

ABSTRACT

This study develops the RTQM model to comprehensively evaluate information system quality with aspects of quality in use, data quality, and service quality within an organization. Information systems play a crucial role in collecting, processing, storing, analyzing, and disseminating data to enhance productivity and efficiency across various sectors, including livestock administration. Information systems enable more effective animal data management. This research proposes the RTQM model as an integrated evaluation tool, combining aspects of system quality, information quality, and service quality, aiming to strengthen strategic decisions and actions in developing responsive and user-centered information systems. The Department of Livestock and Animal Health (DPKH) of Brebes Regency was selected as a case study, given its significant role in supporting the livestock sector that contributes to the economy and community welfare. Through a quantitative approach and analysis using SmartPLS, this study is expected to provide strategic and operational recommendations to improve the information system quality at DPKH Kabupaten Brebes, as well as contribute to academic literature in the field of information systems and information technology management.

Keywords: Information System, Information System Quality, SmartPLS.