| STS | Strongly Disagree | : | Score 1 |
| TS | Don't agree | : | Score 2 |
| N | Neutral | : | Score 3 |
| S | Agree | : | Score 4 |
| SS | Strongly agree | : | Score 5 |

Source: processed by researchers, 2024.

Furthermore, to support data analysis in this study will be assisted by using SmartPLS software. The reason for choosing the data processing method using SmartPLS software(Harahap, 2020)that is:

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

a. SmartPLS or Smart Partial Least Square is statistical software that has the same purpose as Lisrel and AMOS, namely to test the relationship between variables.
b. The smartPLS approach is considered powerful because it is not based on various assumptions.
c. Can accommodate calculations for sample sizes above 200.
d. Data in smartPLS analysis does not have to have a normal distribution because SmartPLS uses the bootstrapping or random duplication method.
e. PLS does not require a minimum number of samples.

## RESEARCH AND DISCUSSION

### Reliability Test

Reliability testing aims to measure whether respondents' answers are consistent and not random.(Imam Gozali, 2023). The construct reliability in PLS-SEM is carried out with two criteria, namely Cronbach's alpha and Composite Reliability to see whether the variables used are reliable, namely with a minimum value of 0.70 (Hair et al, 2017 inYamin, 2023). The results of the variable reliability testing can be seen in the following table:

**Table 4.**Reliability Testing

| Construct/ Variables | Cronbach's alpha (standardized) | Cronbach's alpha (unstandardized) | Composite reliability (rho_c) | Average variance extracted (AVE) | Description > 0.70 Reliable |
|---|---|---|---|---|---|
| Implementation of Service Standard Policy (X1) | 0.958 | 0.958 | 0.958 | 0.674 | Reliable |
| Information System (X2) | 0.967 | 0.967 | 0.967 | 0.708 | Reliable |
| MELATI Application User Satisfaction (Y) | 0.934 | 0.934 | 0.934 | 0.669 | Reliable |

Source:Smart PLS4 data processing results, 2025

Based on the test results in the table above, it can be seen that the composite reliability and Cronbach's alpha for each latent variable have values above 0.7, and are declared reliable with the following details:

a. Implementation of Service Standard Policy (X1):
   Cronbach's alpha value (standardized): 0.958, composite reliability (rho_c): 0.958. Cronbach's alpha and composite reliability values are more than 0.7, indicating that this variable is very reliable, meaning that this value supports high internal consistency and can be trusted.
b. Information Systems (X2):
   Cronbach's alpha value (standardized): 0.967, composite reliability (rho_c): 0.967. Cronbach's alpha and composite reliability values are more than 0.70, indicating excellent, consistent and trustworthy reliability.

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

c. MELATI Application User Satisfaction (Y):

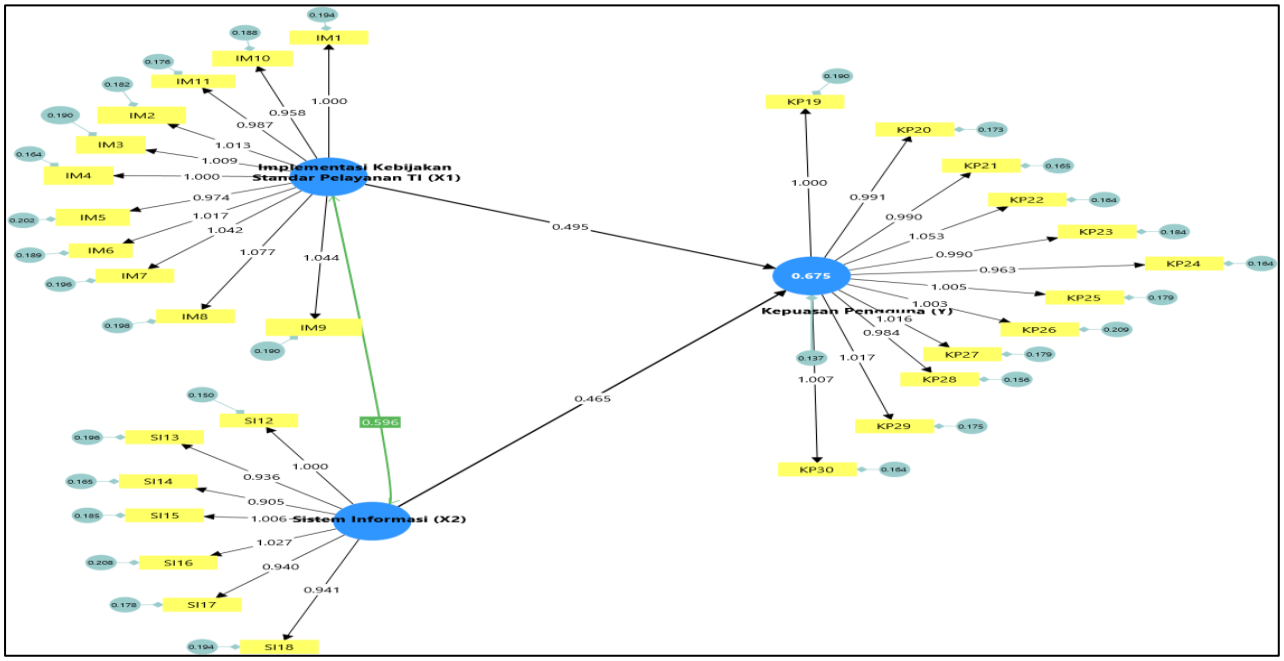
Cronbach's alpha value (standardized): 0.934, composite reliability (rho_c) 0.934. Cronbach's alpha and composite reliability values are more than 0.70. Similar to other variables, Cronbach's alpha and composite reliability values are greater than 0.70, which means that this variable is also reliable. MELATI application user satisfaction is measured using consistent instruments.

