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Evaluation of the Success of HRIS (Human Resource Information System) using the Delone Mclean Approach and Technology Acceptance Model (Case Study At PT. Anugerah Pharmindo Lestari)

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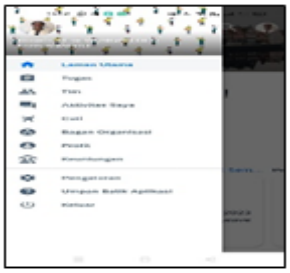
ABSTRACT: Information systems play a significant role in today's business world, enabling companies to achieve innovation and competitiveness advantages. By using information systems, companies can enhance their efficiency, effectiveness, and productivity. This has led many companies to start implementing human resource information systems. PT. Anugerah Pharmindo Lestari (APL), a company operating in the healthcare service distribution sector, has been using HRIS since 2020. However, no evaluation has been conducted, serving as the basis for the necessity of this research. The objective is to understand the influence of system quality, information quality, and user experience on user satisfaction through perceived usefulness. The research employs a qualitative approach, targeting the entire population of 73 HRIS admins at PT. APL, all of whom are included in the sample. Data is collected through interviews and questionnaire distribution. The research concludes that the system quality directly does not support perceived usefulness and user satisfaction. Information quality cannot form perceived usefulness but can shape user satisfaction. User experience can shape perceived usefulness and user satisfaction. However, perceived usefulness cannot moderate impact of system quality, information quality, and user experience to satisfaction.

KEYWORDS: System Quality, Information Quality, User Experience, Perceived Usefulness and User Satisfaction.

I. INTRODUCTION

Human resources are an important part of the company with the aim of managing, developing and maximizing the potential and contribution of employees so that the organization achieves its goals effectively. Employee data is very important to be managed by a special department, namely Human Resources (Handoko, 2017:1). Information systems play a very important role in today's business world, where they can help a company achieve innovation and competitive advantage. Using information systems allows companies to increase efficiency, effectiveness and productivity. HRIS functions to simplify the management and processing of HR data, as well as providing support in decision making related to HR management. PT. Anugerah Pharmindo Lestari (APL), which is a company engaged in the distribution of health services. PT. Anugerah Pharmindo Lestari has an HRIS with the name eZHR which was newly implemented in October 2020 as follows:



Picture1. eZHR Home Page Display

Figure 1 presents the main page of the HRIS system which displays several sub-menus, namely tasks, team, leave, organizational chart, profile, benefits, settings and there is a logout feature from the system. The eZHR application is a web and mobile-based human resource management system created to make it easier to manage employee administration from the process of employees joining the company, employees applying for leave and benefits, carrying out KPI assessments, applying for overtime until employees retire. Before this HRIS system existed, the company already had an information system called ESS (employee self-services), where employees could apply for leave through the EES system, but there were still several manual processes, namely submitting benefit claims. However, due to the large number of employees and manual processes, the workload on the HR (Human Resources) team is increasing. Departing from this problem, at the beginning of 2020 the company took an innovation, namely by making improvements to the HR information system. The main goal of designing and implementing information systems is to increase organizational efficiency and effectiveness, this starts with the functional and administrative operations of information systems that support the organization's business processes. Therefore, as a tool to regulate the success of this system, evaluation is needed.

According to Putra et al. (2020:1) users are a significant aspect in evaluating the success of system implementation, so that the level of speed of response from users to an information system also greatly determines the success or failure of implementing the system. Evaluation of system acceptance among users helps in assessing the effectiveness of the system in meeting user needs and goals. User satisfaction evaluation helps in assessing the extent to which an information system meets user expectations and needs. Carrying out user satisfaction evaluations, areas can be identified where the system can be improved to ensure users are satisfied. Ensure that investments and resources allocated for the development and maintenance of information systems are used effectively. Service quality is not included in this research because this research is focused on HRIS system admins where admins have a specific role in managing information systems in an organization and admins do not need services in operating information systems.

Popular models used to examine the successful implementation of an information system are the Delone & McLean (2003) and TAM (Technology Acceptance Model) models. This research adds a user experience perspective. Furthermore, according to Schrepp (2017:42), user experience also has an important role in evaluating an information system because it has a direct impact on the acceptance, use and success of the information system. Like research conducted by Ferreiraa et al. (2023:3) that user experience is very important for organizations to be able to evaluate the development of user-friendly information system interfaces and to increase the potential of information systems to support more productive and efficient operations of an organization. User experience evaluation is to improve the effectiveness of innovation, increase adoption and user satisfaction. Therefore, user experience becomes a crucial factor for evaluation because it takes into account aspects of user needs and preferences in developing information infrastructure and is able to support it so that it is designed in a way that meets user needs effectively.

II. LITERATURE REVIEW

A. Information Systems

A system is a series of elements that are interconnected to achieve certain goals (Romney, 2018:3). According to Kristanto (2022:1) the work structure of this system consists of interconnected elements that work together to manage information, and ultimately produce important data. Meanwhile, data is the result of raw information being processed, giving meaning to it or as an organized collection of information that can be processed to form meaningful results that can be used for the decision making process. According to Kristanto (2022:12) an information system is elements consisting of computers and humans who work together to process data which then produces useful information. An information system can be explained as a structure consisting of components that work together to combine, store, process, access and disseminate relevant information within an organizational entity . The main purpose of the system is to provide support to users for the decision-making process, implementation of operational tasks, and overall operational control of the organization.

