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*Antecedent*service Quality Towards User Satisfaction Through Sehati 2.0 Application System Information Technology Special Terminals And Tuks

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Abstract: This study was motivated by various issues faced by the managers of special terminals and TUKS regarding the low user satisfaction with the Sehati 2.0 application. Several problems identified include system unreliability, slow response, as well as a lack of security and user trust in the application. Additionally, a lack of understanding of the users' needs has also been a factor hindering the optimal use of this application. Therefore, this study aims to analyze the impact of service quality on user satisfaction through information technology in the Sehati 2.0 application used in special terminals and TUKS. The research was conducted using a quantitative approach with a sample of 311 managers of special terminals and TUKS. Five constructs were examined: Reliability, Responsiveness, Credibility, Security, and Understanding the Community, and their effects on Information Technology and User Satisfaction. The study employed 11 hypotheses to test the relationships among these variables. The research instrument was a questionnaire with a Likert scale of 1-5, distributed between June 2023 and November 202. Data was processed using SEM AMOS version 23. The model testing results show that reliability, responsiveness, credibility, security, and understanding the community each have a significant impact on user satisfaction with the Sehati 2.0 application. Additionally, these five variables also have a significant influence on information technology within the Sehati 2.0 system, which ultimately has a significant impact on user satisfaction. Regression analysis indicates that the dominant variable most affecting information technology is Reliability, contributing the most to the model. Furthermore, information technology serves as a strong mediating variable in the relationship between service quality and user satisfaction. The determination value (R^2) of this model is 78%, indicating that 78% of the variation in user satisfaction can be explained by the independent variables examined in this study.

Keywords: Service Quality, Information Technology, User Satisfaction, Sehati 2.0 Application, Special Terminals, TUKS.

INTRODUCTION

Ports play a major role in achieving an effective and efficient maritime transportation system. Achieving an effective and efficient system is greatly influenced by the performance

and level of port services that connect land and water transportation networks. Maximum performance from a port can only be achieved if the port is supported by adequate facilities, professional human resources and a good management system (Kadarisman et al, 2016; Meersman, Siri & Eddy, 2014; Nur, Achmadi & Mercy, 2022).

Special Terminal (TERSUS)and Terminals for Own Use (TUKS) are two types of port facilities that function to handle certain commodities or activities that require special handling. Special Terminals (TERSUS) are port facilities built and operated to handle certain commodities that require special treatment that cannot be provided by general ports. These facilities are usually located outside the work area and general port interests and are built to meet the specific needs of an industry or company. Terminals for Own Use (TUKS) are terminals built by companies or business entities to serve their own internal interests. This terminal is usually located in a work area or public port area of interest and is used to support the company's main operational activities.

The competitiveness of ports is currently greatly influenced by the existence of Special Terminals (TERSUS) and Terminals for Own Use (TUKS). TERSUS provides a competitive advantage by providing facilities specifically designed to handle commodities with special needs. This allows ports to speed up the process of loading and unloading and storing goods, reducing operational time and costs, and increasing the satisfaction of users who require specific services. Thus, ports that have TERSUS can attract more customers who require special handling, increasing the volume of goods traffic and, in turn, strengthening their competitiveness.

Meanwhile, TUKS allows companies to manage port facilities to support their internal business activities. This provides additional flexibility and allows customization of services and facilities to suit a company's specific needs. TUKS supports the development of port infrastructure and increases the port's ability to serve various types of goods and activities. The existence of TUKS can encourage companies to operate more efficiently, reduce logistics costs and speed up the distribution of goods. Thus, ports that have TUKS can also strengthen their competitive position by offering better operational support and increasing service capacity.

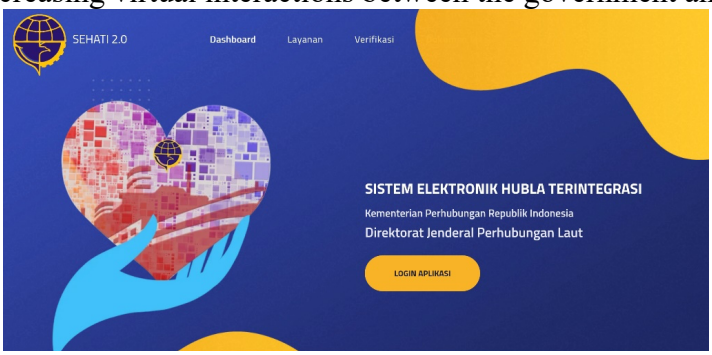
Overall, both TERSUS and TUKS contribute to port competitiveness by increasing operational efficiency and user satisfaction. This allows the port to remain relevant and competitive in an increasingly demanding and dynamic global market. However, currently there are several problems that affect port performance and efficiency. Infrastructure limitations, such as inadequate docks and less efficient goods storage systems, hamper port services and increase logistics costs. The quality of human resources often does not meet the required standards, affecting port management and operations. In addition, misalignment between regulations and field practices hampers port operations.

The licensing process for operating Special Terminals (TERSUS) and Terminals for Own Use (TUKS) is often complicated and time consuming, causing operational delays. Handling special commodities that require certain facilities is also a challenge due to the lack of adequate facilities or procedures. In addition, port activities can have a negative impact on the environment, such as marine pollution and air pollution.

