SOME FACTORS INFLUENCING THE EMPLOYERS' PERFORMANCE AT THE ADMINISTRATION OF POLITEKNIK NEGERI SRIWIJAYA THROUGH USER EVALUATION

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ABSTRACT

The user evaluation is a wide construct where the evaluation is on an evaluation or measurement of individual attitudes and beliefs towards both goods and services. Evaluation of the users' technology-task fit is an important thing related to the achievement of individual performance. As proposed the construct of technology-task fit to serve as a benchmark for measuring the user evaluations of information systems. This research refers to studies that have been conducted by the previous researchers on individual performance to be verified by the expectation if the task-technology fit can give a positive value for the user evaluation. As assumed, there is a positive relationship when increasing individual performance, in which this study is focused on employee performance at Polsri administration. The sample consists of 64 employees at Polsri administration. The results show the characteristics of technology, individual, and technology-individual interactions having positive and significant impact on user evaluation. The characteristics of the task and the task-technology interaction have no significant effect negatively on user evaluation. However, the user evaluation has positive effect significantly on performance.

Key words: User Evaluations, Individual Performance.

PENGARUH KECOCOKAN TUGAS-TEKNOLOGI INFORMASI MELALUI EVALUASI PEMAKAI TERHADAP PENCAPAIAN KINERJA INDIVIDUAL KARYAWAN ADMINISTRASI POLTEK NEGERI SRIWIJAYA

ABSTRAK

Evaluasi pemakai merupakan suatu konstruk yang sangat luas dimana evaluasi pemakai sendiri merupakan suatu evaluasi atau pengukuran tentang sikap dan kepercayaan individu terhadap sesuatu baik barang maupun jasa. Evaluasi pemakai atas kecocokan tugas-teknologi menjadi penting artinya berkaitan dengan pencapaian kinerja individual yang tinggi. Study ini mengajukan konstruk hubungan kecocokan tugas-teknologi (task-technology fit) untuk dijadikan sebagai acuan dalam mengukur evaluasi pemakai dalam sistem informasi. Penelitian ini mengacu pada penelitian yang pernah dilakukan oleh peneliti terdahulu dengan memasukkan variabel kinerja individual dengan harapan jika kecocokan tugas-teknologi dapat memberikan nilai yang positif bagi evaluasi pemakai, maka akan terdapat hubungan yang positif pula terhadap peningkatan kinerja individual, dimana penelitian ini akan difokuskan pada kinerja karyawan/ti administrasi Polsri. Sample yang diambil pada penelitian ini adalah 64 orang karyawan/ti administrasi Polsri. Hasil penelitian menunjukkan karakteristik teknologi, individual, dan interaksi teknologi-individual berpengaruh positif dan signifikan terhadap evaluasi pemakai. Karakteristik tugas dan interaksi teknologi-tugas berpengaruh negatif dan tidak signifikan terhadap evaluasi pemakai. Evaluasi pemakai berpengaruh positif dan siginifikan terhadap kinerja.

Kata Kunci: User Evaluations, Individual Performance.

INTRODUCTION

The business competition in the world has become increasingly more and more competitive. Therefore, every business organization is required to be always ready to face such a competition in order to survive in every situation. One of the ways to do it is by adapting an information system. However, there is little business organization with even billions of dollars being spent to invest in information system. Rockart (1995) in Irwansyah (2003) stated that in the era of the 1990s, information technology was fourth after the resources of human resources, money, and machines. These were used by managers to establish and operate the company. Information system is not only as a tool in data processing but also it can be used to determine more quickly when problems arise in organizations.

Based on this system above, a company just focuses on specific elements in order to take appropriate action (Ives et al. 1984). Information technology an enterprise will help provide quick information as needed by the manager in making decisions. The information system is used to improve the performance of individual members of the organization are expected to increase organizational performance.

The important thing that must be considered by companies or businesses in relation to information technology is the extent to which the success of the system has a positive impact on improving the performance of both individuals and the organization as a whole. The application of information technology in the information system is in terms of efficiency and effectiveness, and utilization of information technology usage. To gauge how the system provides benefits to the organization will require an evaluation system which can lead the company into success itself.