B. Human Resources Management Information System

According to Hasmin (2021:1) HR management is work related to managing human aspects in order to achieve organizational goals. It can be said that human resource management is an aspect or component that is focused on administration and increasing the potential of individuals who work in an organizational entity. It is important to emphasize that in human resource management, managing organizational data and information has a major role. The large volume of information related to human resources brings complex problems in its management. This complexity is difficult to overcome by traditional HR

information system approaches. The solution to the challenge of complexity of information related to HR can be overcome through the implementation of a computer-based HR information system.

Along with increasingly rapid advances in the use of modern technology, computer applications, communication sciences, and increased investment in information systems which have resulted in a massive digital revolution in the functioning of business organizations (Kurdi, 2021:3). Due to the explosion of knowledge as well as changes in the internal and external business environment, the use of HRIS (Human Resource Information System) has become a basic requirement and urgent need in human resource management in all service and industrial business sectors (Shamout, 2022: 174) where the human element plays a role important role in bringing positive changes that are reflected in the world economy, so that business organizations realize that the key to success depends on effective resource management (Kurdin, 2020:7).

HRIS is an information platform that is used by the human resources (HR) department to organize and manage data and information related to workers. HRIS usually includes features such as employee data recording, performance management, attendance management, training management, payroll management, and benefits management (Jonni, 2019: 102). By using HRIS, HR can be more efficient in managing employee information, monitoring employee performance, managing absenteeism, conducting training, and processing payroll and employee benefits. HRIS can also help in the recruitment and selection process for new employees by storing candidate data. The advantages of using HRIS are increasing operational efficiency, speeding up employee data processing (Supiyandi, 2020:2), increasing data accuracy, simplifying the employee management process and increasing productivity.

C. Delone & McLean IS Success Model

DeLone and McLean's series of information system success concepts were first introduced in 1992. They argue that evaluation has an important role in understanding the effectiveness of steps taken in management and information systems. Therefore, they designed a framework known as the DeLone and McLean Information Systems Success Model.

DeLone & McLean analyzed more than 100 articles related to information systems research since 1993, to provide an in-depth review of measuring information systems success. In 2003, they updated the model by including service quality and intention to use variables, as well as individual impact and organizational impact into the net benefit variable.

D. TAM (Technology Acceptance Model)

The Technology Acceptance Model (TAM) was introduced by David in 1989. This model is an adaptation of the theory of reasoned action (TRA), which states that when someone uses a system in carrying out activities or actions, then things is considered to have significant meaning for the individual. TAM is a framework used to analyze and understand the elements that influence how users accept and adopt the use of information technology. Information technology users tend to be interested in adopting information technology if the system provides benefits and is easy to use (Davis, 1989:80).

E. System Quality

According to DeLone & McLean (1992:60), system quality is used in assessing the quality of a system in terms of software and hardware. System quality is the reliability of a system in supporting company policies and procedures. System quality indicators: a) Ease of use: indicates the extent to which the user interface is intuitive and easy to understand. A system that is difficult to use can cause frustration and errors, b) Response Time: refers to how quickly the system responds to actions or requests made by the user, c) Reliability: measures a system's ability to operate without frequent interruptions or failures. Systems that frequently experience damage or downtime can hamper productivity, d) Flexibility: the system's ability to adapt to changing needs and different scales of operation. A flexible system can accommodate business changes, and e) Security: Efforts taken to protect an information or computer system from threats, attacks and risks that could result in damage, data theft, privacy violations or operational disruption.

F. Information Quality

According to DeLone and McLean (2003:24), information quality refers to the information provided that needs to have a level of accuracy, relevance, timeliness, completeness, and reliability to meet user needs. The quality of an information system is influenced by: a) Relevancy, assessing the extent to which the system produces information that is relevant to needs, b) accuracy, indicating the extent to which the data provided by the system is correct and appropriate. Inaccurate information can result in wrong decision making. c) Timeliness, measuring the extent to which information is available when needed. Information provided quickly and on time allows for better decision making, and d) Reliability, assessing the extent to which the information produced by the information system can be trusted or not.

G. User Experience

User experience is a discipline that studies how to design and modify users' feelings, perceptions and behavior towards the interface, service and performance of a product, system or service. The general term user experience includes what consumers like, how accessible it is, and elements they may not like (International Organization for Standardization, 2010). The following is an explanation of these aspects of user experience: a) Attractiveness: refers to the elements that make an information system or application attractive to users. b) Perspicuity: refers to the ability of an information system or application to present information and its functions in a way that is easily understood by users. c) Efficiency: refers to the system's capacity to execute tasks and processes in an efficient manner, making optimal use of existing resources. c) Dependability: refers to the extent to which the system is reliable, consistent and stable in providing consistent and accurate performance. d) Ease of Learn: ease of learning the system.

H. Perception of Usefulness

Perceived usefulness is defined as a measure of the extent to which someone who uses a technology believes that the technology will provide benefits for them (Davis, 1989: 320). Perceived usefulness is one of the factors included by Davis in the TAM Model. Davis (1989) divides perceived usefulness into several dimensions, namely: a) Makes work faster. This means that the information system can help users complete work more quickly. b) Makes work easier. The existence of an information system can make it easier for users to do their work. c) increase productivity where by using information systems, users can be more productive in doing their work. d) Increase user effectiveness at work. e) Improve user performance.