Overall, all latent variables in table 4.12 have Cronbach's alpha values.AndComposite reliability meets the required criteria, namely more than 0.70, which indicates that the three latent variables are reliable.

**Structural Model Testing (*Inner Model) and Hypothesis***

This test is conducted to determine how much influence there is between variables in the research model. Structural Model Testing is conducted to determine the R-Square (R2) value on endogenous variables, path coefficients, direct influence significance tests, and to answer the research hypothesis.

The following is a diagram of the path that has passed the measurement model evaluation:




Source: Smart PLS4 data processing results, 2025

**Figure 1.**Structural Modeling and Hypothesis

**R-Square Testing**

The R-Square value is used to measure the level of variation in changes in the dependent variable. The standard for measuring R-Square according to Chin, inYamin (2023)that is:

> 0.67 means strong;
> 0.33 means moderate; and
< 0.19 means weak.

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

The results of the R-square calculation in this study are as follows:

**Table 5.**R-Square Testing

| | R-square | Information |
|---|---|---|
| MELATI Application User Satisfaction (Y) | 0.675 | > 0.67 = strong |

Source: Smart PLS4 data processing results, 2025

The test table above shows that the R-square value for the MELATI Application user satisfaction construct is 0.675. Referring to the R-square value category stated by Chin, 1998 inYamin, 2023, then in this study the Implementation of IT Service Standards and Information Systems Policies has a strong influence on MELATI Application User Satisfaction.

The R-square value explains the influence of independent variables (exogenous) on dependent variables (endogenous). In the construct of MELATI Application User Satisfaction as a dependent variable, the R-square value of 0.675 indicates that MELATI Application User Satisfaction is influenced by the Implementation of Service Standards and Information Systems Policies by 67.5% and the remaining 32.5% is influenced by other variables not used in this research model.

**Effect Size/Square (f2) Testing**

The F square test is used to see how the impact or influence of a variable on the structural model if removed from the research model. F-Square shows how important an independent variable is in explaining the dependent variable. If the variable is removed from the model, how much change (decrease) occurs in the $F^2$ value.

According to Cohen inYamin, 2023:

>0.02 means it has a small influence

>0.15 means it has a moderate influence

>0.35 means it has a big influence

The results of the f-square test can be seen in the following table:

**Table 6.** Effect Size/Square Calculation Results

| Exogenous Variables | MELATI Application User Satisfaction (Y) | Criteria | Conclusion |
|---|---|---|---|
| Implementation of Service Standard Policy (X1) | 0.470 | > 0.35 | Big |
| Information System (X2) | 0.450 | > 0.35 | Big |

Source: Smart PLS4 data processing results, 2025

The analysis results from the table above show that the Service Standard Policy Implementation variable (X1) has an effect size value (f2) of 0.470, which means that the impact or influence of the Service Standard Policy Implementation variable (X1) on the model falls into the large category. Likewise, the Information System variable (X2) with an f2 value of 0.450 indicates that the Information System variable (X2) falls into the category of having a large influence. This shows that both variables make a very large contribution to the structural model of the study.