Therefore, evaluation of the company's information technology must be applied starting from the users. They are assumed to provide information about the technology and the information required in accordance with the capabilities and needs. The main concern of information systems research that had been done by the researchers is to analyze the relationship between the individual performances of information systems. It is an overview of the successful implementation of an information system. According to Goodhue (1995) the success of a company's information system depends on how the system is run, whether the system is easy for the users, and the use of information technology.

Due to the above description, a problem arises such as how the concept of user evaluations can be used as a reference to evaluate the users in information systems. The construct of user evaluation itself is so wide in which the user's own evaluation is an evaluation or measurement of individual attitudes and beliefs towards something both goods and services. Based on such premises, Goodhue (1995) proposed the construct of task-technology fit relations to serve as a benchmark for measuring the user evaluations of information systems. In this model, Goodhue (1995) states that the users who will give a high evaluation value positively are not only due to the inherent characteristics of the system, but configurable due also to the extent to which the system meets the needs of their duties and in accordance with the needs of their duties.

Evaluation of the users' task-technology fit becomes important when related to the achievement of individual high performance. Goodhue and Thompson (1995) found a match-tech tasks will direct individuals to achieve better performance. Therefore, the application of technology in the companies' information systems should be accompanied with the users of the system so that the applied technology can be utilized in accordance with the user's tasks and abilities. However, it has been infrequently found that the technology is applied in information systems is often not appropriate or not fully utilized by the users of the system. In that, the application of information systems provide less benefit or no benefit at all in improving individual performance (Irwansyah 2003). In this case the user evaluation can be used as a tool to measure the success of the implemen-

tation of information systems service quality associated with the technology compatibility task.

Research by Goodhue (1995) only tested the components of task, technology, and individual as well as the interaction of the impact of these three evaluations to measure the user without the user evaluation of the performance relationship. Due to this problem, the idea to examine the variables include individual performance while using the research model Goodhue (1995) with the hope that when matching the task-technology can give a positive value for the user evaluation. There is a positive relationship toward increasing the performance of individual, where the research will be focused on the performance of the employees at Polsri administration.

The purpose of this research is to reexamine the model developed by Goodhue (1995) that is a model of the relationship between the user evaluation and the task-technology fit by adding individual performance variables. With the addition of individual performance variables, it is expected to provide different results and determine whether the employee's performance can be improved by the administration at Polsri with the duty factor and the suitability of current information technology. On the contrary, the expected benefits of this research is to provide input to the information systems practitioner to see relationship between tasks and technologies that can be used to measure the successful implementation of information systems in an organization.

THEORETICAL FRAMEWORK AND HYPOTHESIS
Theoretical Framework
The basic model is a model developed by Goodhue (1995). This is to measure the success of Goodhue information system implemented in the organization or company by using the user evaluation. The model is a development of the research conducted by Goodhue and Thompson (1995) who previously tried to see the relationship between technology and the performance implemented

in information technology (Technology to Performance Chain). In this effort, Goodhue and Thompson found that the use of information systems significantly affect performance. The user evaluation of information systems in the model proposed by Goodhue (1995) is measured through task-technology fit (TTF). The TTF is the correspondence among task requirements, individual performance and technology functions in the enterprise information system (Goodhue 1995; Dishaw and Strong 1999).

A similar research was also done by Irwansyah (2003), Sugeng (1997) and Sumardiyanti (1999). It was found that the TTF and the technology have positive influence on performance improvement. Yet, in the second study by Sugeng (1997) and Sumardiyanti (1999) without using a pure TTF models, just including utilization as variable known as a model which is developed by the TPC Goodhue and Thompson (1995). In this study the researcher uses a model developed by Goodhue (1995) that is a model that analyzes the relationship among the user evaluation, and task-technology fit and performance.

The Concept of Tasks
According to Indonesian dictionary, the definition of task is something that must be done or is determined to do; the work with responsibility of the person; responsibility given. Yusof et al. (2006) in Tanjungsari (2012) argues that the technology component consists of the quality system, quality of information, and quality of service. Besides that, it includes the ease of use that is easy to be learned (ease of learning), response time, usefulness, availability and flexibility of a variable or factor that can be judged by the quality system.