I. User satisfaction

User satisfaction is a positive view from users about the extent to which a system meets their needs, expectations and goals. According to DeLone and McLean (2003:25), an effective system is a system that can achieve the goals and targets that have been set in the most efficient way. An effective system has the capability to produce expected or desired results with efficiency and accuracy. Indicators for measuring user satisfaction are: a) Efficiency: refers to the ability of an information system to provide a satisfying user experience using minimal resources. b) Effective: refers to the extent to which an information system can carry out tasks and provide results quickly, accurately, and with efficient use of resources. c) Satisfaction: emphasizes how users evaluate the quality and technical performance of information systems, while user satisfaction involves more evaluation of user experiences and perceptions of various aspects of system use.

J. Hypothesis

Based on the research conceptual framework previously explained, the following are several hypothesis formulations that can be proposed:

H1 : There is an influence of system quality on perceived usability of HRIS
H2 : There is an influence of information quality on perceived usefulness of HRIS
H3 : There is an influence of user experience on perceived usability of HRIS
H4 : There is an influence of system quality on user satisfaction with HRIS
H5 : There is an influence of information quality on user satisfaction with HRIS
H6 : There is an influence of user experience on user satisfaction with HRIS
H7 : There is an influence of perceived usefulness on user satisfaction with HRIS
H8 : There is an influence of system quality, information quality, and user experience on the perception of usability in HRIS
H9 : There is an influence of system quality, information quality, and user experience on user satisfaction with HRIS
H10 : There is an influence of system quality, information quality, and user experience on user satisfaction through perceived usability in HRIS.

III. RESEARCH METHODS

A. Research Design

This research aims to analyze things that influence the acceptance of a system and its impact on user satisfaction. The method in this research is quantitative. The survey method was chosen as a way to collect data, and this was done through the distribution of questionnaires to respondents randomly selected from the target population. The questionnaire was designed using a Likert scale, where respondents were asked to give scores or responses to statements related to the variables they wanted to measure. The results of this research are a descriptive study and hypothesis testing, where the descriptive study is to explore user preferences for human resources information systems and hypothesis testing on the relationship between variables

based on causal variables, mediating variables and dependent variables. In field studies, researchers make direct observations of phenomena that occur in their original context.

B. Operational Definition (Variable)

a. System quality (X1)

System quality is the user's perception of the extent to which HRIS meets business needs.

The indicators in this research are:

1) Reliability: the extent to which the HRIS can function correctly and provide consistent performance
2) Response speed: related to the speed at which the HRIS responds
3) Flexibility: refers to the system's ability to adapt as needed.
4) Security: refers to the efforts and mechanisms implemented to protect HRIS from emerging security threats

b. Information quality (X2)

Information quality is the information presented in the system that is accurate and meets the needs of the organization. The indicators in this research are:

1) Accuracy: the information presented is true, accurate and reliable.
2) Completeness: the information presented is complete.
3) Relevance: the information in the system matches the organization's needs.
4) Timeliness: refers to the extent to which the system provides data and information according to the required schedule

c. User experience (X3)

User experience is the user's interpretation and response in response to system use. The indicators in this research are:

1) Attractiveness: assessing the acceptance aspect in terms of the impression given by information system users according to their experience in using HRIS.
2) Clarity: assesses the information system's ability to convey information in a way that is easily understood by users when using HRIS.
3) Ease of learning: assess the extent to which HRIS is easy to learn

d. Perceived usefulness (Y1)

Perceived usefulness is how users assess how far HRIS provides benefits to their work. The indicators in this research are:

1) Speeding up work (Work speed): assessing aspects that refer to the extent to which users think that HRIS can speed up their work.
2) Productivity: assessing aspects that refer to the extent to which users consider that HRIS can improve effectiveness and efficiency of user work.

e. User satisfaction (Y2)

User satisfaction is the level of user satisfaction with HRIS. The indicators in this research are:

1) Effective: assessing the extent to which HRIS provides the benefits expected by users.
2) Efficiency: assessing the extent to which the HRIS can provide results with efficient use of resources.
3) Satisfaction: assess the extent of user satisfaction with HRIS

C. Population

This research has a population of all HRIS admins whose work is operationalizing HRIS at PT. Pharmindo Lestari Award. The sampling method in this research is the census sampling technique, in accordance with the opinion of Sugiono (2012:68), which is also known as the saturated sampling technique. This refers to an approach where the entire population is used as a sample in research. The number of HRIS admins is 73 admins.

D. Data Analysis Techniques

The analysis technique in this research uses descriptive analysis and path analysis. The objective of applying this analysis aims to identify the frequency distribution of answers given by respondents to the questionnaires that have been collected. This analytical approach is useful in describing or illustrating data from questionnaire collection.

Path analysis is a method used to examine correlation patterns between variables with the aim of identifying the direct or indirect impact of the independent variable on the dependent variable. In path analysis, each relationship between variables is represented by a path, and the path coefficient is a regression coefficient number which is often symbolized by the symbol beta (β). By combining path coefficients, path analysis makes it possible to understand in more depth how variables influence each other in a more complex model framework.