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

## Research Hypothesis Testing

In this study, hypothesis testing was carried out by comparing the t-statistic and p-value. The results of the t-statistic test show that the relationship between variables is significant if the t-statistic value is more than 1.96 or the p-value is less than 0.05. If the t-statistic is less than 1.96, the influence between variables is not significant (Wibisono et al., 2021)

The results of the t-statistic test can be seen in the following table:

**Table 7.** Hypothesis Testing Results

| Hypothesis | Path Coefficient T | Standard errors | T values | P values | Information | Hypothesis Conclusion |
|---|---|---|---|---|---|---|
| Implementation of Standard Service Policy (X1) -> MELATI Application User Satisfaction (Y) | 0.495 | 0.059 | 8,378 | 0,000 | 8,378 > 1.96 or 0.000 < 0.05 Significant | Significant and Acceptable |
| Information System (X2) -> MELATI Application User Satisfaction (Y) | 0.465 | 0.057 | 8,199 | 0,000 | 8,199>1.96, or 0 ,000<0.05 Significant | Significant and Acceptable |

Source: Smart PLS4 data processing results, 2025

Based on the results of the hypothesis testing above, the following is known:

1. The first hypothesis (H1) is accepted and significant, namely the implementation of IT service standard policies has a significant effect on user satisfaction of the MELATI application at BPK with a path coefficient value of 0.495, a t-statistic value of 8.378 greater than 1.96 and a p-value of 0.000 <0.05. This shows that the implementation of IT service standard policies has a major effect on user satisfaction with a value of 0.495 and has a significance value of 8.378.
   Thus, it can be concluded that the first hypothesis is accepted with a large influence value of 0.495, which indicates that the better the implementation of IT service standard policies will increase the satisfaction of MELATI application users at BPK, and conversely, if the implementation of IT service standard policies is not implemented properly, it can decrease the satisfaction of MELATI application users at BPK.
2. The second hypothesis (H2) is accepted and significant, namely the Information System (X2) has a significant effect on user satisfaction of the MELATI application. The path coefficient value based on the test table shows a value of 0.465, a t-statistic value of 8.199> 1.96 and a p-value of 0.000 <0.05. This shows that the Information System has a significant effect on user satisfaction of the MELATI application at BPK with a value of 0.465. Thus, it can be concluded that the second hypothesis is

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

accepted with a large influence value of 0.465 which shows that the information system has an effect on increasing user satisfaction of the MELATI application at BPK.

**Model Suitability Evaluation (fit test) Goodness of Fit Index (GoF Index)**

Based on the calculations carried out by SMART-PLS software which can display the calculation results automatically which are compared with the testing criteria which refer to the Goodness of Fit Index (GOF) table put forward by Hox and Bechger, 2008 and Hair at all 2010, inYamin, 2023which can be seen in the following table:

**Table 8.** GOF

| GOF | Estimated Value | Standard Values for Good Match | Standard Values for Marginal Fit | Conclusion |
|---|---|---|---|---|
| RMSEA | 0.015 | ≤0.08 | < 0.05 (Close Fit) | Good (good fit) |
| NFI | 0.946 | ≥0.90 | 0.80 ≤NFI≤0.90 | Good (good fit) |
| NNFI | 0.946 | ≥0.90 | 0.80 ≤NNFI≤0.90 | Good (good fit) |
| CFI | 0.997 | ≥0.90 | 0.80 ≤CFI≤0.90 | Good (good fit) |
| SRMR | 0.025 | ≤0.08 | SRMR ≥ 0.05 | Good (good fit) |
| TLI | 0.996 | ≥0.95 | - | Good (good fit) |
| GFI | 0.907 | ≥0.90 | 0.80 ≤GFI≤0.90 | Good (good fit) |
| AGFI | 0.892 | ≥0.90 | 0.80 ≤AGFI≤0.90 | Good (acceptable/marginal fit) |
| Chi Square/DF | 1,061 | <3 | | Good (good fit) |

Source: Smart PLS4 data processing results, 2025

Based on the table above, the estimated value of the Smart PLS application measurement results shows that out of 9 measurement indices, 8 (eight) meet the criteria with a good fit conclusion. These indicators include RMSEA, NFI, NNFI, CFI, SRMR, TLI, GFI, and Chi-Square/Df which meet the good fit standards. There is one index with a marginal fit conclusion, namely the AGFI value which is slightly below the standard, namely 0.892 with an ideal value of >0.90, but this index value is still in the marginal fit category, so the model is still declared feasible and appropriate for use in testing the relationship between variables in this study.