The lack of integration between ports and other transportation networks as well as challenges in implementing information technology and automation systems also affect port operational efficiency. To improve port performance and its contribution to the national economy, there needs to be a collaborative effort to overcome these problems, including improving infrastructure, the quality of human resources, and the application of technology as well as harmonizing regulations and licensing processes.

This application contains TERSUS and TUKS business licensing services which are carried out online, (sehati.hubla.dephub.go.id). The Sehati 2.0 application aims to provide

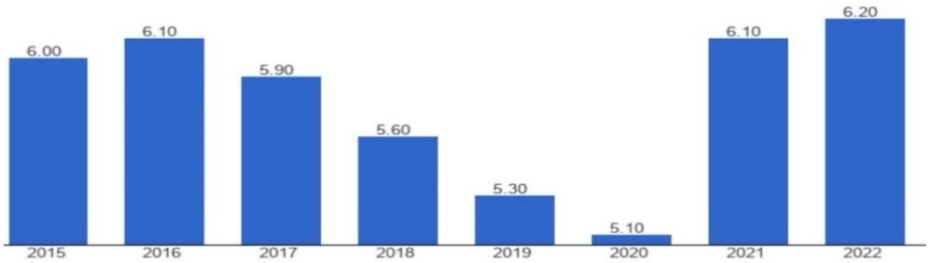
personalized services for users through the integration of data and digital concepts focused on humans, thereby increasing virtual interactions between the government and its citizens.



Source: Sehati Hubla Department of Transportation, 2023.
Figure 1. SEHATI 2.0 Application Dashboard Display

The Sehati 2.0 application system application has several superior services such as the process of submitting documents for permits for the use of TERSUS/TUKS, dredging/reclamation, e-blank, SIUPPAK and Salvage. The Sehati 2.0 application is a complement to other Hubla licensing applications such as the SIMPLE application (Port Information System), SIPANDU (Ship Guidance and Towing Information System), Marine Inspector, SIJUKA (Foreign Ship Use Approval Information System), SIPERKAPAL (Ship Maintenance Information System), SIMKPLP (Sea and Coast Guard Unit Management Information System), SIFASPEL, i-Motion, E-Licensing and SIMKAPEL.

Improving the quality of excellent service for public organizations can be done through service policies; professionalism of the organizer's HR; public service infrastructure; public service information system; consultation and complaints; and service innovation, (Ombudsman, 2023). The results of a survey conducted by The Global Economy in 2022 stated that the quality of public services in Indonesia was ranked 98th out of 177 countries, while the top 5 countries with the best services were Iceland, the Netherlands, Sweden, Singapore and New Zealand (Theglobaleconomy, 2023).



Source: The Global Economy, 2023.
Graph 1. Indonesian Public Service Index

Regional autonomy can improve the quality of services to the community in a professional, effective, efficient, simple, transparent, timely and adapTabel manner while also building human resource capacity (Birkland, 2001). However, several phenomena in the field still show conditions:

Graph 1.. on the previous page, shows the quality of public services in Indonesia, namely in the 2015-2022 range, in fact Indonesia once had the best public service index, namely in 2020 with an index achievement of 5.10 points. Even so, two years later the public service index in Indonesia actually experienced a significant decline with scores reaching 6.10 (2021) and 6.20 (2022). This condition reflects that the government needs to improve public services again by referring to the basic function of the state in serving its people.

The benefits of improving business licensing services through the Sehati 2.0 application system can be felt directly by TERSUS and TUKS managers, because licensing applications are done online and can be accessed anywhere and there is no need to come to the head office. The documentation process also becomes paperless because you only need to upload it to the system and database, then the TERSUS and TUKS business licensing documents will be recorded properly.

The SMERU Research Institute(observer of electronic-based public services) and the Indonesian Ombudsman assess that the use of the Sehati 2.0 system application can make the licensing process easier, transparent, real-time and able to reduce bureaucracy and make it easier for business actors and individuals to provide services in the maritime transportation sector, especially the use of port area management in Indonesia .

The licensing process that is connected to the OSS agency means that companies that have permits will be better recorded. Moreover, PNBP payments are directly connected to the Finance department. This makes supervision and control carried out by stakeholder managers, technical implementation units and the Port Directorate easier. Good supervision and control and orderly administration can improve operational smoothness and shipping safety (Sehati Hubladephub, 2023.).

However, there are still obstacles that are often found in the process of evaluating applications for TERSUS and TUKS business permits at the Ministry of Transportation, such as exceeding the time limits set out in regulations. This is because due to repeated evaluations carried out at different levels, the TERSUS and TUKS development permit assessment process takes more than 51 calendar days (median).

The Ministry of Transportation contributed 32 days and the applicant contributed 19 days. Based on regulations, the evaluation process is carried out in a maximum of 12 working days, whereas the process of evaluating the TERSUS and TUKS operating permit application documents takes at least up to 16 calendar days (median). The Ministry of Transportation also contributed 16 days and the applicant contributed less than 1 day. The length of the Ministry of Transportation's process is caused by repeated evaluations at different levels, which refers to applicable regulations, so the evaluation process should be carried out in a maximum of 3 working days.