IV. RESEARCH RESULTS AND DISCUSSION

A. Research Result

The respondents in this research were of different genders and ages with the following details:

a. Respondent's Gender

This research had 73 respondents as HRIS admins at PT.APL. Based on the results of the questionnaire recapitulation, the distribution of respondents was obtained as follows.

Table 1. Frequency Distribution of Respondents Based on Gender

No.	Gender	Number of Respondents	Presentation
1	Woman	36	49%
2	Man	37	51%
3	Total	73	100%

Source: Processed by researchers.

According to the table above, it can be concluded that the gender ratio of respondents is not too big, only 1 person has more male respondents with a total of 37 people. Research respondents were dominated by men with very small differences.

b. Respondent's Age

Based on research, using respondents over 20 years of age and from a total of 73 respondents, the distribution of respondents was obtained as follows:

Table 2. Frequency Distribution of Respondents Based on Age

No.	Age	Number of Respondents	Presentation
1	20 - 30 years	8	11%
2	31 - 40 years old	13	18%
3	41 - 50 years old	39	53%
4	More than 50 years	13	18%
Total		**73**	100%

Based on the table above, there are 8 respondents aged 20 to 30 years, 13 respondents aged 31 to 40 years, 39 respondents aged 41 to 50 years, and 13 respondents aged over 50 years. This shows that the HRIS admin at PT. APL is mostly dominated by employees aged between 41 and 50 years

B. Path Analysis

There are 3 path analyzes in this research, this is because this research model has mediating variables with indirect effects so that with the three paths, the direct and indirect effects produced by the variables in this research can be analyzed.

Table 3. Analysis of Direct and Indirect Effects of Mediating Variables

Variable	Direct Effects	Sig.	Indirect Effects	Total Effects	Information
System Quality (X_1) – Perceived Usefulness (Y1)	0.101	0.449			Not Significant
Information Quality (X_2) – Perceived Usefulness (Y1)	0.067	0.617			Not Significant
User Experience (X3) – Perceived Usefulness (Y1)	0.695	0,000			Significant
System Quality (X_1) – User Satisfaction (Y2)	0.278	0.008			Significant

Information Quality (X_2) – User Satisfaction (Y2)	0.082	0.423			Not Significant
User Experience (X3) – User Satisfaction (Y_2)	0.287	0.017			Significant
Perceived Usefulness (Y1) – User Satisfaction (Y2)	0.337	0,000			Significant
System Quality (X_1) – Perceived Usefulness (Y1) – User Satisfaction (Y2)			0.101 x 0.337 = 0.034	0.278 + 0.034 = 0.312	Indirect effect < direct effect 0.034 < 0.278 meaning there is no effect
Information Quality (X_2) – Perceived Usefulness (Y1) – User Satisfaction (Y2)			0.067 x 0.337 = 0.022	0.082 + 0.022 = 0.104	Indirect effect < direct effect 0.022 < 0.082 meaning there is no effect
User Experience (X3) – Perceived Usefulness (Y_1) – User Satisfaction (Y2)			0.695 x 0.337 = 0.234	0.287 + 0.234 = 0.521	Indirect effect <direct effect 0.234> 0.287 means there is no effect

Source: Data processed.

Based on table 3, the direct influence of the independent variable system quality is not significant on the dependent variable perception of usefulness with a Sig value of 0.449 > 0.05, however system quality can have a direct influence on user satisfaction with a Sig value. 0.008 < 0.05. Then the direct influence of the information quality variable is not significant on the dependent variable perceived usefulness with a Sig value of 0.617 > 0.05 and information quality is not significant on the dependent variable user satisfaction with a Sig value of 0.423 > 0.05. Meanwhile, the influence of the independent variable user experience is significant on the dependent variable, both perceived usefulness and user satisfaction, with Sig values of 0.000 and 0.000 respectively, where the Sig value is <0.05.

Perceived usefulness, which is an intervening variable, cannot have an indirect impact on the dependent variable. This is demonstrated by the coefficient value of the indirect effect which is lower than the direct effect of each independent variable on the dependent variable. The indirect effect of system quality (X1) on user satisfaction (Y2) through perceived usefulness (Y1) is 0.034 while the direct effect is 0.278. The indirect effect of information quality (X2) on user satisfaction (Y2) through perceived usefulness (Y1) is 0.022, while the direct effect is 0.082. The indirect influence of user experience (X3) on user satisfaction (Y2) through the perceived usability variable (Y1) is 0.234 while the direct influence is 0.287. It can be said that the perceived usability variable (Y1) is not capable of being an intervening variable for system quality (X1) and information quality (X2) and user experience (X3) on user satisfaction (Y2).

The results of the research above can interpret the conditions that occur in the research object. The quality of the system does not partially affect the perception of usability because the HRIS system currently in use still experiences problems when integrating with the attendance management system. This causes sometimes overtime applications to be made manually because the attendance record data was not successfully sent to HRIS. The quality of information does not partially affect the perception of usefulness because there is some data and information in the system that cannot be used when needed. For example, employee profile data cannot be downloaded even though this data and information is needed when reviewing employee performance if the employee is to be promoted. Meanwhile, user experience partially influences perceived usability because HRIS has an intuitive and easy-to-understand interface that directly contributes to good usability perceptions. Users feel familiar so it is easier to learn and interact with the system.