**Discussion of Research Results**

As explained previously, this study aims to analyze the effect of policy implementation on IT service standards on user satisfaction of the MELATI Application at BPK RI and to analyze the effect of information systems on user satisfaction of the MELATI application at BPK RI. The following are the results of the study.

**The influence of the implementation of policies on IT service standards on user satisfaction of the MELATI Application at the BPK RI**

The results of statistical testing using the PLS-CB-SEM model analysis show that based on the Effect Size/Square value, the implementation of IT service standard policies has a major effect on the satisfaction of MELATI application users at BPK with a value of 0.470 or 47%. The results of the path coefficient measurement are 0.495, with a t-value of 8.378 greater than the t-table of 1.96 and a p-value of 0.000 <0.05. This shows that the

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

implementation of IT service standard policies has a major and significant effect on the satisfaction of MELATI application users at BPK.

With this influence, it shows that there is a causal relationship between the implementation of IT service standard policies and the satisfaction of MELATI application users at BPK, meaning that if the implementation of IT service standard policies is improved, it will have an impact on increasing the satisfaction of MELATI application users at BPK, and vice versa if the implementation of IT service standard policies is not implemented properly, it will have an impact on decreasing the satisfaction of MELATI application users at BPK.

The theory of policy implementation is in line with the results of the measurement model of IT service standard policy implementation variables as seen in the following table.

**Table 9.** Loading Factor Values for IT Service Standard Policy Implementation Variables

| Variables | Indicator | Loading Factor | Fulfillment of Criteria > 0.70 |
|---|---|---|---|
| Policy Implementation | IM.1 | 0.814 | Valid |
| | IM.2 | 0.826 | Valid |
| | IM.3 | 0.819 | Valid |
| | IM.4 | 0.836 | Valid |
| | IM.5 | 0.801 | Valid |
| | IM.6 | 0.822 | Valid |
| | IM.7 | 0.824 | Valid |
| | IM.8 | 0.831 | Valid |
| | IM.9 | 0.828 | Valid |
| | IM.10 | 0.807 | Valid |
| | IM.11 | 0.823 | Valid |

Based on the results of loading factor measurements, it shows that overall indicators in the dimensions of communication, resources, disposition/attitude and bureaucratic structure after being tested are declared valid. All indicators contained in the IT service standard policy implementation variable are a series of supporting factors in the IT service standard policy implementation process that determine the level of satisfaction of MELATI application users at BPK. The results of the calculation of the loading factor value for the policy implementation variable (X1) when sorted from the largest or dominant loading factor value to the smaller value can be seen in the following table:

**Table 10.** Loading Factor Values based on Magnitude

| Variables | Indicator | Loading Factor |
|---|---|---|
| Implementation of IT Service Standard Policy | IM4 | 0.836 |
| | IM8 | 0.831 |
| | IM9 | 0.828 |
| | IM2 | 0.826 |
| | IM7 | 0.824 |
| | IM11 | 0.823 |
| | IM6 | 0.822 |
| | IM3 | 0.819 |
| | IM1 | 0.814 |

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

| | | |
|---|---|---|
| | IM10 | 0.807 |
| | IM5 | 0.801 |

The loading factor with the largest or dominant value has a large influence on the variable of IT service standard policy implementation in BPK, namely the IM4 indicator which is an indicator of the resource dimension with a loading factor value of 0.836. The results of the study show that the resource dimension is measured by 4 (four) indicators that have loading factor values when sorted from the largest to the smallest value, namely between 0.836 - 0.801. The first indicator with the largest value is 0.836 with an indication that there are adequate human resources/IT service staff. The second largest indicator is IM7 with an indicator of the availability of facilities and infrastructure in the implementation of IT services with a loading factor value of 8.24, the indicator with the third largest value is IM6, namely the authority for implementers in the implementation of IT services with a loading factor value of 0.822, and the fourth indicator IM5 is the availability of adequate information resources in the implementation of IT services with a loading factor value of 0.81. With the increase in the availability of human resources/IT service staff with an adequate number in terms of IT service management that supports the implementation of IT service standards, the improvement of facilities and infrastructure in the implementation of IT services, the authority for implementers in implementing policies on IT service standards and the availability of information resources in supporting the implementation process of IT service standard policies that are in accordance with the expectations of IT service users will have an impact on increasing the satisfaction of MELATI application users at BPK.

