The Effect of Implementation of Report Online Application on User Satisfaction and Operational Performance

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Abstract:- This study aims to determine and analyze the effect of applying the Report Online Application to User Satisfaction and Operational Performance. The object of research is the employee of the Directorate General of SDPPI by using purpose sampling techniques and the number of samples 143 respondents. This research is a causal associative type through a questionnaire that is measured with a differential semantic scale with the lowest point 1 to the highest point 10 and analyzed with Structural Equation Modeling (SEM) AMOS 23. The results show that the application of Report Online applications has a positive effect on user satisfaction, user satisfaction has a positive effect on operational performance and the implementation of Report Online application has a positive effect on operational performance

Keywords:- Reporting, User Satisfaction, Operational Performance, Amo).

I. INTRODUCTION

Changes in the global environment and the rapid development of telecommunications technology have led to fundamental changes, result to a new telecommunications environment, and changes in perspective in the operation of telecommunications, including the results of convergence with information and broadcasting technology, thus it is deemed necessary to reorganize national telecommunications operations (Telecommunications Law Number 36, 1999). Radio frequency spectrum and satellite orbit are limited natural resources, and the use of radio frequency spectrum must be in accordance with its purpose and not interfere with each other (Government Regulation Number 53, 2000).

The Ministry of Communication and Information through the Directorate General of Resources and Equipment of Post and Information Technology (DG SDPPI) is a regulator of the radio frequency spectrum field equipped with an integrated Radio Frequency Monitoring System consisting of hardware and software for to observe and monitor, identify and handle radio frequency disturbances. The use of information technology in government policy is currently very massive, however the effectiveness and test of the influence of factors influencing the effectiveness of the application of an application itself is still rarely done. Thus, there is still little empirical data based on the results of research that can be used as a

guideline to measure the successful use of application systems to improve operational performance. Previous research explains that technology skills affect work productivity (Agus Tri Indah K, 2017), the use of information systems can affect work productivity (Ardianto Ridho Putra Tri Indra Wijaksana, S. Sos., M.Sc, 2015), performance and management capabilities information has a positive effect on organizational performance (Kuo-En Huang Jih-Hwa Wu, Shiau-Yun Lu, Yi-ChiaLin, 2014), there is a strong influence between the effectiveness of regional information systems and employee performance (Dona Primasari, 2013).

This study will look at the extent of the influence of the use of Report Online applications that are used as tools for operational reporting monitoring on improving operational performance. This study will also examine how much influence the satisfaction felt by application users on improving operational performance. It is hoped that this research will find out what factors in the application affect operational performance and affect user satisfaction.

II. THEORITICAL REVIEW

A. Management Information System

Management information systems are the study of computers and computing in a business environment. Computer science focuses on machines while information systems, or management information systems, focus on how information technology can support an organization's strategy and operations (Maeve Cummings, 2002). The use of information and communication technology in government is a transformation in the way services are provided by the government using technology, especially web-based ones (Cropf, 2017).

B. Technology Acceptance Model (TAM)

Technology Acceptance Model (TAM) is a model used to measure the acceptance of information systems by looking at perceived usefulness, perceived ease of use, attitude of desire to use (behavior intention to use) and actual system usage conditions (Davis, FD., 1989). TAM also explains and predicts how the user's acceptance of the technology as well as explains the behavior of its use (Jogiyanto, HM., 2007).

C. User Satisfcation

User satisfaction is a feeling of pleasure or disappointment caused by comparing the performance / results with the desired expectations (Kotler and Keller, 2009). The satisfaction and use of information technology can be measured by several models, one of which is by using DeLone and McLean's theory (D&M IS Success Model). In the D&M success model, information quality, System Quality and Service Quality are factors that determine the level of user satisfaction.

D. Operational Performance

Performance is a description of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, and mission of the organization (Moeheriono, 2009). Operational performance is related to the use of each resource used by the organization, that is, how much is the maximum use to achieve profits or achieve the vision and mission. To measure operational performance according to (Terziovski and Samson 1997, sit. Herlambang 2009), it can be measured by the level of productivity, the level of production errors, adequate technology and the accuracy of the product to consumers. Performance is a description of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, and mission of the organization (Moeheriono, 2009). Operational performance is related to the use of each resource used by the organization, that is, how much is the maximum use to achieve profits or achieve vision and mission.