System quality partially influences user satisfaction due to the speed of response and security in HRIS. The HRIS system has a good response speed when the user performs itinput data to the system. HRIS also stores employee data and information, including salary data. So high security is one of the key factors in increasing user satisfaction. In this research object, the HRIS application used already has access role limits for each user. For example, the core value admin access role cannot see salary data access because salary data can only be accessed by the payroll admin. The quality of information does not partially affect user satisfaction because some data and information in the system cannot be used when needed. For example, employee profile data cannot be downloaded when the data and information is needed to review employee performance if the employee wants

to be promoted. This is a factor causing user dissatisfaction with the HRIS application. User experience partially influences user satisfaction because of the ease of learning and using the HRIS application. An intuitive, clear interface and simple workflow can increase satisfaction because users feel familiar with the system so it is easy to use the system in their work. The perception of usefulness partially influences user satisfaction because the HRIS application on the research object helps speed up the work process, such as users not manually recapping attendance data, not manually recapping benefit claim data, and also not manually assessing employee performance. The process is all carried out through the system, users only download the results of the report and carry out further analysis.

System quality, information quality and user experience together influence perceived usability. Good response speed, having data that is updated on time and a system that has consistent and clear navigation can help speed up user work processes such as easily accessing employee information, reporting absenteeism, managing leave, processing benefit claims, conducting employee performance assessments more efficiently and quickly. System quality, information quality and user experience together influence user satisfaction. Users are satisfied with the overall performance of HRIS because it has an intuitive display, high response speed, HRIS can also help them reduce manual work and can speed up the user's work process. For example, payroll admins can more quickly process employee benefit claims and overtime payments by downloading reports and processing payments. Perception of usability is not able to relate system quality, information quality, user experience to user satisfaction. This could happen because the system used by the company is mandatory. This means that regardless of perceived usability, the system continues to be used to support the user's work.

C. Discussion of Research Results

1) Description of Research Variables

a. System Quality (X1)

System quality is a crucial factor in the operation of a system. In this case, system quality refers to several indicators, including reliability, speed of response, flexibility and security of the information system. System reliability is related to the extent to which the HRIS can function correctly and provide consistent performance, such as the system rarely experiencing disruptions, the system being able to integrate well with other systems. The speed of response is seen from the speed HRIS provides responses such as how the system responds quickly to input, and information systems provide data that is easily accessible. The next indicator is flexibility. The flexibility of a system refers to the extent to which the HRIS is able to adapt to changes in existing policies within a company, such that the system can be reached from various locations with various devices. The system can adapt quickly to suit company needs. The final indicator of system quality examined in this research is security. Security refers to the efforts and mechanisms implemented to protect HRIS from potential cyber security attacks that may arise. For example, a system with strong cyber security to protect employee data and the system has access authority so that each person has limited access according to their respective roles. In this research, the main thing that can improve the quality of an HRIS system is the speed of response with the HRIS dimension providing data and information that can be accessed quickly and simply. The HRIS system for the research object can have a high response speed because it carries out regular maintenance with updates every 3 (three) months. The internet connection in the office also affects the response speed of the HRIS system.

b. Information Quality (X2)

Information quality is an important element in an information system that can be formed from the accuracy of the data provided, completeness of data, relevance of data to needs, and timeliness in updating data. Accuracy refers to the extent to which the data and information provided by HRIS is correct and accurate, and HRIS provides consistent data and information. Data completeness refers to the extent to which HRIS provides comprehensive data and information. Relevance refers to the suitability of the data provided by HRIS for users and companies. Meanwhile, timeliness refers to how quickly information is available according to user and company needs. For example, the HRIS system consistently provides data and information in a timely manner and using the HRIS system can easily search for and obtain data and information. The main thing that drives the quality of information in an HRIS is timeliness with the dimension that using the HRIS system can easily search for and obtain data and information. HRIS system at PT. Anugerah Pharmindo Lestari has timeliness and easy access to information because the navigator and sub-menus in this system are for each menu and sub-menu according to their use. For example, in the personal information menu, the personal information menu is further divided into sub-menus such as biographical information, emergency contact and dependents and so on. This can make it easier and faster for users to search for information.

c. User Experience (X3)

User experience of an information system refers to the overall attractiveness, clarity, and emotions experienced by the user when interacting with the system. The user experience in this research is formed in terms of attractiveness, assessing the acceptance aspect in terms of the impression given by HRIS, such as the system providing an interface that is easy to use and intuitive and the system providing a functional interface. Assessing clarity in the system's ability to convey information in an easy-to-understand manner such as an HRIS system having consistent navigation can help users feel more comfortable and familiar with the system. The final indicator is ease of learning which refers to the ease of learning a system such as the HRIS system has features that are easy to learn without requiring a lot of training and the notification feature in HRIS helps in reminding you of deadlines and work that must be completed. Hal The main thing in encouraging the user experience of an HRIS is clarity with the dimensions of the eZHR system. Having consistent navigation can help users feel more comfortable and familiar with the system. The HRIS system in this research object is easy to understand because the system has consistent features and navigation that make users feel comfortable and familiar, this can help users operate the system more quickly.

d. Perceived Usefulness (Y1)