Unclear information about requirements and assessment standards on the part of the applicant and evaluator also contributes to the longer assessment process. The TERSUS and TUKS development permit assessment process is returned to the applicant 2 times (median) and the evaluation process is carried out repeatedly (at least 5 times at the evaluator and 3 times at the Kasi, where the Kasi is still correcting the assessment results from the evaluator). The information in the Sehati 2.0 application system regarding applications for TERSUS and TUKS business permits has not been updated and is incomplete, including the absence of TERSUS and TUKS business permit form templates for applicants to download.

Other technical obstacles are related to system repairs, internet disconnection or buffering which results in service cessation. However, the increase in Sehati 2.0 application services can directly have a positive impact on the quality of public services, including fast, paperless, minimal bureaucracy, open and of course making the transportation system easier because it can be used and accessed anywhere. So that the Sehati 2.0 system application can meet the needs of service users while also being able to keep up with the dynamics of technological progress, improvements need to be made, both operational improvements and continuous improvements.

As for the data on TERSUS and TUKS business permit application documents submitted to the Directorate General of Sea Transportation, it is known that throughout 2022 the number of TERSUS and TUKS business permit approvals that have been issued is 2,082 ports and spread throughout Indonesia. The number of TERSUS and TUKS permits that are still active

in managing their business activities is 1,817 with each permit amounting to 976 TERSUS and TUKS at 841 ports, while the number of inactive ones is 176 TERSUS and 89 TUKS respectively, (Sehati Hubla Dephub, 2023).

Referring to the executive information dashboard, it is known that the number of TERSUS and TUKS permit application documents throughout 2022 is 1,509 permit application documents with details of 933 issued permit documents; 130 evaluation process documents; 388 process documents in the company; and as many as 58 permit cancellation documents (Sehati Hubla Department of Transportation, 2023). In more detail, the distribution of permit application status can be presented based on the type of permit, namely as below.

Tabel 1. Application Status Based on Licensing Type

No	Name Licensing	Company Process	Evaluation Process	Cancellation Licensing	Permission Rise
1	TUKS operation	22	5	6	100
2	Construction/development of TUKS	49	19	8	94
3	Construction/development of Special Terminals	125	31	12	184
4	TUKS temporary development permits serve the public interest	-	-	-	1
5	TERSUS temporary development permits serve the public interest	-	-	-	1
6	Port development permit	-	-	-	1
7	Special Terminal Operations	38	17	12	172
8	Extension of Special Terminal commercial/operational permits	19	9	2	27
9	Adjustment of Special Terminal commercial/operational permits	55	16	8	131
10	Registration of a valid TUKS permit into the OSS system	14	3	1	36
11	Registration of valid TERSUS permits into the OSS system	16	3	1	51
12	Adjustment of TUKS commercial/operational permits	39	16	7	118

Source: Sehati Hubla Department of Transportation, data processed, 2023.

This can be interpreted to mean that the distribution of TERSUS and TUKS business licensing documents throughout Indonesia has good potential for economic sustainability and potential Non-Tax State Revenue for the government, but from a monitoring perspective it is certainly quite difficult for the Directorate of Ports and Harbor Management as the supervisor of safety aspects. shipping due to its fairly broad coverage. Thus, manual licensing services are considered inefficient, effective and transparent in the licensing service process.

The novelty raised in this research is that there are still no results of previous research or academic documents that examine holistically and comprehensively the performance of the Sehati 2.0 system application in the Port Directorate of the Ministry of Transportation. So, with the results of this scientific work in the form of a dissertation, it is hoped that it can become a strategic recommendation for system managers in developing the Sehati 2.0 application for the latest version 3.0; 4.0; 5.0 onwards.

Another novelty that emerged was that researchers used information technology variables as intervening variables in explaining variations in the influence of service quality sub-

variables on satisfaction of users of the Sehati 2.0 system application services within the framework of the transportation and logistics management study paradigm, especially on the topic of port management in the control of TERSUS and TUKS throughout Indonesian port area.

In an effort to understand more about the reshaping of port public services through the digitalization process, the focus of researchers' attention is more on the interactions where digitalization work is actually carried out (configuration). Paying attention to relational processes and ongoing work configuration processes has assisted researchers in understanding how information technology emerges through close and collaborative interactions with implementing organizations.

Another novelty for researchers and previous researchers is that in principle the use of different information technologies can invite different features because different materialities and imaginaries and different types of work can be more or less susceptible to codification. In addition, given differences in norms, values, culture and organizational settings, the work of different technology configurations in different organizations will likely also look different.

The position of this research is that several types of configuration work will be carried out every time new technology is developed and examining how the different elements are described will provide the possibility to further develop the dynamics of changes in the next version of the Sehati service system application. Focusing on this work configuration can open a productive path for research on the digitalization of port systems in Indonesia which will help better understand the dynamics and other positive multile effects such as changes in improving the quality of public services and satisfaction of users of the Sehati system application services in the Ministry of Transportation's Port Directorate within the TERSUS control framework and TUKS.

It is hoped that the use of novelty in this research can contribute to a holistic understanding of how the port digitalization process continues to be built and developed through job configurations, materials and consequences for improving the quality of public services that have been provided by showing the role played by power, discourse and algorithmic materiality. Due to the development of new information technology designs, materiality and the imaginary are reflected together to form port public services that automatically appear to change fundamentally.