E. Thinking Framework and Hypothesis

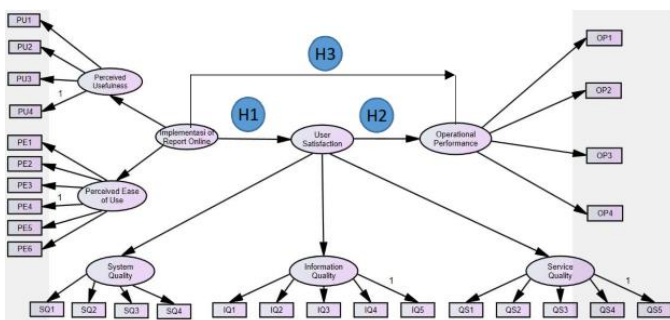The authors formulated the thinking framework based on theory as follows:

Fig 1:- Research Framework

Figure 1 shows the research variables consisting of 3 (three) variables, namely the Implementation of Report Online Application, User Satisfaction & Operational Performance. Implementation of Report Online Application Variables are measured from indicators which are divided into 2 (two) dimensions, namely Perceived Usefulness (PU1, PU2, PU3, PU4, PU5) and Perceived Ease of Use (Perceived Ease of Use) (PE1, PE2, PE3, PE4, PE5). Variable of User Satisfaction are measured from indicators that are divided into 3 (three) dimensions namely Information Quality (IQ1, IQ2, IQ3, IQ4), System Quality (SQ1, SQ2, SQ3, SQ4, SQ5), Service Quality (QS1, QS2, QS3, QS4, QS5)

Variable	Dimension	Indicator	Code
Implementation of the Report Online Application	Perceived Usefulness	Application Productivity	PU1
		Task performance (application effectiveness)	PU2
		The level of importance of the application to carry out the task (importance to job)	PU3
		Overall application usefulness	PU4
	Ease (Perceived ease of use)	easy to learn	PE1
		Controllable	PE2
		The application is clear and easy to understand	PE3
		Flexibility	PE4
		Free from difficulties (easy become skilful)	PE5
		Ease of use	PE6

Table 1:- Operational Variables for Application of Report Online

Variable	Dimension	Indicator	Code
User Satisfaction	System Quality	Convenient Use	SQ1
		System Flexibility	SQ2
		System Integrity	SQ3
		Response Time	SQ4
	Quality Information	Accuracy	IQ1
		Relevance	IQ2
		Completeness of Information	IQ3
		Timeliness	IQ4
		Format Information	IQ5
	Service Quality	Tangible	QS1
		Reliability	QS2
		Freshness (Responsiveness)	QS3
		Assurance	QS4
		Empathy	QS5

Table 2:- Operational Variables of User Satisfaction

Variable	Indicator	Code
Operational Performance	Reporting output generated	OP1
	Reporting Speed	OP2
	Reporting Accuracy	OP3
	Reporting error rate	OP4

Table 3:- Operational Variables of Operational Performance

Based on the above framework, a research hypothesis is set as follows:

H1: Implementation of the Report Online Application has a positive effect on User Satisfaction

H2: User Satisfaction has a positive effect on Operational Performance

H3: Implementation of the Report Online application has a positive effect on Operational Performance

III. METODOLOGY

Researchers used primary data by compiling indicators in the form of questionnaires and distributing them to samples using internet media. Respondents' answers in the form of opinion responses are measured using an interval scale of 0-10 where 0 is the lowest answer score and 10 is the highest answer score (Ferdinand, 2014). The sampling method in this study was conducted using the Purposive Sampling method using Structural Equation Modeling (SEM) data analysis tools using the AMOS 23 application. The sample population was taken from the Directorate General of SDPPI employees who used Report Online application. Stages of testing conducted in this study include Confirmatory Analysis Factor (CFA) Test, Average Variance Extracted, Construct Reliability, Normality Test, Goodness of Fit and Hypothesis Test.