Perceived usefulness of a system refers to how users perceive the extent to which the system is useful and useful in supporting them in achieving their desired goals or tasks. Perceptions of usefulness are formed from speeding up work and increasing productivity. Speeding up work refers to reducing time searching for data in HRIS, the self-service feature in HRIS can help speed up the process of applying for leave and benefits. Meanwhile, productivity formed from the HRIS system helps automate administrative processes thereby reducing manual work and using the HRIS system can reduce the error rate in completing work. In this research, the main thing that drives the perception of the usefulness of an HRIS is the speed of work with the dimensions of the HRIS system providing self-service features that can speed up the process of applying for leave and claiming benefits. The HRIS system for this research object has a self-service feature where employees can apply for leave and claim benefits from anywhere and at any time. After employees submit leave data and benefit claims, the data will be included in the report. So at the end of every month the payroll team will download the benefits report and process the payment. Meanwhile, the HRIS team downloads leave data information and analyzes employee leave data. This can help speed up the user's work process.

e. User Satisfaction (Y2)

User satisfaction of a system is formed by effectiveness, efficiency and satisfaction. Effectively assessing the extent to which HRIS provides the benefits expected by users such as HRIS allows employees to access and update personal information independently as well as sata and Information on the eZHR system can assist in HR strategic decision making. efficiency assesses the process of increasing efficiency in attendance management and increasing efficiency in performance management. Meanwhile, satisfaction assesses how overall users are satisfied with system performance. In this research, the main thing that drives user satisfaction with an HRIS is efficiency with the dimensions of the HRIS system increasing efficiency in attendance management. The HRIS application for this research object helps users reduce manual work but carry out strategic work such as not recapping absence data manually but analyzing attendance management data, not recapping benefit data manually but analyzing benefits that have been submitted by employees and conducting assessments. performance through the system. This helps the user's work process become more efficient.

2) The Influence of System Quality on Perceived Usefulness

System quality does not create a perception of usability. This means that system reliability, flexibility, response speed and HRIS security have not been able to have an impact on work speed and user productivity. The findings are in line with Zai (2014: 8), Riyanto et al. (2018:60) and Neto (2009:170) where system quality does not have a direct influence on perceived usability, The quality of the system does not partially affect the perception of usability because the HRIS system currently in use still experiences problems when integrating with the attendance management system. This causes sometimes overtime applications to be made manually because the attendance record data was not successfully sent to HRIS. Attendance record data cannot be sent to HRIS also because regular maintenance is carried out but there is no information to the business control unit.

3) The Influence of Information Quality on Perceived Usefulness

Information quality does not create a perception of usefulness. This means that data accuracy, completeness, relevance and timeliness in updating HRIS data has not been able to have an impact on the speed of work and user productivity. This finding is consistent with Rumahah et al. (2018:169) where the quality of information does not affect perceived usefulness. This means that the information presented by the system is not useful for users in carrying out tasks more quickly and easily. The results of this research are also consistent with Legramante et al (2022:13) and Neto (2009:170) where information quality does not

directly affect perceived usefulness. Identifying that systems with good navigation and complete, easy-to-understand information do not affect users' perceived usability. The quality of information does not partially affect the perception of usefulness because there is some data and information in the system that cannot be used when needed. For example, employee profile data cannot be downloaded even though this data and information is needed when reviewing employee performance if the employee is to be promoted.

4) The Effect of User Experience on Perceived Usefulness

User experience creates the perception of usability. This means that the attractiveness, clarity and ease of learning in HRIS can have an influence on the speed of work and user productivity. This finding is consistent with Kurniawati et al (2017:4) and Hess et all (2014) where experience significantly influences perceived usefulness. The better the user's experience in using the system, the better the perception of usability will be. User experience partially influences perceived usability because HRIS has an intuitive and easy to understand interface that directly contributes to good usability perceptions. Users find it easier to learn and interact with the system.

5) The Influence of System Quality on User Satisfaction

System quality creates user satisfaction. This means that system reliability, speed of response, flexibility and system security in HRIS are able to have an influence on effectiveness, efficiency and user satisfaction. It can be said that the quality of the HRIS system according to users has a good response speed because users feel satisfaction with the quality of the system provided. The research findings are in line with Fraihat et al (2022:78), Sabawy (2013:360), and Cidral et al. (2018:18) which states that aspects related to system quality such as the system's ability to meet user requirements, system flexibility in interacting, integration and consistency between different components in the system, as well as the presence of features and functions needed by users, all of which are important aspects and contribute to user satisfaction.

System quality partially influences user satisfaction due to the speed of response and security in HRIS. where HRIS has a good response speed when the user performs itinput data to the system. The HRIS application stores employee data and information, including employee salary data. So, a high level of security is a crucial factor in increasing user satisfaction. In this research object, the HRIS application used already has access role limits for each user. For example, the core value admin access role cannot see salary data access because salary data can only be accessed by the payroll admin.

6) The Effect of Information Quality on User Satisfaction

Information quality does not create user satisfaction. This means that data accuracy, completeness, relevance and timeliness in updating HRIS data has not been able to have an impact on effectiveness, efficiency and user satisfaction. The findings are consistent with Wang et al. (2018:9), Legner et al. (2016:30) where the quality of information does not affect user satisfaction. This finding is also consistent with Wei et al. (2022:7) where information-related quality attributes such as providing up-to-date and comprehensive information, as well as security and privacy issues, may be secondary considerations for users which can reduce the influence of information quality on user satisfaction. The quality of information does not partially affect user satisfaction because there is some data and information in the system that cannot be used when needed. For example, employee profile data cannot be downloaded even though this data and information is needed when reviewing employee performance if the employee is to be promoted. This data is also needed by the Talent Management Team in planning training activities. This causes user dissatisfaction with the quality of HRIS information.