The results of this study indicate that the resource dimension provides the most significant contribution to the success of the implementation of IT service standard policies and is in accordance with the policy implementation theory of Edward III, which emphasizes that resources are one of the main pillars that determine the success of a policy. Without sufficient resource support (quality and quantity), availability of facilities, authority in implementing policies, and availability of policy information that has been set, the implementation of IT service policies cannot be carried out effectively. The higher the adequacy of resources, the more optimal the implementation process of IT service standard policies, which will ultimately have a positive impact on the satisfaction of MELATI application users at BPK. Thus, improvements in the four aspects of resources will simultaneously encourage the effectiveness of the implementation of IT service standard policies and will ultimately increase user satisfaction with the MELATI application in the BPK environment.

The second dimension that has the largest loading factor value is in the disposition or attitude dimension of the policy implementer with a loading factor value of 0.831. The disposition or attitude dimension of the implementer consists of 2 (two) indicators with a range of values between the highest value of 0.831 to the lowest value of 0.828. The first indicator is the IM8 indicator with an indication of a good attitude and commitment from the IT service manager in implementing the IT service policy as indicated by a loading factor value of 0.831. The second indicator IM9 is determined by the proactive and consistent

attitude shown by the IT service manager in providing information or assistance related to IT services with a loading factor value of 0.828. By increasing good attitudes and commitments as well as having a proactive and consistent attitude in providing information and IT services in the process of implementing the IT service standard policy, it will increase the satisfaction of MELATI Application users at BPK. However, if there is no commitment and active role given by the IT service manager, it will hinder the implementation of IT service management in accordance with the established IT service standard policy.

In line with the policy implementation theory presented byGeorge C. Edward III, (1980)that the commitment and willingness of the implementers to implement the policy seriously and consistently are important elements in ensuring that the policy is not only a formal document, but is actually implemented in accordance with the objectives of the policy formulation. The proactive and consistent attitude shown by the IT service manager will create user trust in the IT service system, without commitment and active attitude from the implementer, the IT service standard policy will not run optimally. This will have a direct impact on the low satisfaction of MELATI application users at BPK, because inconsistent, slow, or unresponsive services to user needs will create a gap between expectations and service realization. Conversely, if the attitude and commitment of IT service implementers continue to be strengthened, the policy implementation process will run more effectively and in line with the established IT service standards. This will support the achievement of digital transformation goals and increase public service satisfaction in the BPK environment, as expected in this study.

The third dimension with the highest loading factor value is the communication dimension with a value of 0.826. The communication dimension consists of 3 (three) indicators with the highest loading factor value with a value of 0.826 and the lowest with a value of 0.814 which is determined by the IM2 indicator that the policy on ICT service standards and lists is easy to understand by IT service users with a loading factor value of 0.826. The second indicator is IM3, the fulfillment of IT services that are carried out in accordance with the established IT service standard policy with a loading factor value of 0.819, and the third indicator is IM1, information about IT service standards and lists has been conveyed through effective communication channels and is easily accessible to service users at the BPK with a loading factor value of 0.814. Thus, all indicators in the communication dimension are a series that as a whole support and determine the process of improving the implementation of IT service standard policies effectively. Theoretically, the results of this study strengthen the theory of Edward III (1980), which places communication as one of the main pillars in the implementation of public policy, good policies will fail to be implemented if the policy message is not conveyed clearly, is not understood by the implementer or user of the policy.

The fourth dimension that influences is the bureaucratic structure dimension with a loading factor value of 0.823 consisting of 2 (two) indicators, namely IM11 and IM10 with details of values of 0.823 and 0.807 which are determined by the indicator of good coordination between IT service managers in the implementation of IT services with a

loading factor value of 0.823 and the indicator of the mechanism or SOP (standard operating procedure) as a guideline in the implementation of IT services has been appropriate. The implementation of IT service standard policies supported by coordination between IT service managers and the fulfillment of IT services in accordance with the mechanisms and procedures based on SOPs can improve the process of increasing the effectiveness of the implementation of IT service standard policies.

The results of this study are in accordance with the concept of implementing procedural public policies as stated by Anderson inHamdi (2014)relating to policies and provisions on how to fulfill something or who will do it and how the process of implementing the policy will be in achieving certain goals.(Karno, 2020)where in this study the objective to be achieved is to analyze the influence of the implementation of IT service policies on the satisfaction of MELATI Application users at BPK.

Analysis of respondents' answers to the IT service standard policy implementation variable shows that BPK IT service users gave a good assessment of the dimensions of resources, communication, disposition/attitude, and bureaucratic structure, namely with an average value of 4.12 (four point twelve) out of a maximum value of 5 (five).