The novelty of this research is also an answer to the limitations of Feng, Qin, Jiang & Chen's (2019) research, where researchers not only studied the impact of information technology development on service user satisfaction in the Nanjing-China community, but also linked it to multiple effects on improving service quality to users of the Sehati 2.0 system application either directly or indirectly. So, it can contribute to visits by service users who are applying for TERSUS and TUKS licensing documents as well as increasing the sense of belonging to the information services owned by the Port Directorate of the Ministry of Transportation.

Lastly, the novelty of this research is a response to the limitations of the research results of Hyyten, Tuimala & Markus (2022), where limited data prevented them from analyzing in more detail the multiple effects resulting from the adoption of information technology in public services developed by the Finnish government. The status of the researcher who is also an employee at the Directorate of Ports allows the researcher to get all access to the data needed within the research framework. So, it is hoped that we can analyze in detail the multiple effects of the development of information technology on improving service quality and satisfaction of users of the Sehati 2.0 application system services.

METHOD

The research stages in this research start from a pre-research survey, namely the process of observing, seeing and hearing all phenomena in the field; reviewing literature studies related to the use of relevant theories in determining grand theory, middle theory and variable theory and continuing to review the results of previous research. Then proceed to identify research variables accompanied by indicators for each variable, then prepare a questionnaire as a research instrument for the data collection process.

The location of this research was carried out at the Directorate General of Sea Transportation, Ministry of Transportation of the Republic of Indonesia, which is located at Jalan Medan Merdeka Barat Number 8, RT 02/ RW 03, Gambir Village, Gambir District, Central Jakarta City, Special Capital Region of Jakarta, 10110. This research began carried out from June 2023 to November 2023. The population in this research is all companies that have submitted TERSUS or TUKS permit application documents in the SEHATI 2.0 application of the Directorate General of Sea Transportation as of 2022, namely

Tabel 2. Research Population

Status	Tersus	TUKS	Total
returned	173	78	251
process	801	517	1318
Decree Approved	868	521	1389
Total Applications	1842	1116	2958

With a population of 1,389 approved companies, (sehati.hubla.dephub.go.id, 2023).

The sample in this research was obtained using the Slovin sampling technique with a judgment probability sampling method which is based on a certain degree of tolerance (Allibang, 2020; Kusumaningrum & Airin, 2023).

The use of this approach is based on the fact that the size of the population is known or is a finite population with a fairly large population. With a large population, it is impossible for researchers to take samples from the entire population, so sampling using the Slovin approach is considered to be able to represent the condition of the entire population (Sugeng, 2022). Another reason is that Slovin's selection was based on the availability of information regarding population size and information on the proportion of sample characteristics to be studied (Literature and Menap, 2023). The sample range in this research is 5%, where the smaller the standard error used, the more accurate the research results obtained will be (Roesminingsih et al, 2024). Then, the next step is to determine the number of samples using the Slovin method with the following formulation:

$$n = \frac{N}{1+\{Nx(e)^2\}}$$ (Sugiyono, 2019)

Information:

n: Number of samples required

N: The number of existing populations

e: Percentage of allowance for inaccuracy, due to sampling error that can still be tolerated or desired, namely 5%.

So the calculation or determination of sample size in this research is as follows.

$$n = \frac{1.389}{1+\{1.389x(5\%)^2\}}$$

$$n = \frac{1.3893}{1+(1.389x(0{,}0025)}$$

$$n = \frac{1.389}{4,47}$$

n = 310.56 = 311 samples

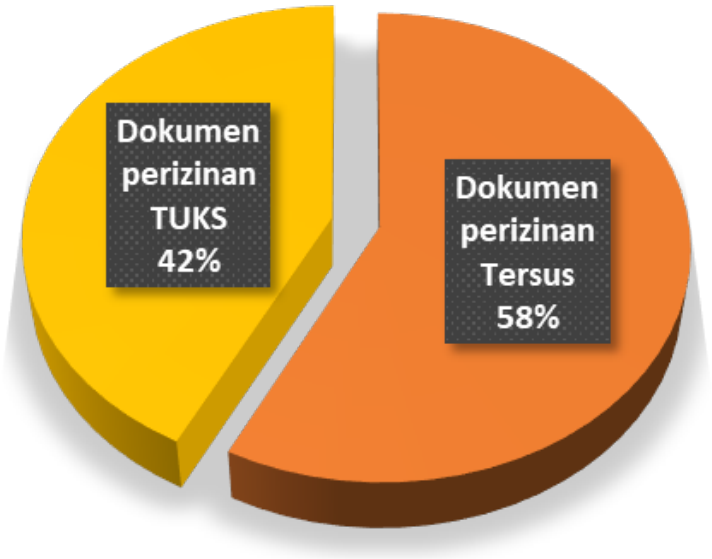
The N value is 310.56 and then rounded to 311. Thus, referring to the calculation above, the sample that must be included in this research is 311 respondents from companies that have been approved to process TERSUS or TUKS licensing documents in the SEHATI 2.0 Directorate application. The port where this research sample is located is at supervisor and manager level.

The data analysis method used in this research is SEM (Structural Equation Modeling) analysis with the help of AMOS version 24 for Windows statistical software. SEM is a statistical technique used to build and test statistical models which are usually in the form of causality or causality models (Ghozali, 2013; Ghozali, 2014). SEM is a statistical modeling that is very cross-sectional, linear and general.