7) The Effect of User Experience on User Satisfaction

User Experience creates user satisfaction. This means that the attractiveness, clarity and ability of HRIS to influence effectiveness, efficiency and user satisfaction. The findings are consistent with Schreep (2017:42) where user experience influences user satisfaction. This finding is also consistent with Sae at all (2023:11) where experience has an impact on user satisfaction. By continuing to foster a value that is felt by users, users will get the expected benefits and increase user satisfaction. User experience influences user satisfaction because of the consistent ease of navigation of the system which makes users feel familiar so that creating a simple workflow can increase satisfaction because users feel that users can easily achieve their goals.

8) The Influence of Perceived Usefulness on User Satisfaction

Perception of usefulness creates user satisfaction. This means that the HRIS system speeds up work and increases productivity and can have an impact on effectiveness, efficiency and user satisfaction. The findings are consistent with DeLone and McLean (1992) where the consequences of information system use on individual performance and the level of user

satisfaction influence each other. Perceived usefulness creates the meaning that if the user feels that the information system is useful, then he will use the system.

This finding is also consistent with Fraihat et al (2022:79) and Putra et al (2020:308) where perceived usability influences user satisfaction. Users will feel satisfied if they find that the system improves their performance and activities in carrying out tasks easily and smoothly with less effort, so that the system becomes more effective. Additionally, if users feel that the system is beneficial to them, they are more likely to use it. The perception of usefulness is able to create user satisfaction because the HRIS application on the research object helps speed up the work process, such as users not manually recapping attendance data, not manually recapping benefit claim data, and also not carrying out the employee performance assessment process manually. The process is all carried out through the system, users only download the results of the report and carry out further analysis.

9) The Influence of System Quality, Information Quality, and User Experience on Perceived Usefulness

This research shows that system quality, information quality and user experience are able to create perceptions of usefulness. This indicates that there is a connection between system quality, information quality and user experience which can increase the perception of usefulness of the HRIS system. System quality is supported by system reliability, system flexibility, speed of response and system security. In this research, the main thing that shapes system quality is the speed of response which is reflected in the speed of accessing data. This is in accordance with Maghifur's (2022:8) findings which state that system quality has an impact on perceived usability. The higher the quality of a system, the higher the perceived usefulness of the user.

Information quality is formed from accuracy, completeness, relevance and timeliness. In this research, the main thing that shapes the quality of information is timeliness which is reflected in the ease of finding and obtaining employee information. The findings are consistent with Maghifur (2022:8) where the quality of information has an impact on perceived usefulness. The higher the quality of a system, the higher the perceived usefulness of the user.

The user experience is shaped by speed of pull data, clarity and ease of learning. In this research, the main thing that shapes the user experience is clarity which is reflected through the eZHR system. Having consistent navigation can help users feel more comfortable and familiar with the system. The findings are consistent with Kurniawati et al (2017:4) and Hess et all (2014) where experience has a significant impact on perceived usefulness. This shows that the more impressed the user is with the system, the better the perception of usability will be. Overall, users experience benefits when using the HRIS application in the company, such as users easily accessing employee information, reporting absenteeism, managing leave, processing benefit claims, conducting employee performance assessments more efficiently and quickly.

10) The Influence of System Quality, Information Quality and User Experience on User Satisfaction

This research shows that system quality, information quality and user experience create user satisfaction. This indicates that there is a connection between system quality, information quality and user experience which can increase user satisfaction with the HRIS system. The quality of the supported system is formed from system reliability, system flexibility, speed of response and system security. The findings are consistent with Sabawy (2013:360), and Cidral et al. (2018:18) where aspects related to system quality will increase user satisfaction. It can be said that the higher the quality of the HRIS system being built, the greater the user satisfaction.

Information quality is formed from accuracy, completeness, relevance and timeliness. In this research, the main thing that shapes the quality of information is timeliness which is reflected in the ease of finding and obtaining employee information. The findings are consistent with Fraihat (2022:78) where information quality has an impact on user satisfaction. This means that the higher the quality of the information in the HRIS, the more user satisfaction will increase. The user experience is shaped by speed of attraction, clarity and ease of learning. In this research, the main thing that shapes the user experience is clarity which is reflected through the HRIS system. Having consistent navigation can help users feel more comfortable and familiar with the system. findings are consistent with Schreep (2017:42) that user experience has an impact on user satisfaction. Research is also consistent with Leh Sae at all (2023:11) which states that experience has an impact on user satisfaction.

System quality, information quality and user experience create user satisfaction. Users are satisfied with the overall performance of HRIS because it has consistent and clear navigation, high response speed, HRIS can also help them reduce manual work and can speed up the user's work process. For example, payroll admins can process employee benefits and overtime payments more quickly by downloading reports and processing payments.