IV. RESEARCH RESULT

A. Characteristics of respondents

Respondents in this research are 143 respondents from the Directorate General of SDPPI consisting of the head office and UPT Radio Frequency Monitoring Center who used the Report Online application spread throughout Indonesia. Characteristics of respondents can be seen as follows:

Characteristics of Respondents	Frequency	Percentage
Gender		
Male	106	74.1%
Girl	37	25.9%
Age		
20 to <25 years	11	7.7%
25 to <30 years	12	8.4%
30 to <35 years	19	13.3%
≥ 35 Years	101	70.6%
Head Office Work Unit		
Directorate of Control	29	74.4%
Directorate of Operations	6	15.4%
Secretary of Director General	5	12.8%
UPT Work Unit		
UPT Aceh	1	0.7%
UPT Ambon	2	1.4%
UPT Bandung	6	4.3%
UPT Banjarmasin	4	2.8%
UPT Batam	4	2.8%
UPT Bengkulu	3	2.1%
UPT Denpasar	3	2.1%
UPT Gorontalo	2	1.4%
UPT Jakarta	4	2.8%
UPT Jambi	6	4.3%
Jayapura UPT	1	0.7%
UPT Kendari	3	2.1%
Kupang UPT	4	2.8%
UPT Lampung	9	6.4%
Makassar UPT	6	4.3%
Mamuju UPT	4	2.8%
UPT Manado	4	2.8%
UPT Mataram	4	2.8%
UPT Medan	8	5.7%
Merauke UPT	2	1.4%
UPT Padang	2	1.4%
Palangkaraya UPT	7	5.0%
UPT Palembang	6	4.3%
UPT Palu	5	3.5%
UPT Pangkal Pinang	4	2.8%
UPT Pekanbaru	8	5.7%
UPT Pontianak	4	2.8%

UPT Samarinda	5	3.5%	
UPT Semarang	3	2.1%	
UPT Surabaya	2	1.4%	
UPT Tangerang	5	3.5%	
Tanjung Selor UPT	4	2.8%	
Ternate UPT	3	2.1%	
UPT Yogjakarta	3	2.1%	
Section / Work Position			
Etc	1	0.7%	
Monitoring and Ordering	95	66.9%	
Monitoring and Control, Others	1	0.7%	
Monitoring and Ordering, Facilities and Services, Administration	1	0.7%	
Monitoring and Ordering, Administration	1	0.7%	
Facilities and Services	34	23.9%	
Administration	9	6.3%	
Years of service			
<5 years	27	18.9%	
> 15 years	42	29.4%	
10 - <15 years	69	48.3%	
5 - <10 years	5	3.5%	

Table 4:- Characteristics of Respondents

B. Validity and Reliability Test
➢ Variable of Implementation of Report Online Application

			P	Estimate
Perceived Usefulness	<--	Implementation of Report Online		1.000
Perceived of Use	<--	Implementation of Report Online		1.000
PU4	<--	Perceived Usefulness		1.000
PU3	<--	Perceived Usefulness	***	1.072
PU2	<--	Perceived Usefulness	***	1.194
PU1	<--	Perceived Usefulness	***	1.166
PE6	<--	Perceived of Use		1.000
PE5	<--	Perceived of Use	***	1.086
PE4	<--	Perceived of Use	***	.999
PE3	<--	Perceived of Use	***	1.006
PE2	<--	Perceived of Use	***	.980
PE1	<--	Perceived of Use	***	.955

Table 5:- Regression Weights and Standardized Weights of Implementation of Report Online Application Variable

CFA Test Results for all indicators of dimensions and variables have a probability of 0.001 (***) with loading estimates > 0.05 so that all indicators and dimensions are valid and represent the variables (Ghozali, 2017). The loading value of standardized estimate indicators for the application of PU1 Report Online (0.865), PU2 (0.906), PU3 (0.643), PU4 (0.842) to the dimensions of Perceived of Usefulness and indicators for PE1 (0.864), PE2 (0.874), PE3 (0.842) 0.923), PE4 (0.831), PE5 (0.868), PE6 (0.903) to the Perceived of Use dimension. The Dimension of Perceived Usefulness is (0.934), the Dimension of Ease is (0.869) on the variable of Implementation of Report Online Application.