The quality of information focuses on the information generated by the system. The criteria that can be used to assess the quality of information include the completeness, accuracy, timeliness, availability, relevance, consistency, and data entry. While focusing on the overall quality of service support received by the service provider or technology systems. Jumaili (2005) reveals

the system with task-technology fit is higher with better performance due to meeting the individual needs to carry out and complete the tasks assigned. Based on such description, the hypothesis can be drawn as follows:
H1: The characteristics of tasks have significant and positive effect on user evaluation

Technology
Goodhue (1995) argues that technology is a tool used by individuals to help complete the task. In information systems research, technology refers to computer systems consisting of hardware, software, and data as well as the support services provided to assist users in completing the task.

In addition, technology is a means or method as well as process or product resulting from the adoption and utilization of various sciences that generate value for the fulfillment of needs, survival, and improving the quality of human life (Republic Act NO 18 of 2002). According to O'Brien (2006) Information technology is a computer network consisting of various components of information processing that using different types of hardware, software, data management, and information technology network. Information is processed and its data into other useful data.

For example, Anol (2009) conducted a study on the adoption of the information technology in which data are collected through the user web portal MyYahoo. Based on the results, the determinant of the usefulness of behavioral adaptation is adaptation usefulness, the ease adaptation and IT adaptation. By the adaptation to IT, a company can increase the use of information technology. Therefore, the effect obtained from the information technology adaptation is easy to adapt to the world jobs. Based on the description above the hypothesis can be drawn as follows:
H2: Technological characteristics have significant and positive effect on user evaluation.

Individual
Individuals or users in the context of information systems research is a person, either man-

agers or staff, using information technology to help solve their tasks within the organization or using the information technology to help take a managerial decision (Davis & Olson; 1985 in Goodhue 1995). The level of using technology and suitability to the task and the ability of individual users has an impact on the achievement of individual performance (Widjanarko 2008). Research results indicate that individual characteristics affect user task-technology fit. The suitability of the technology, user tasks and the characteristics of the information system has an impact on the higher achievement of individual performance. Based on the description above hypothesis can be drawn as follows:
H3: Characteristics of individual have positive and significant impact on the user evaluation.

User Evaluation and Task–Technology Fit
Companies, generally, invest huge capital to improve individual or organizational performance related to technology implementation in an information system (Sumardiyanti in Irwansyah 2003). However, to measure the success of a system is extremely difficult to do. In a previous study, Goodhue (1995) proposed the concept of user evaluation to see the successful implementation of an information system. The concept of user evaluation is an assessment that is performed for a user or users of goods or services, the attitudes or beliefs of the users of goods or services. In the context of information systems research, the user will be given an evaluation based on the fact whether the information system is implemented in the company in accordance with their needs and abilities.

In this respect, user evaluation construct is so extensive that in the context of user evaluation studies in information systems, Goodhue (1995) proposed the construct of task-technology suitability to be used as the basis of user evaluation in measuring the success of an information system. The success will be demonstrated by increasing performance, especially the performance of individuals in the organization. In a task-

technology compatibility perspective, technology seen as a matter directly related to the completion of individual tasks.

The task-technology fit can be defined as an extent appropriate technology function or task suited to the needs and abilities of individual (Goodhue & Thompson 1995). According to Goodhue (1995), the core of task-technology matching the model is the assumption that the system would be valuable information when used in the completion of the task. Therefore a strong relationship between information systems and the impact of the performance will not be a part of the relationship among job requirements, system functionality, and the ability of the individual. Based on the description above hypothesis can be drawn as follows:
H4: The interaction of task-technology has positive and significant effect on the user evaluation.

User Evaluation of Technology Characteristics and Individual Capabilities

As referred to Handy (2007), the problems that arise with respect to the use of information technology is due to the low use of the information technology. In addition to poor technical quality of the information, the technology system is also one of the consequences of failure in the use of a company's information technology systems. Some research suggests the cause of the failure lies in the behavioral aspects of individuals as users. This is due to the interaction between the information technology systems to individuals as users of information technology systems. According to Hartono (2007) in Fathinah FK (2013) the interaction of behavioral problems will cause failure of the use of information technology. In the long run, such a condition leads to doubt on the use of electronic technology such information.

Not all individuals as users of information technology accept the full implementation of the information technology. Individuals as users of information technology felt the need for a special reason why an information technology should be used or not.

In this case, each individual must have different reasons in deciding to use the information technology or not. Therefore, understanding the individual factors and differences in the characteristics of individuals who use affects the use or adoption of an information technology. This is an essential factor. Based on the description above hypothesis can be drawn as follows.
H5: The interaction of technology-individual has positive and significant effect on the user evaluation.