RESULTS AND DISCUSSION

Respondent Profile

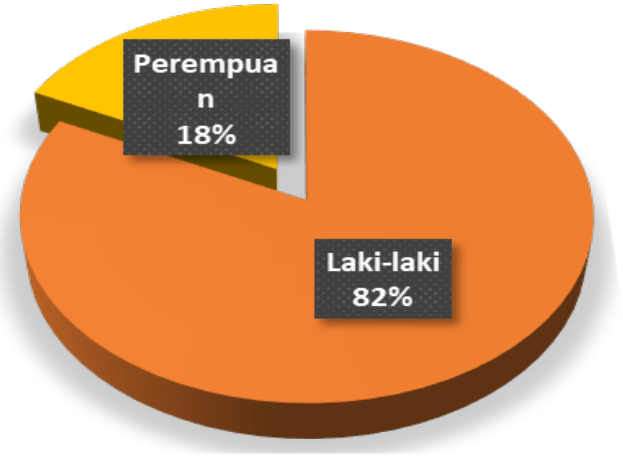
a. Characteristics of Respondents Based on Type of Document Management



Source: Primary Data Processing Results, 2024
Picture. 2 Types of Document Management

From Figure 2 above, it shows that of the 311 respondents, 58% were respondents who processed Tersus licensing documents and 42% were respondents who processed TUKS licensing documents. From these results, respondents have spread well so it is hoped that they can provide better results.

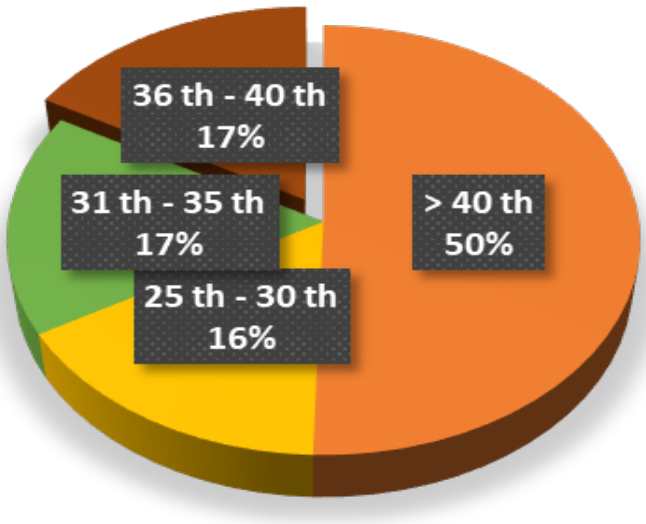
b. Characteristics of Respondents Based on Gender



Source: Primary Data Processing Results, 2024
Picture. 3 Gender

From Figure 3 above, it shows that of the 311 respondents, the majority were male, namely 256 people or 82% and the rest were female respondents, namely 55 people or 18%.

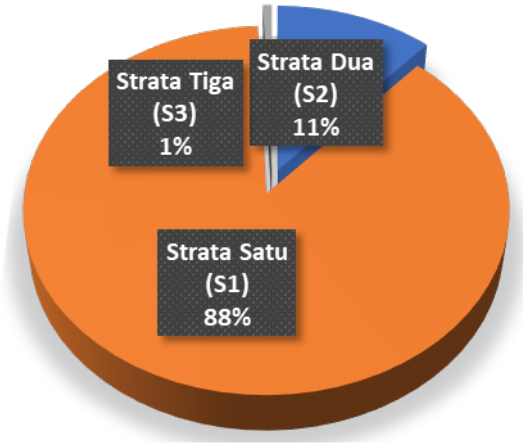
c. Characteristics of Respondents Based on Age



Source: Primary Data Processing Results, 2024
Picture. 4. Age

Based on Figure 4. above, it can be seen that the majority of respondents aged over 40 years were !57 people or 50%. Second place was followed by respondents aged between 36-40 years and 31-35 years, each with 52 people or 17%.

d. Characteristics of Respondents Based on Last Education



Source: Primary Data Processing Results, 2024
Picture. 5 Recent Education

Based on Figure 5 the data shows that the largest number of respondents were from the group of respondents with a bachelor's degree, namely 273 people or 88%. Then as many as 36 people or 11% had a master's degree and only 1% of respondents had a doctoral degree.

Hypothesis Testing

This research uses Structural Equation Model (SEM) analysis. The main purpose of this analysis is to test whether the model is fit and to prove the hypothesis put forward in this research. The order that will be discussed in this section is data quality testing, confirmatory factor analysis and SEM structural testing.

1. Data Normality Test

Based on the results of the data normality test, it can be seen that univariately the majority is normally distributed because there is no critical ratio value of skewness value below the range of ± 2.58. Meanwhile, in multivariate terms, the data is in accordance with normal assumptions because the value of 2.082 is below the range of ± 2.58. Thus, it can be concluded that the data in the research has met the requirements for data normality, or it can be said that the data in the research has been normally distributed.

2. Confirmatory Factor Analysis (Confirmatory Factor Analysis)

a. Construct Validity Test

Based on the results of the confirmatory factor analysis test, the results obtained for all factor loading coefficients were greater than 0.5 for the variables of reliability, responsiveness, credibility, sense of security and understanding of society. Thus, all indicators show good validity in measuring reliability, responsiveness, credibility, sense of security and understanding of society. Then proceed with measuring endogenous constructs.

