

ABSTRACT

The Bandung City Government implemented the Government Service Connecting System (SPLP) in 2023 to integrate 232 applications across agencies as part of the national digital transformation policy. However, the implementation of SPLP faced a key obstacle: the lack of user training that should have been provided by the central government to local governments through Bandung's Department of Communication and Information (Diskominfo). This resulted in a knowledge gap among walidata (technical users), potentially hindering the efficiency of system integration. This study aims to evaluate the success of SPLP from the users' perspective using the DeLone & McLean Information Systems Success Model. Data were collected through questionnaires distributed to 43 walidata across 17 government agencies and analyzed using the partial least squares-structural equation modeling (PLS-SEM) method with the R programming language.

Among all the variables tested (information quality, system quality, service quality, intention to use, user satisfaction, dan net benefits), it is clear that six indicator (SeQ1: 0,677 and IU1: 0,657 in outer loading test yet IQ2: 0,829, US1: 0,899, NB2: 0,960, and SyQ1: 0,821 in cross-loading test) were eliminated to meet the validity and reliability criteria of the constructs. The analysis results show that the net benefits of SPLP are significantly influenced by intention to use, rather than by user satisfaction. Intention to use is influenced by information quality and system quality, while user satisfaction is more affected by service quality and system quality. No significant influence was found between service quality and intention to use, nor between user satisfaction and net benefits. These findings indicate that in a mandatory-use context, the success of SPLP relies more on technical factors than on user behavior or attitudes. Therefore, increased training and technical support are needed to encourage more optimal system utilization.

Keywords—e-government, SPLP, DeLone & McLean, PLS-SEM, R Programming