This research is in line with research conducted byGoddess, (2019)with the result that there is an influence of the implementation of the Social Security Administration Agency's policy on the satisfaction of patients visiting the Bahkapul Health Center, Pematangsiantar City. Likewise with the research conducted byGaib et al., (2024)regarding the influence of the implementation of the KTP policy and the quality of service on public satisfaction shows that the policy implementation variable has a positive influence on public satisfaction with an influence of 10.9%, where this influence is considered significant with the calculation results, namely the t-count value is 3.867> t-table = 1.989 and the sig value is 0.012 <0.05.

However, on the other hand, the results of the analysis calculations of this research produced by the PLS-CB-SEM analysis model are different from the results of the research conducted byLukas et al., (2024). The results of the study indicate that the implementation of population policy has an influence on public satisfaction but is not significant. The results of the research analysis obtained are t-value = 1.926 <t-table = 1.96 and significance value = 0.057> 0.05, indicating that the influence of the population policy implementation variable is not significant on public satisfaction.

**The influence of information systems on user satisfaction of the MELATI application at the BPK RI**

Based on the results of statistical calculations with the PLS-CB-SEM model analysis technique, it was found that the information system has a large and significant influence on the satisfaction of MELATI application users at BPK. The magnitude of the influence of the information system on the satisfaction of MELATI application users at BPK is based on the Effect Size/Square value of 0.450. Meanwhile, the influence value based on the path coefficient value is 0.465 or 46.5% with a t-value of 8.199> t-table 1.96, and a p-value of 0.000 <0.05 which indicates that the information system has a large and significant influence on the satisfaction of MELATI application users at BPK.

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

Information system variables with dimensions of human resources, technology assets, relationship assets have a significant influence on user satisfaction of the MELATI application at BPK RI. The relationship of these variables is considered to have a causality or cause and effect value, meaning that if the information system is improved or increased, the increase will have a simultaneous effect on increasing user satisfaction of the MELATI application at BPK.

Based on the results of the information system variable measurement model in Table 4.8, it can be stated that overall the indicators in the dimensions of resource assets, technology assets, and relationship assets can be stated as valid, meaning that these indicators are a series of factors that support the magnitude of the information system variables that influence the increase in user satisfaction of the MELATI application at the BPK.

The most dominant dimensions and those with the highest value in the information system improvement process can be seen in the following table.

**Table 11.** Loading Factor Values of Information System Variables Based on Magnitude

| Variables | Indicator | Loading Factor |
|---|---|---|
| Information Systems | SI12 | 0.852 |
| | SI15 | 0.827 |
| | SI16 | 0.817 |
| | SI14 | 0.814 |
| | SI17 | 0.814 |
| | SI18 | 0.803 |
| | SI13 | 0.800 |

The results of the study indicate that the dimension of human assets has the most dominant influence on the implementation of information systems at BPK, with the highest loading factor value of 0.852 and the lowest loading factor value of 0.800. This dimension consists of three indicators, all of which show strong values in influencing the success of IT services. The highest indicator is SI12 the technical ability of IT staff in operating, maintaining, and repairing troubleshooting (loading factor = 0.852), then followed by indicator SI14 the ability to solve problems and find solutions to IT problems (loading factor = 0.814), and the third indicator the ability to learn and master the latest technology (loading factor = 0.800).

Increasing resources through increasing the capabilities of IT staff in handling IT service disruptions (troubleshooting) and finding solutions to IT service problems can help carry out the tasks and functions of IT service users at BPK. Increasing these capabilities is one of the efforts in improving the information system at BPK which has an impact on increasing the satisfaction of MELATI application users. The results of this study are in line with the theory put forward byIndrajit (2012)which states that human resources (human assets) are one of the three main components in an information system, along with hardware, software, and work procedures. Indrajit emphasized that without adequate HR competency, the information system will not be able to run effectively.

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

The next dimension that has a major influence is technology assets consisting of 2 (two) indicators with loading factor values of 0.827 and 0.817. The first indicator is SI15 with the statement that there is optimal, safe, latest/up-to-date integrated information technology hardware, software, and networks in supporting operations at BPK with a loading factor value of 0.827. The second indicator is the implementation of standards in IT asset management in accordance with ISO 2700-1: 2013 concerning information security management systems (ISMS) and ISO 20000-1: 2018 concerning IT service management systems (ISMS) with a loading factor value of 0.817. The implementation of capacity management in accordance with international standards aims to improve the quality of IT services in terms of ensuring the sustainability of IT services through the provision of hardware, software and IT networks to support operations at BPK has a major impact on improving information systems. Optimal integration of information technology and the implementation of international standards such as ISO 27001 and ISO 20000 contribute significantly to improving information systems at BPK. This is in line with the theoryIndrajit, (2012)which emphasizes the importance of technology infrastructure and management standards in supporting organizational operations. Thus, improvements in the technology dimension can increase the satisfaction of MELATI application users at BPK.