User Evaluation and Individual Performance

Performance has synonym with the word "work". It could also mean the work. Understanding of the organization's performance is the answer to success or failure of organizational goals that have been set that is the work done. The supervisor or manager is often not noticed, but has very bad or anything that is so completely wrong. Too often managers do not know how badly they perform, so the company or agency faces a serious crisis. According to Anwar Prabu Mangkunegara (2010) Performance is a result of the quality and quantity of work accomplished by an employee in carrying out his duties in accordance with the responsibilities assigned to him.

In research Goodhue & Thompson (1995), the achievement of individual performance related to the achievement of the stated range of individual tasks with existing information technology support. Higher performance means the increased efficiency, effectiveness, or quality higher than that charged to the completion of a series of tasks to individuals within the company / organization. Furthermore, Goodhue and Thompson (1995) provide empirical evidence about the performance of individual relationships with task-technology compatibility. It is stated that the performance is related to the achievement of individual tasks with the support of existing technology. Technology or system that is in harmony with the existing demands of the task and the ability of the individual will assist with the completion of

Figure 1
Model of Task-Technology Fit and User Evaluation
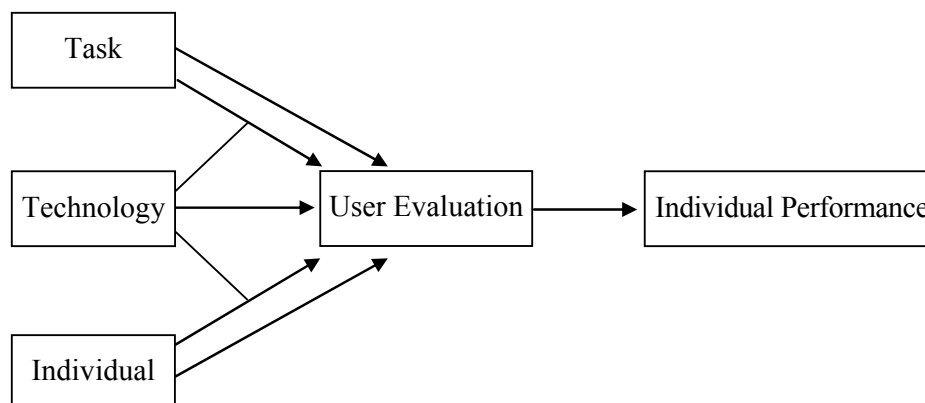
Source: Goodhue, 1995.

the task faster, more effective, and more accurate. High-quality system that will affect users using the system tasks facing will be resolved more easily and quickly.

Another study is by Jumaili (2005) revealing that the performance of the resulting match-tech task has implications for efficiency, effectiveness, and quality higher against the use of technology as well as better performance implications on information systems.

Based on the description above hypothesis can be drawn as follows;
H6: User Evaluation has a positive and significant relationship with performance.

RESEARCH METHOD
Population and Sample
All active employees of administration at State Polytechnic Sriwijaya (Polsri) were taken as the population in this study. Currently, Polsri have administrative staff totaling 173 people consisting of 151 personnel and 22 civil administrations under the contract administration personnel (Polsri employment data, 2010). These administrators were totaled 173 people spreading in each unit that is in Polsri and all use PCs in performing their duties. Thus, the sample taken may represent the population, for the first phase of the sample was determined using the Solvin formula (Umar 2001) such as:

$$n = \frac{N}{1 + N(e)^2} \qquad (1)$$

Description:
N = Total Population
n = Number of Sample
e = percentage of leeway inaccuracy (precision) due to sampling error that can be tolerated.

By using the precision level of 10%, the sample size of this study is:

$$n = \frac{173}{1 + 173(0.1)^2} = 63.898 \approx 64.$$

Data Collection Method
The data are primary and secondary data. The primary data were obtained through interviews with employees at Polsri, using a list of questions (questionnaire) that have been provided. The way the researchers asked respondents to use a pre-prepared list of questions and answers in the questionnaire respondents is already noted. The secondary data are data obtained from the relevant agency or institution that is the civil service of Polsri employees.

Research Model
Research model is drawn as in Figure 1.