Based on the results of the confirmatory factor analysis test, the results obtained for all factor loading coefficients were greater than 0.5 for both information technology and user satisfaction variables. Thus, all indicators show good validity in measuring information technology and user satisfaction.

b. Reliability Construct Test

Based on the results of the construct reliability test calculations in Tabel 4.10, it shows that the highest construct reliability value is in the variable understanding society

at 0.964 and the lowest construct reliability is at the reliability variable at 0.899. Thus, the exogenous construct has good reliability.

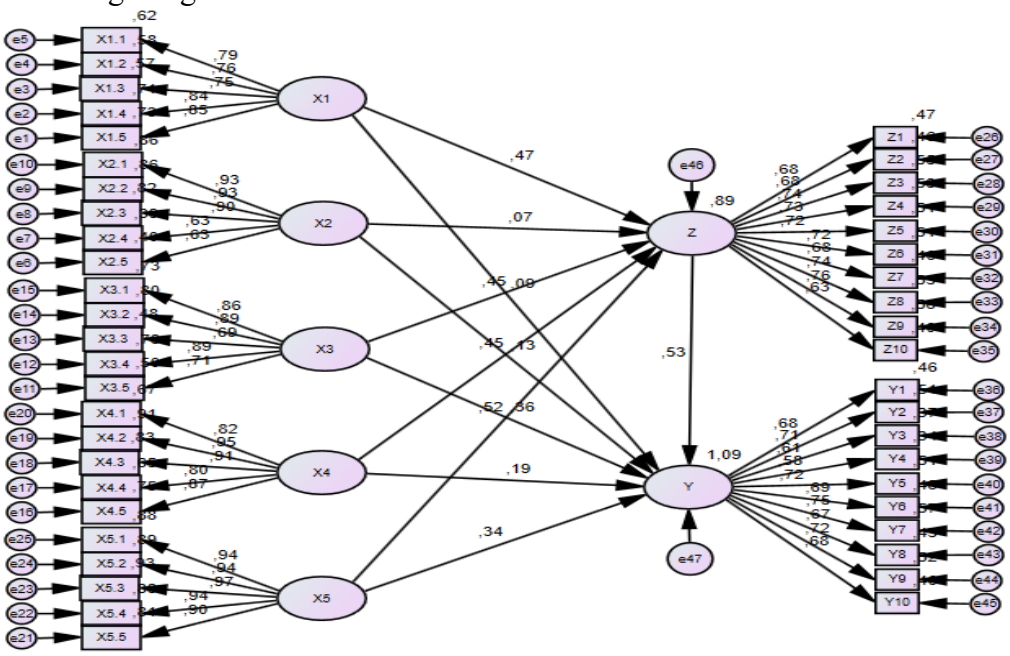
Based on the results of construct reliability test calculations in Tabel 4.11, the construct reliability value for the information technology variable (Y) is 0.970 and for user satisfaction is 0.969. Thus, the endogenous construct has good reliability.

3. AMOS SEM Structural Test

SEM analysis in this research aims to find out more clearly about supply chain strategy and HR competency as antecedents of competitive advantage in manufacturing companies.

a. Path Diagram

In this research, SEM analysis was carried out with the help of AMOS 24 software. The complete path diagram of the results of this research can be seen in the following image.



Source: Research results processed with AMOS 24.0 (2024)
Figure 2 Structural Model Analysis Results

If we refer to the research paradigm, then the results of the analysis above can be written in a structural equation model as follows.

$Z = 0.469*X1 + 0.069*X2 + 0.447*X3 + 0.450*X4 + 0.515*X5 + \zeta 1$ Errorvar. = 0.102; $R^2 = 0.892$

$Y = 0.088*X1 + 0.128*X2 + 0.357*X3 + 0.193*X4 + 0.337*X5 + 0.533*Z + \zeta 2$ Errorvar. = 0.099; $R^2 = 0.911$

Where:
X1: Reliability
X2: Responsiveness
X3: Credibility
X4: Sense of Security
X5: Understanding Society
Z: Information Technology
Y: User Satisfaction
ζ(Zeta): The Structural Model Fallacy

Based on the calculations above, the results obtained for the four equations are described as follows.

1) The first equation can be explained that the direction of the relationship between reliability, responsiveness, credibility, sense of security and understanding of society with information technology is positive with a total influence of R^2= 0.892. This shows that information technology can be explained by reliability, responsiveness, credibility, a sense of security and understanding of society by 89.2%, while 10.2% is explained by other variables not examined in this research.
2) The second equation can be explained that the direction of the relationship between reliability, responsiveness, credibility, sense of security and understanding of society and information technology with user satisfaction is positive with a total influence of R^2= 0.911. This shows that user satisfaction can be explained by reliability, responsiveness, credibility, sense of security and understanding of society and information technology at 91.1%, while 9.9% is explained by other variables not examined in this research.