➢ Variable of User Satisfaction

			P	Estimate
Information quality	<--	User satisfaction		.989
System quality	<--	User satisfaction		.941
Service quality	<--	User satisfaction		.822
IQ4	<--	Information quality		.654
IQ3	<--	Information quality	***	.744
IQ2	<--	Information quality	***	.920
IQ1	<--	Information quality	***	.809
SQ4	<--	System quality		.785
SQ3	<--	System quality	***	.896
SQ2	<--	System quality	***	.930
SQ1	<--	System quality	***	.839
SQ5	<--	System quality	***	.820
QS2	<--	Service quality		.580
QS3	<--	Service quality	***	.800
QS4	<--	Service quality	***	.878
QS5	<--	Service quality	***	.884
QS1	<--	Service quality	***	.763

Table 6:- Regression Weights and Standardized Weights of User Satisfaction Variable

The standardized value estimate indicator of information quality is (0.989), system quality (0.941), service quality (0.822) is more than 0.5. With this, all indicators and dimensions are declared valid. Standardized estimates of indicators IQ1 (0,809), IQ2 (0,920), IQ3 (0,744), IQ4 (0,654) to the dimensions of Information quality (information quality), indicators SQ1 (0,839), SQ2 (0,930), SQ3 (0,896), SQ4 (0,654) to the dimensions of Information quality (information quality), indicators SQ1 (0.839), SQ2 (0.930), SQ3 (0.896), SQ4 (0.785), SQ5 (0.820) on the System Quality dimension, indicators QS1 (0.763), QS2 (0.580), QS3 (0,800), QS4 (0,878), QS5 (0.820) on the Service Quality dimension. Dimensions of Information Quality (information quality) of (0.989), System Quality (system quality) of (0.941), Service Quality (service quality) of (0.822) on the variable User Satisfaction (user satisfaction).

➢ Variable of Operational Performance

			P	Estimate
OP1	<--	operational_performance		.989
OP2	<--	operational_performance	***	.941
OP3	<--	operational_performance	***	.822
OP4	<--	operational_performance	***	.654

Table 7:- Regression Weights and Standardized Weights of Operational Performance Variable

Standardized estimate values are OP1 (0.892), OP2 (0.883), OP3 (0.937), OP4 (0,838) to Dimensions of Operational Performance.

C. Construction Reliability Test

No		Konstruk	CR	VE	Ket
			CR ≥ 0.7	VE ≥ 0.5	
1	1st CFA	Perceived Usefullness	0.814	0.673	Reliabel
		PU1			Valid
		PU2			Valid
		PU3			Valid
		PU4			Valid
		Σ			
		Perceived Ease of Use	0.876	0.767	Reliabel
		PE1			Valid

		PE2			Valid
		PE3			Valid
		PE4			Valid
		PE5			Valid
		PE6			Valid
		Σ			
	2nd CFA	Implementation of Report Online	0.902	0.814	Reliabel
		Perceived Usefullness			Valid
		Perceived Ease_of_Use			Valid
		Σ			
	1st CFA	Informatin Quality	0.782	0.621	Reliabel
		IQ1			Valid
		IQ2			Valid
		IQ3			Valid
		IQ4			Valid
		Σ			
		System Quality	0.854	0.732	Reliabel
		SQ1			Valid
		SQ2			Valid
		SQ3			Valid
		SQ4			Valid
		SQ5			Valid
		Σ			
		Service Quality	0.781	0.622	Reliabel
		QS1			Valid
		QS2			Valid
		QS3			Valid
		QS4			Valid
		QS5			Valid
		Σ			
	2nd CFA	User Satisfaction	0.917	0.846	Reliabel
		Informatin Quality			Valid
		System Quality			Valid
		Service Quality			Valid
		Σ			
3	1st CFA	Operational Performance	0.888	0.789	Reliabel
		OP1			Valid
		OP2			Valid
		OP3			Valid
		OP4			Valid
		Σ			