Data Analysis Techniques
The analysis technique used is a descriptive analysis and causal analysis. Descriptive analysis is used to address the problem by describing the factors related to the problem. This descriptive analysis supports the causal analysis related to employee performance. Thus, the variables that affect the perform-

ance of the employee have been identified clearly. Causal analysis is used to analyze the influence of the independent variables on the dependent variable. The model used in the causal analysis is multiple regression models to measure the impact of technology, task, and individual users of the evaluation. Hierarchical moderated regression analysis is used to measure the task-technology interactions, technology-evaluation of the individual user, and a simple linear analysis to measure the effect on employee performance using SPSS 15.0.

Measurement Validity and Reliability

Measurement of variables related to research questions that must be answered. The two main criteria to test how well the measurement instrument used to test the validity and reliability testing. Test the validity of this research is done by calculating the correlation between the score with the help of SPSS applications. Validity testing is also performed for each of the questions used in the variable. The reliability tests can only be done after certain instrument validity. Reliability test in is done by using SPSS application, by looking at the coefficient of Cronbach Alpha or Alpha.

Hypothesis Testing

As hypnotized, there are five that should be proved such as three different ways.

Hypothesis 1, 2, 3 tested with multiple linear regression analysis.

$$B1X1 \ Y = \alpha + \beta + \beta + 2X2 \ 3X3 + \varepsilon, \qquad (2)$$

where:
Y: User Evaluation
α: constant
β: regression coefficient
$X1$: Task
$X2$: Technology
$X3$: Individual
ε: error/residual

Hypothesis 4 and 5 were tested using moderated hierarchical regression

$$Y = \alpha + \beta + \beta2 \ X2 \ 1X1 \ X1X3 + \varepsilon, \qquad (3)$$

where:
Y: User Evaluation

α: constant
β: regression coefficient
$X1$: Task
$X2$: Technology
$X3$: Individual
$X1 \ X2$: Interaction between Task & Technology
$X2 \ X3$: Interaction between Technology & Individual
ε: error / residual

Hypothesis 6 was tested using simple linear regression analysis

$$Y = \alpha + \beta X + \varepsilon, \qquad (4)$$

where:
Y: Performance
α: constant
β: regression coefficient
X: User Evaluation
ε: error / residual

DATA ANALYSIS AND DISCUSSION
Description of Respondents

The primary data were through the questionnaires distributed to 64 employees from various departments. Questionnaires were administered directly to each employee at random from the senior to the junior. Questionnaires were received back in the fastest period of one week and the last two weeks. Of the 64 questionnaires sent everything back.

An overview of the profile of the respondents indicated that as many as 31 people (48.43%) were male and 33 (51.56%) were female. The age of the respondents indicated that as many as 20 people (31.25%) aged between 25 to 35 years, as many as 36 people (56.25%) aged between 36 and 50 years old, and 8 (12.5%) aged between 50-60 years. The level of education of each respondent varies from D3 (undergraduate) to S1 (graduates).

Validity and Reliability Test Analysis

There are two important requirements requested in the questionnaire, being valid and reliable. Prior to using the questionnaires there must be two analyses.

Analysis of Validity

The validity test of the technology (X1) is

Table 1
Validity Test Results of Technology

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	117.3594	278.361	.442	.883
X1.2	117.7656	273.452	.486	.882
X1.3	117.7031	275.641	.592	.880
X1.5	118.4063	278.848	.315	.887
X1.6	117.7969	272.736	.562	.880
X1.7	117.9375	281.107	.409	.884
X1.8	117.7500	276.603	.541	.881
X1.9	117.7500	282.063	.463	.883
X1.12	118.3125	277.679	.336	.886
X1.13	118.1719	273.732	.390	.885
X1.14	118.1406	272.218	.488	.882
X1.15	118.0469	268.712	.593	.879
X1.16	118.4063	277.515	.323	.887
X1.17	118.3594	272.520	.435	.883
X1.18	117.5938	273.578	.498	.882
X1.20	117.5156	275.619	.523	.881
X1.21	117.6719	279.049	.491	.882
X1.22	118.7031	268.466	.393	.886
X1.23	118.2500	257.270	.711	.875
X1.24	117.7969	262.736	.598	.879
X1.25	117.6563	264.769	.534	.881
X1.26	118.2969	264.974	.521	.881
X1.27	118.1719	266.176	.527	.881

done four times, because the first until the third test there are some items that are not valid (r results <r table), so that these variables should be discarded. In the fourth test result, it was obtained r> r table as in Table 1. R calculation results (corrected item-total correlation)> 0.246, thus the variable is declared valid and fit for use for research.