Model Suitability Test Results (Goodness of Fit)

Tabel 3 Suitability of the Structural Model

No	Measure of Degree of Match	Mark	AccepTabel Match Rate	Information
1	*Chi Square*	3,489 p = 0.000	p value < 0.05	Good Fit
2	*Goodness of Fit Index (GFI)*	0.862	0.8≤GFI<0.9	Marginal Fit
3	*Adjusted Goodness of Fit Index (AGFI)*	0.814	0.8≤AGFI<0.9	Marginal Fit
4	*Root Mean Square Error of Approximation (RMSEA)*	0.079	≤0.08	Good Fit
5	*Incremental Fit Index (IFI)*	0.989	≥0.9	Good Fit
6	*Tucker-Lewis Index (TLI)*	0.979	≥0.9	Good Fit
7	*Comparative Fit Index (CFI)*	0.979	≥0.9	Good Fit

Source: Primary Data Processing Results, 2024

The suitability test of the structural model shows that the p value is 0.000 or it can be said that the p value is <0.05, so it is concluded that the research model isGood Fit. Likewise, the values of the Goodness of Fit Index (GFI), Adjusted Goodness of Fit (AGFI), Incremental Fit Index (IFI), Tucker-Lewis Index (TLI), Comparative Fit Index (CFI) are greater than 0.90 and the Root Mean Square Error of Approximation (RMSEA) is smaller than 0.08 which indicates the model is in marginal condition and good fit, so it can be concluded that the research model is in accordance with empirical conditions

Tabel 4 Recapitulation of Hypothesis Testing

Hypothesis Alternative (Ha)	**Direct Influence**	Coefficient Track	t value Count (>1.96)	Conclusion Hypothesis Null (H0)
H1	Reliability --> Satisfaction	0.088	2,241	Accepted
H2	Responsiveness --> Satisfaction	0.128	6,488	Accepted

Hypothesis Alternative (Ha)	**Direct Influence**	Coefficient Track	t value Count (>1.96)	Conclusion Hypothesis Null (H0)
H3	Credibility --> Satisfaction	0.357	7,645	Accepted
H4	Sense of Security --> Satisfaction	0.193	4,971	Accepted
H5	Understanding Society --> Satisfaction	0.337	7,332	Accepted
H6	Information Technology --> Satisfaction	0.533	6,252	Accepted
H7	Reliability --> Information Technology	0.469	10,681	Accepted
H8	Responsiveness --> Information Technology	0.069	2,278	Accepted
H9	Credibility --> Information Technology	0.447	9,454	Accepted
H10	Sense of Security --> Information Technology	0.450	10,686	Accepted
H11	Understanding Society --> Information Technology	0.515	11,623	Accepted
	Indirect Influence			
H12	X1 --> Satisfaction through IT		5,396	Accepted
H13	X2 --> Satisfaction through IT		2,140	Accepted
H14	X3 --> Satisfaction through IT		5,215	Accepted
H15	X4 --> Satisfaction through IT		5,396	Accepted
H16	X5 --> Satisfaction through IT		5,506	Accepted

Based on respondents' assessments of the Sehati 2.0 application in the Tersus/TUKS licensing document service, there were several interesting findings related to the various variables measured, namely reliability, responsiveness, credibility, sense of security, understanding of society, information technology, and user satisfaction. In general, all variables received a good assessment with varying variable average values.

The reliability variable obtained an average value of 3.70, which shows that this application is considered quite reliable by the respondents. The indicator with the highest value in reliability is ease of access to the Sehati 2.0 application with an average value of 3.84, reflecting that ease of accessing the application is highly appreciated by users. However, validation duration received an average value of 3.44, being the lowest indicator for this variable. This indicates that there is a perception that the validation process takes longer than expected, so improvements in this aspect need to be prioritized.

In the responsiveness variable, respondents gave an average score of 3.76, which indicates that this application is quite responsive to user needs. The ability of the application to be accessed via multiple devices (such as laptops, Tabelts, and smartphones) received the highest average score, namely 3.95, which reinforces the impression that flexibility of access is highly valued. However, the response speed of officers in handling licensing documents received the lowest score with an average of 3.65. This shows that although the application is quite good, the speed in responding to document requests still needs to be improved.

The credibility variable received an average score of 3.74, with the highest assessment being the Sehati 2.0 application indicator as a breakthrough in improving public services which

received a score of 3.92. This shows high appreciation for the innovation presented by applications in public services. However, the lowest value was found in the indicator of reducing document submission time compared to offline methods, with an average value of 3.40, indicating that the application has not fully met expectations in terms of efficiency in submission time.

Respondents gave an average score of 3.89 for the sense of security variable, with the highest score being the indicator of ensuring the security of document data from misuse by other parties which received a score of 3.97. This reflects that users feel confident in the data protection provided by the application. However, data protection from malware attacks is the indicator with the lowest score, namely 3.79, which is still considered good but needs to be improved to provide a more optimal sense of security to users.

The variable understanding the community gets an average value of 3.82, which shows that the application and the officers involved quite understand the community's needs. Service officers who assisted in the document submission process received the highest rating with a score of 3.86, which indicates that the assistance from officers during the document submission process was highly appreciated. However, the officer's response to user complaints received the lowest score of 3.77, which shows that there is room for improvement in handling user complaints better.

For the information technology variable, the average value obtained was 3.76, with the highest indicator being operator professionalism in managing applications which received a value of 3.81. This indicates that the professionalism of the application operator is considered good by users. However, the use of the latest office automation software only got a score of 3.63, which is a concern that the technology used in the application can still be improved, especially regarding software updates.

The final variable, user satisfaction, received an average score of 3.80, with the highest rating being the application support indicator in improving performance at the Ministry of Transportation's Port Directorate which received a score of 3.94. Users experience significant benefits from this application in supporting innovation and improving performance. However, the effectiveness of the time for completing licensing applications compared to the offline method received the lowest value, namely 3.57, which indicates that the completion time is still considered less effective by some respondents.