Table 8:- Reliability Construct Test Result

All dimensions and indicators of the research construct have a factor of trialability test results of constructs of more than 0.7 and variance extracts of more than 0.5 so that all indicators and dimensions in this study are valid and reliable (Joreskog and Sorborn; 1993). 1st CFA Value (CR & VE) (perceived ease of use) (0.876 & 0.767), 2nd CFA variable Implementation of Online Report Application (implementation of report online) (0.902 & 0.814), 1st CFA value for the Information Quality dimension (0.782 & 0.621), 1st CFA value for System Quality (0.854 & 0.732), 1st CFA value for Service (Service Quality) (0.781 & 0.622), 2nd CFA value for User Satisfaction variable (0.917 & 0.846), 1st CFA variable Operational Performance (0.888 & 0.789).

D. Test for Assumption of Normality and Outlier

Variable	min	max	skew	c.r.	kurtosis	c.r.
OP4	4.000	10.000	-.556	-2.712	.901	2.199
OP3	4.000	10.000	-.638	-3.114	.766	1.869
OP2	5.000	10.000	-.759	-3.704	.818	1.996
OP1	3.000	10.000	-1.031	-5.032	2.352	5.740
QS1	4.000	10.000	-.659	-3.216	.711	1.736
QS5	1.000	10.000	-1.427	-6.969	4.129	10.079
QS4	2.000	10.000	-1.266	-6.182	2.959	7.222
QS3	1.000	10.000	-1.494	-7.295	4.341	10.596
QS2	1.000	10.000	-.974	-4.755	1.556	3.798
SQ5	4.000	10.000	-.743	-3.627	.866	2.113
SQ1	4.000	10.000	-.564	-2.753	.774	1.889
SQ2	5.000	10.000	-.665	-3.247	.382	.933
SQ3	5.000	10.000	-.542	-2.648	.008	.019
SQ4	4.000	10.000	-.966	-4.718	1.358	3.315
IQ1	3.000	10.000	-1.046	-5.106	2.243	5.476
IQ2	5.000	10.000	-.512	-2.499	.275	.671
IQ3	3.000	10.000	-1.114	-5.440	2.069	5.051
IQ4	3.000	10.000	-1.091	-5.325	2.030	4.954
PE1	4.000	10.000	-.735	-3.587	.837	2.042
PE2	5.000	10.000	-.550	-2.685	.155	.377
PE3	4.000	10.000	-.480	-2.345	.721	1.759
PE4	3.000	10.000	-.693	-3.382	1.111	2.711
PE5	4.000	10.000	-.647	-3.160	.373	.910
PE6	5.000	10.000	-.191	-.933	-.366	-.892
PU1	3.000	10.000	-.965	-4.713	1.498	3.658
PU2	3.000	10.000	-1.239	-6.049	2.564	6.259
PU3	2.000	10.000	-.821	-4.010	.480	1.173
PU4	4.000	10.000	-.696	-3.400	.652	1.592
Multivariate					417.330	60.878

Table 9:- Normality Test Result

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E. Goodness of Fit Test

The overall goodness of fit test results are shown in the following table:

Goodness of Fit	Required acceptance limit *	Results after modification	Decision
CMIN / DF	≤ 2.00	1,554	Good fit
NFI	≥ 0.90	0901	Good fit
IFI	≥ 0.90	0.962	Good fit
TLI	≥ 0.90	0.955	Good fit
CFI	≥ 0.90	0.962	Good fit
RMSEA	≤ 0.08	0.067	Good fit
PRATIO	0-1	0.921	Good fit
PGFI	0-1	0826	Good fit

Table 10:- Goodness of Fit Test Results

Overall Goodness of Fit can be assessed based on a minimum of 5 (five) criteria that are met (Ghozali, 2017). According to Latan, 2012 citing Hair et al, 2010 said that the use of 4-5 GOF criteria was considered sufficient to assess the feasibility of a model, with the conditions that each criterion from GOF namely Absolut Fit Indices, Incremental Fit Indices and Parsimony Fit Indices represented (Haryono , 2017: 243). With the goodness of fit test results obtained the whole model can be considered feasible.