Individual validity test (X2) result was obtained r> r table as in Table 2. The calculations show that r results (corrected item-total correlation) to affect statement (X2)> 0.246, thus it Affect variable is declared valid and fit for use for research.

Validity test of Task (X3) is obtained r> r table as in Table 3. The calculations show that r results (corrected item-total correlation) for the assignment statement (X3)> 0.246, thus the complexity of the variable is declared valid and fit for use for research.

Validity test of user evaluations (X4) was obtained r> r table. The calculations show that r results (corrected item-total correlation) for the declaration of conformity

tasks (X4)> 0.246, thus the variable is declared invalid user evaluation and fit for use for research as in Table 4.

Validity test of the performance (X5) r was obtained results> r table. The calculations show that r results (corrected item-total correlation) for the long-term consequences of the statement (X5)> 0.246, thus the long-term consequences of the variable is declared valid and fit for use for research (see Table 5).

Reliability Test Analysis
The next step is to determine whether the variables used reliable or not. This is done by comparing the obtained alpha for each variable must be greater than r table. R value table is used to test the reliability is equal to the value of r tables used in the test of validity, namely 0.246. It can be seen in Table 6.

Tables 6 shows that the alpha for each of the independent variables is greater than r table, it shows that someone's answer to the question whether it is consistent or stable

Table 2
Validity Test Results of Individual

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	16.3906	8.877	.515	.662
X2.2	15.7969	10.672	.484	.685
X2.3	17.0938	8.531	.470	.701
X2.4	16.2500	9.143	.625	.602

Table 3
Validity Test Results of Task

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	14.1563	17.531	.833	.756
X3.2	14.1406	18.123	.792	.775
X3.3	14.3438	19.213	.524	.894
X3.4	13.9375	19.139	.673	.823

Table 4
Validity Test Results of User Evaluation

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	20.0313	21 .301	.705	.885
X4.2	20.2656	21 .024	.626	.902
X4.3	20.2031	20.164	.790	.867
X4.4	20.2344	18.817	.871	.847
X4.5	20.4531	19.299	.760	.873

Table 5
Validity Test Results of Performance

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	11.6250	3.952	.797	.896
X5.2	11.6875	4.060	.809	.885
X5.3	11.7188	3.920	.865	.839

over time. Thus, the fifth variable is declared reliable. Therefore, the worthiness of the variables enables the researcher to use them in this research.

Normality Test Analysis
Based Normality testing, it can be seen in Figure 2.

Based on the output Normal PP Plot shows that the distribution of the data was spread evenly all the diagonal axis of the graph. In the graph dots, they are spread around the diagonal line, and its distribution following the direction of the diagonal line. Decision-making is that when the data is spread across around the diagonal line and follow the direction of the diagonal line, then the regression model to meet the assumption of normality. Thus, the regression model used to predict the performance of a decent employee or independent variable can be used.

**Analysis of Multicollinearity Test**
Multicollinearity test is known from VIF value for each predictor. The requirements can be said to be free of multicollinearity when the VIF value predictor does not exceed 10. The results show as in Table 7.

The coefficient is visible for the result of

Table 6
Reliability Test Results

Variables	Cronbach's Alpha	N of Items
Technology	.887	23
Individual	.724	4
Task	.854	4
User Evaluation	.898	5
Performance	.912	3