The third dimension, namely relationship assets, is supported by indicators of sufficient support provided by IT Bureau Management to IT Bureau executors to carry out their duties properly with a loading factor value of 0.814. Furthermore, the indicator that shows the support of the IT Bureau Management in organizing IT services by providing spare parts / other supplies to meet the demands of IT service users with a loading factor value of 0.803. Relationship assets in the form of support provided by IT Bureau Management in carrying out the duties of IT service providers in the IT Bureau, which can include support for the provision of spare parts / supplies to meet the needs of IT service users, are very influential in improving information systems which also have an effect on increasing user satisfaction with the MELATI application at BPK. Relationship assets in the form of management support both in the implementation of operational tasks and in the provision of technical needs such as the provision of spare parts play an important role in strengthening information systems at BPK. This support will ensure the fulfillment of IT services requested by service users, which in turn has a positive impact on increasing the satisfaction of MELATI application users, because a structurally and operationally supported system will be more responsive, reliable, and service-oriented.

Based on the results of the analysis of respondents' answers to information system variables, it shows that BPK IT service users give a good assessment with an average of 4.11 on the dimensions of resource assets, technology assets and dimensions of relationship assets. Improving information systems through increasing the dimensions of resource assets, technology assets and relationships will have an effect on increasing user satisfaction of the MELATI application at the BPK.

In line with research conducted by Farid Bintoro Aji & Abdurachman (2011) on the Effect of Information Systems, and Leadership on the Community Satisfaction Index, it

INFOKUM
Volume 13, Number 04, 2025, DOI 10.58471/infokum.v13i04
ESSN 2722-4635 (Online)
https://infor.seaninstitute.org/index.php/infokum

shows that the variable implementation of management information systems has a significant effect on the community satisfaction index where if there is a change in the management information system that is getting better, it will affect community satisfaction that is getting better with an influence value of 0.125, and a t-count value of 1.978> 1.96, and a sig value of 0.04 <0.05.

In contrast to the results of research conducted by Deryl and Mohammad Mukhsin (2023), the results show that information systems have an insignificant effect on customer satisfaction with the results showing that the t-count value = 0.875 < t-table 1.96 and sig 0.384> 0.05.

## CONCLUSION

Based on the results of the study and discussion on the effect of the implementation of IT service standard policies and information systems on the satisfaction of MELATI application users at BPK, it can be concluded as follows: The results of the hypothesis test show that the implementation of IT service standard policies has a significant effect on the satisfaction of MELATI application users at BPK with a value of 0.495 or 49.5%, the t-value of 8.378 is greater than the t-table value of 1.96 and the p-value of 0.000 <0.05 which is determined by the dimensions of communication, resources, disposition/attitude of implementers, and bureaucratic structure. If the implementation process of IT service standard policies is improved or increased, it will simultaneously have an impact on increasing the satisfaction of MELATI application users at BPK, and vice versa if the implementation of IT service standard policies is not improved, it will have an impact on decreasing the satisfaction of MELATI application users at BPK. Thus, the first hypothesis in this study is declared significant and accepted. The information system has a significant influence on the satisfaction of MELATI application users at BPK by 0.465 or 46.5%, the t-value of 8.199 is greater than the t-table value of 1.96 and the p-value of 0.000 <0.05 which is determined by the dimensions of human resource assets, technology assets and relationship assets. If the information system is improved or increased, the increase will be followed by an increase in the satisfaction of MELATI application users at BPK. Thus, the second hypothesis in this study is declared significant and accepted.The limitations of the study provide opportunities for further researchers to research gaps and conduct more in-depth research with the following suggestions: Expanding the scope of the study with a wider and larger sample, because the MELATI Application is an application used by all implementers in the BPK environment, both at the head office and at representative offices, so that it can describe the conditions of MELATI application utilization as a whole. Variables that have not been studied in this study can be studied further in depth that affect the satisfaction of MELATI application users such as perceived usefulness, user involvement, and cultural values of an organization, so that it is hoped that other factors can be identified that can affect the satisfaction of MELATI application users.