Overall, the Sehati 2.0 application received a good rating from users with variable averages varying between 3.40 to 3.97. Aspects related to accessibility, technological innovation and data security are highly appreciated by respondents, but there are still several challenges, especially regarding the speed of the validation process and officers' response to complaints. Therefore, the focus of improving services should be directed at time efficiency and increasing officer response, as well as strengthening cyber security to increase overall user satisfaction.

Based on the results of the regression analysis, there are two equations that show the influence of service quality variables (reliability, responsiveness, credibility, sense of security, and understanding the community) on information technology and user satisfaction. The first equation, the results show that information technology is positively influenced by service quality variables, namely reliability, responsiveness, credibility, sense of security, and understanding the community, with a total influence of 89.2%. This means that almost all variations in the development of information technology in public services can be explained by these five dimensions of service quality. The dominant variable influencing information technology is understanding society (X5) with a coefficient of 0.515. This shows that information technology applications, such as the Sehati 2.0 application, become more relevant and effective when the system built truly understands people's needs, expectations and concerns. This also indicates that the more organizations can adapt information technology to

society's needs, the higher the success of the technology. With a better understanding of society, information technology development can be directed towards creating a more personalized and responsive user experience. This encourages organizations to conduct in-depth user research, involve the community in the development process, and implement continuous feedback loops.

The second equation shows that user satisfaction is positively influenced by reliability, responsiveness, credibility, sense of security, understanding society, and information technology, with a total influence of 91.1%. This means that these variables play a very significant role in explaining service user satisfaction, showing a close relationship between service quality, information technology and the level of user satisfaction. Information technology (Z) is the most dominant variable in influencing user satisfaction with a coefficient of 0.533. This emphasizes the importance of information technology in creating satisfactory public services. Well-designed technology not only makes the process easier for users but also increases trust and convenience in accessing public services. Credibility (X3) and understanding the community (X5) also contribute significantly to user satisfaction, with coefficients of 0.357 and 0.337 respectively. Credibility shows that users will be more satisfied if the services provided have a good reputation, are trustworthy and free from errors. Understanding society also plays a role in ensuring that services truly meet user expectations and needs. To increase user satisfaction, service providers must continue to improve the information technology used, while remaining focused on improving service quality. In other words, information technology must be balanced with services that are reliable, responsive, credible, safe and understand people's needs. A balance between technology and human interaction is critical in creating superior service.

The dominant influence of information technology on user satisfaction underscores the importance of technological innovation that is user-friendly, safe and efficient. Public service providers must continue to invest in developing technology that makes it easier for users to access and utilize services. Understanding society is one of the key variables in both developing information technology and increasing user satisfaction. Therefore, it is important for service providers to continuously identify user needs, expectations and problems through surveys, data analysis and direct interactions. Service credibility and reliability also play a big role in ensuring that the services provided meet the high standards expected by users. By focusing on improving these aspects, service providers can build ongoing trust and satisfaction.

Overall, the regression results show that information technology is the most influential variable in increasing service user satisfaction, while understanding the community and service credibility are key factors in determining the success of information technology implementation. Therefore, management's main focus in improving service quality must be on developing information technology based on a deep understanding of user needs.

CONCLUSION

1. Reliability has a significant effect on user satisfaction of the Sehati 2.0 application system.This means that the more reliable the Sehati 2.0 application is in functioning well and consistently without errors, the higher the user satisfaction.
2. Responsiveness has a significant effect on user satisfaction of the Sehati 2.0 application system.This means that the faster and more responsive the application is in responding to user requests or complaints, the more satisfied the user is with the services provided.
3. Credibility has a significant effect on user satisfaction of the Sehati 2.0 application system. This means that the greater the user's trust in the quality and integrity of the Sehati 2.0 application, the higher their satisfaction with the application.
4. A sense of security has a significant effect on user satisfaction of the Sehati 2.0 application system.This means that users feel more satisfied if this application can guarantee the

security of their personal data and transactions, as well as provide protection from potential digital threats.

5. Understanding society has a significant effect on user satisfaction of the Sehati 2.0 application system.This means that applications that are designed taking into account the specific needs and desires of the community will increase user satisfaction.
6. Information technology has a significant effect on user satisfaction of the Sehati 2.0 application system.This means that good information technology will increase user satisfaction. The performance and reliability of the technology used in an application is critical to meeting user expectations and providing a good experience.
7. Reliability has a significant effect on the Sehati 2.0 application system information technology.This means that reliability in application services is closely related to the effectiveness of the information technology used. The more reliable the application, the more effective the information technology applied.
8. Responsiveness has a significant effect on the information technology of the Sehati 2.0 application system.This means that the application's ability to respond quickly also depends on the information technology applied. The faster the application responds, the better the information technology that supports it.
9. Credibility has a significant effect on the Sehati 2.0 application system information technology.This means that the credibility of the application is supported by good and reliable information technology. Quality information technology can increase user trust in applications.
10. A sense of security has a significant influence on the information technology of the Sehati 2.0 application system.This means that the information technology used by the Sehati 2.0 application must be able to provide strong security so that users feel safe using the application.
11. Understanding society has a significant influence on the information technology of the Sehati 2.0 application system.This means that information technology developed with a deep understanding of society's needs can improve application performance and user satisfaction.

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