F. Hypothesis test

The final results of the modification of the model after testing the hypothesis obtained the following results:

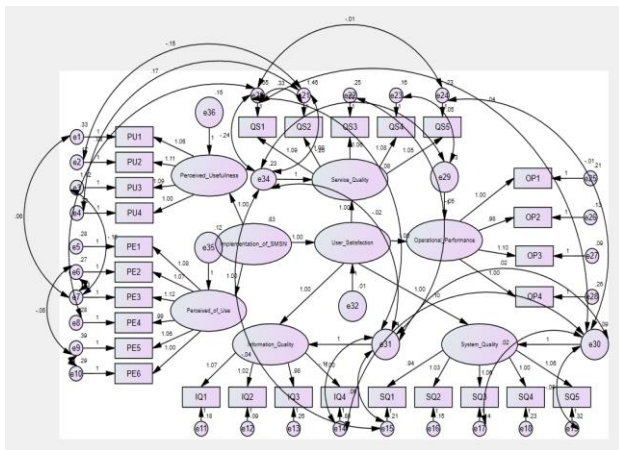| Parameter			Estimate	Lower	Upper	P
User_Satisfaction	←	Implementation_of_Report_Online	1.012	.991	1.033	.019
Operational_Performance	←	User_Satisfaction	.001	.001	.001	.004
Operational_Performance	←	Implementation_of_Report_Online	.933	.872	.958	.018

Table 11:- Hypothesis Test Results

Fig 2:- Hypothesis Test Results

Based on the proposed research hypothesis which includes:

➢ H1 : Implementation of the Report Online Application has a positive effect on User Satisfaction

The results prove that in the H1 hypothesis, the implementation of report online application has a positive effect on user satisfaction with a significance level of 0.019, β = 1.012. Every increase of one unit of Report Online implementation will increase the level of user satisfaction by 1,012.

➢ H2: User Satisfaction has a positive effect on Operational Performance

The results of the study prove that in the H2 hypothesis, user satisfaction has a positive effect on

operational performance with a significance level of 0.004, β = 0.001. Every increase of one unit of user satisfaction will increase operational performance by 0.004.

➢ H3: Implementation of the Report Online Application has a positive effect on Operational Performance

The results of the study prove that the hypothesis H3, the implementation of Report Online applications has a positive effect on operational performance with a significance level of 0.018, β = 0.933. Every increase of one unit of the implementation Report Online application will increase operational performance by 0.933.

The results of the calculation of the indirect effect of applying the Report Online application to operational performance through user satisfaction amounted to 0.001 (1.012 X 0.001). While the total direct effect of the application of Report Online applications on user satisfaction amounted to 0.933. Every increase in one unit of Report Online application implementation can improve operational performance through user satisfaction by 0.001 while the direct effect on operational performance by 0.933. This means that even without user satisfaction, Report Online application implementation can improve operational performance directly more significantly.

The results of this study also illustrate the relationship between indicators with dimensions and dimensions and variables of the Report Online implementation shown in table 12 below:

Parameter			Estimate	Lower	Upper	P.
Perceived Usefullness	←	Implementation of Report Online	.912	.860	.949	.015
Perceived of_Use	←	Implementation of Report Online	.930	.894	.963	.005
PU4	←	Perceived Usefullness	.855	.797	.913	.003
PU3	←	Perceived Usefullness	707	603	.788	.012
PU2	←	Perceived Usefullness	.932	.896	.960	.007
PU1	←	Perceived Usefullness	.871	.818	.917	.005
PE6	←	Perceived of_Use	.884	.816	.931	.018
PE5	←	Perceived of_Use	.865	.796	.924	.009
PE4	←	Perceived of_Use	.878	.820	.926	.008
PE3	←	Perceived of_Use	.947	.917	.966	.014
PE2	←	Perceived of_Use	.896	.846	.926	.018
PE1	←	Perceived of_Use	.896	.860	.929	.010