11) The Influence of System Quality, Information Quality and Perceived Usefulness on User Satisfaction through Perceived Usefulness

Perceived usefulness cannot moderate the relationship between system quality, information quality, user experience and user satisfaction. This shows that system reliability, system flexibility, system speed, system security, data accuracy, timeliness of data updates, data relevance and completeness, system attractiveness, clarity and ease of learning of the system have not been able to create work speed and productivity, causing the system to fail. effective, efficient and users feel dissatisfaction with the HRIS system. System users have different perceptions of the usefulness of the system. This perception can be influenced by the background, experience and expectations of each user. When there is large variation in these perceptions, then usability may not be able to significantly influence the relationship between system quality and user satisfaction. A system usage mechanism where if the user does not utilize the system in an optimal way, then the possibility of usefulness cannot be a moderation between system quality and user satisfaction. For example, if users only use a small number of system features or do not use the system consistently, then the effect of usefulness on satisfaction may be limited. Apart from that, users are expected to be able to optimize system use, but the data and information provided is less relevant to user needs and will affect respondents' attitudes towards satisfaction.

This finding is consistent with Singaling et all (2021:10) and Situmorang (2019) where perceived usefulness does not have a significant impact on system quality and information quality on user satisfaction. Another consistent finding is Gunawan (2018:29) where perceived usefulness does not moderate the relationship between system quality and information quality on user satisfaction. Low perceived benefits cannot strengthen the relationship between system quality and user satisfaction. This shows that when users have different perceptions about the perceived usefulness of each user, then this becomes biased and users are less than optimal in adapting to using the new system and then this affects end user satisfaction. Low perceived usefulness cannot strengthen the relationship between information quality and end user satisfaction. This shows that users have a poor perception of usability (perception of usefulness) in seeing the quality of information in the system.

The absence of usability to moderate the relationship between user experience and user satisfaction may be caused by the fact that user experience may have a very dominant role in determining satisfaction. If users have a strong positive or negative experience with an HRIS, its impact on user satisfaction may be more significant than the effect of usefulness. User experiences can vary greatly between individuals, depending on the background, role and purpose of using HRIS. One of which can be seen in the research object is that respondents are dominated by users aged between 41 and 50 years. Where users aged between 41 and 50 years may be less familiar with technology and computer systems. This can make it more difficult for them to recognize and appreciate the benefits provided by HRIS. If users do not fully understand how to use the system or do not feel comfortable with the technology, then the perceived usefulness can be reduced.

V. CONCLUSIONS AND SUGGESTIONS

A. Conclusion

Based on the results of the testing and discussion carried out in this research, the following conclusions were obtained:

1) System quality is an employee's perception regarding the extent to which HRIS meets user needs, explained through indicators of reliability, speed of response, flexibility and security. Information quality relates to the information in HRIS which is described through accuracy, completeness, relevance and timeliness of updates. User experienceis the perception and response of users explained in the indicators of Attractiveness, Perspicuity and ease of learning. Perception of usefulness explained through HRIS creates work speed and productivity. User satisfaction is explained through HRIS creating effectiveness, efficiency and user satisfaction.
2) System quality does not create a perception of usability. This happens because users use HRIS because it is mandatory, so whether or not the system is implemented, the system will still be used to achieve company targets.
3) Information quality does not create a perception of usefulness. This happened because HRIS PT. APL has not fully provided the information and data required by users.
4) User experience is able to create a perception of usability so that better navigation and a consistent display on the HRIS can help users feel more familiar with the system and find it easier to use the system.
5) System quality can create user satisfaction with PT's HRIS system. APL where users can feel that the response speed is of good quality. This helps speed up the employee work process so that users feel satisfaction with the HRIS application.
6) Information quality does not create user satisfaction with PT's HRIS system. APL because HRIS PT. APL has not fully provided the information and data required by users.

7) User experience can create user satisfaction because the friendly and intuitive user interface on HRIS has contributed to the system user satisfaction felt by users.
8) Perception of usability creates user satisfaction because the application helps speed up the user's work process.
9) System quality, information quality and user experience can create a perception of usability so that better system speed, system security, timely updates and information, and a system with clear and organized navigation can help speed up user work.
10) System quality, information quality and user experience can create user satisfaction. The better system speed, system security, timely updates and information, and a system with clear and organized navigation can help speed up user work so that users feel satisfied with the HRIS system.
11) Perceived usefulness is not able to moderate the relationship between system quality, information quality and user experience on user satisfaction. This happens because system users have different perceptions of the usefulness of the system. User experience is influenced by the age of the respondent where older users may be less familiar with technology and computer systems. This can make it more difficult for them to recognize and appreciate the benefits provided by HRIS.

B. Suggestion

Based on the research and discussions that have been carried out, several suggestions can be made as follows:

1) PT. APL, companies can use the results of this research as evaluation material in implementing innovations in implementing the HRIS system for efficiency and productivity. And also continue to ask for feedback from users to understand how the HRIS system functions in the field.
2) For the HR team, especially the HRIS team, the results of this research can be a basis for updating the information quality part of the HRIS system. By conducting regular training for all employees about the importance of updating personal data in the HRIS system.
3) Used to enrich information system management knowledge, especially regarding system quality, information quality, user experience, perceived usefulness, and user satisfaction. For future researchers who will research user experience and user perception, which has not been widely studied, it is hoped that they will be able to research other objects, because the dimensions of user experience and perceived usefulness are actually very broad and interesting to research.

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