## REFERENCES

Abdillah, W. (2018). *Metode Penelitian Terpadu Sistem Informasi*. ANDI.Yogyakarta.

Abdullah Karimuddin, D. (2021). *Metodologi Penelitian Kuantitatif*. Yayasan Penerbit Muhammad Zaini.

Asra, Abuzar dan Prasetyo, A. (2016). *Pengambilan Sampel Dalam Penelitian Survey*. PT. Rajagrafindo Persada.

Ayatullah Michael, D. (2022). *Konsep Dasar Structural Equation Model - Partial Least Square Menggunakan Smart PLS*. Pascal Books.

Badan Pemeriksa Keuangan RI. (2017). *Keputusan Sekretaris Jenderal BPK Nomor Nomor 482/K/X-XII.2/11/2017 Tentang Standar dan Daftar Layanan TI*.

Badan Pemeriksa Keuangan RI. (2019). *Peraturan Badan Pemeriksa Keuangan Republik Indonesia Nomor 1 Tahun 2019 tentang Organisasi dan Tata Kerja Pelaksana Badan Pemeriksa Keuangan*.

Badan Pemeriksa Keuangan RI. (2020). *Peraturan BPK Nomor 3 Tahun 2020 tentang Rencana Strategis Badan Pemeriksa Keuangan 2020-2024*.

Badan Pemeriksa Keuangan RI. (2021). *Peraturan Sekretaris Jenderal BPK Nomor 19 Tahun 2021 Tentang Rencana Induk TI BPK Tahun 2020-2024* (Nomor 19 Tahun 2021).

Bagus, I., Mawang, G., Buana, M., Gusti, N., & Wirawati, P. (2018). *Pengaruh Kualitas Sistem Informasi , Kualitas Informasi , dan Perceived Usefulness Pada Kepuasan Pengguna Sistem Informasi Akuntansi Fakultas Ekonomi dan Bisnis Universitas Udayana ( Unud ), Bali , Indonesia Fakultas Ekonomi dan Bisnis Universitas Udayana*. *22*, 683–713.

Delone, W., & Mclean, E. (1992). *Information Systems Success : The Quest for the Dependent Variable*. *March 1992*. https://doi.org/10.1287/isre.3.1.60

Delone, W., & Mclean, E. (2003). *The DeLone and McLean Model of Information Systems Success : A Ten-Year Update*. *October*. https://doi.org/10.1080/07421222.2003.11045748

Deryl dan Mohammad Mukhsin. (2023). Analisis Pengaruh Sistem Informasi Dan Kinerja Logistik Terhadap Kepuasan Pelanggan. *JMD : Jurnal Riset Manajemen & Bisnis Dewantara*, *6*(2), 51–56. https://doi.org/10.26533/jmd.v6i2.1191

Dewi, A. (2019). Hubungan Implementasi Kebijakan Badan Penyelnggara Jaminan Sosial dengan Kepuasan Pasien Yang Berkunjung Ke Puskesmas Bahkapul Kota Pematang Siantar. *jurnal kesehatan Global*, *2*(1), 38–46. http://ejournal.helvetia.ac.id/index.php/jkg%0AHUBUNGAN

Farid Bintoro Aji, & Abdurachman, E. (2011). Pengaruh Sistem Informasi Manajemen, Pelayanan, dan Kepemimpinan Terhadap Indeks Kepuasan Masyarakat di Kota Tangerang. *ComTech: Computer, Mathematics and Engineering Applications*, *2*(2), 1089. https://doi.org/10.21512/comtech.v2i2.2858

Fathoni, D. (2024). *Pengantar Sistem Informasi* (Cetakan Pe). Wawasan Ilmu.

Fong, S. C. C. & M. W. H. H. (2014). *Accounting Information Systems End-User Satisfaction : Evidence of Hong Kong Housing Authority*. *4*(1), 27–41.

Gaib, N., Rachman, E., & Nggilu, R. (2024). Pengaruh Implementasi Kebijakan KTP dan

Kualitas Pelayanan terhadap Kepuasan Masyarakat. *Ideas: Jurnal Pendidikan, Sosial, dan Budaya*, *10*(3), 731. https://doi.org/10.32884/ideas.v10i3.1665

George C. Edward III. (1980). *Implementing Public Policy*. Washington DC: Congressional Quarterly Inc.

Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, *26*(2), 106–121. https://doi.org/10.1108/EBR-10-2013-0128