Table 12:- Test Results for Indicators and Variable Dimensions for PU, PE Report Online Implementation

The strongest influence on the variable implementation of report online application is shown by the dimension of Ease (perceived of use) with a loading value of 0.930 so that the ease factor in application operations most significantly determines the level of user satisfaction. While the perceived usefulness dimension has a loading value of 0.912, thus the higher the value of the implementation of application benefits, the satisfaction felt by users is also increasing.

The results of the study of the relationship between indicators with dimensions and dimensions and user satisfaction variables are shown in table 13 below:

Parameter			Estimate	Lower	Upper	P.
Information Quality	←	User Satisfaction	.913	859	.966	.006
System Quality	←	User Satisfaction	.939	.884	.972	.009
Service Quality	←	User Satisfaction	.888	.806	.925	.023
IQ4	←	Information Quality	.775	.675	.884	.008
IQ3	←	Information Quality	.885	.843	.927	.012
IQ2	←	Information Quality	.958	.935	.981	.005
IQ1	←	Information Quality	.929	.898	.954	.011
SQ4	←	System Quality	.888	.832	.936	.008
SQ3	←	System Quality	.922	.876	.952	.026
SQ2	←	System Quality	.932	.896	.955	.011
SQ1	←	System Quality	.888	.844	.924	.010
SQ5	←	System Quality	.942	.910	.987	.005
QS2	←	Service Quality	.734	.645	.907	.002
QS3	←	Service Quality	.910	.849	.939	.026
QS4	←	Service Quality	.942	.900	.976	.006
QS5	←	Service Quality	.917	.868	.957	.012
QS1	←	Service Quality	.949	.871	1.020	.006

Table 13:- Test Results of Indicators and Variable Dimensions of User Satisfaction IQ, SQ, QS

The results of the study of the relationship between indicators with operational performance variables are shown in table 14 below:

Parameter			Estimate	Lower	Upper	P.
OP1	←	Operational Performance	.912	.868	.945	.009
OP2	←	Operational Performance	.936	.894	.965	.014
OP3	←	Operational Performance	.965	.936	982	.014
OP4	←	Operational Performance	.891	.812	.922	.028

Table 14:- Test Results for OP Operational Performance Variable Indicators

The strongest influence of operational performance variable indicators is shown by the OP3 reporting accuracy output (0.965) so that the increasing use of reporting accuracy applications will increase significantly, OP2 reporting speed (0.936) with increasing application usage will further increase the reporting speed, reporting produced OP1 (0.912) an increase in application usage will further increase reporting results and the OP4 reporting error rate (0.891) with increasing application usage will further improve resolution of reporting errors.

V. CONCLUSIONS AND SUGESTIONS

A. Conclusion

Based on the analysis results, this study can be concluded as follows:
- Implementation of the Report Online Application has a positive effect on User Satisfaction. The greater utilization of Report Online applications will increase the level of user satisfaction.
- User Satisfaction has a positive effect on Operational Performance. Increasing user satisfaction will increase operational
- Implementation of the Report Online Application has a positive effect on Operational Performance. By increasing the utilization of Report Online application, it will further improve operational performance.
- Implementation report online application can improve operational performance directly more significantly, so user satisfaction is not a mediation variable

B. Suggestion
- The strongest influence of variables. Implementation of online report applications is shown in the dimension of ease so that to increase the level of reliability and acceptance of the application, it is necessary to facilitate the rational use of the application.
- System quality has the strongest influence on user satisfaction so that a good quality system is needed to increase the level of user satisfaction. In general, the use of information systems using applications with online report application case studies increases user satisfaction and improves operational performance so as to help organizations achieve goals.
- Accuracy of reporting has the most significant effect in determining operational performance, so the use of applications must be able to improve reporting accuracy so that it will improve operational performance

- It is necessary to do further research by testing different applications as a comparison and reinforcing conclusions

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