Figure 2
Normality Test Results Graph H$_1$-H$_6$
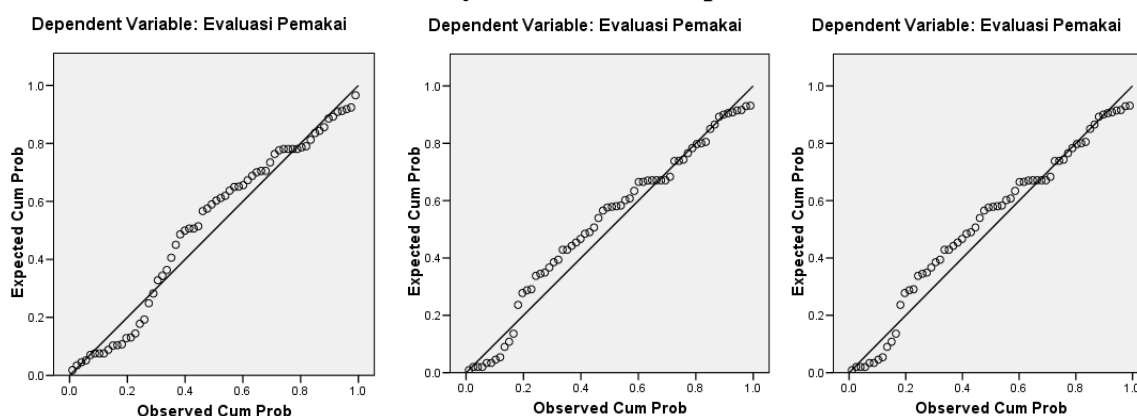
Note:
Evaluasi Pemakai = User Evaluation.

the six variables at VIF which does not exceed the number of 10, so it does not result in multicollinearity. Thus, the regression model here is used to predict the performance of the lecturer based input independent variable.

Test Heterocedastisity
Heterocedasticity testing is done as in Figure 3. As presented in Figure 3, the dots spread randomly, do not form a specific pattern that is clear, and spread both above and below the 0 on the y-axis. This means that no Heterocedasticity in the regression model. Thus, the regression model is used to predict performance worthy based on the independent variable input.

Regression Analysis
After the assumption of classical test was done, it was found there was no obstacle of predicting the independent variables. Further regression analysis can be performed, as follows.
The size of coefficient of determination

for H1-H3 is 0.441 or equal to 41.3%. This figure means that a user evaluation of 41.3% can be explained by using the variable factor of technology, individual, task. The remaining 55.9% is to be explained by other factors. The size of the standard error of the estimate (SEE) is 4.652 (for user evaluation). If the figure is compared with the Standard Deviation 6.074, the number is smaller SEE. This means that figures to be a good SEE numbers used to determine the predictors in the user evaluation.

The size of coefficient of determination for H4 and H5 is 0.470 or equal to 47.0%. The figure of 47.0% means that a user evaluation can be explained by using variable of technology interaction of individual factors, and technology-task interaction. Yet, the rest is 53% to be explained by other factors. The size of the standard error of the estimate (SEE) is 4.031 (for user evaluation). If the figure is compared with the Standard Deviation 5.537, the size of SEE is smaller. This means that figures to be a good SEE figure used to determine the predictors

Table 7
Multicollinearity Test Results H₁-H₆

Coefficients^a

Model	Unstandardized Coefficients		Std. Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	-3.917	4.538		-.863	.392		
Technology	.092	.040	.258	2.288	.026	.731	1.368
Individual	.925	.194	.585	4.770	.000	.620	1.613
Task	-.191	.126	-.176	-1.513	.136	.687	1.455

a. Dependent Variable: User Evaluation.

Coefficients^a

Model	Unstandardized Coefficients		Std. Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	9.431	2.150		4.387	.000		
Technology-Individual	.006	0.001	.744	5.870	.000	.523	1.911
Technology-Task	.000	.001	-.070	-.554	.581	.523	1.911

a. Dependent Variable: User Evaluation.

Coefficients^a

Model	Unstandardized Coefficients		Std. Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	9.969	1.435		6.946	.000		
User Evaluation	.298	.055	.564	5.381	.000	1.000	1.000

a. Dependent Variable: Performance.

in the user evaluation.

The size of coefficient of determination for H6 is 0.318 or equal to 31.8%. This figure shows that 31.8% of performance can be explained buy using user evaluation variable. Yet, the rest of 68.2% should be due to other factors. The size of SEE is 2.437, thus, the SEE is smaller. This indicates that the SEE figure can be used for the predictor in determining the performance. It can be shown in Table 8.

F Test H1-H3

The regression model can be used to predict the dependent variable, the number of significance should be <0.05. To test the hypothesis 1, 2, 3, an ANOVA F gives the figure of 15.795 (> F table, F table = 2.758) with a significance level of 0.000. Because probabilities (Sig.) 0.000 <than 0.05 and F count> F table, the regression model is feasible for use in predicting user evaluation (see Table 9).

F Test H4 and H5

To test hypotheses 4 and 5, an ANOVA F gives the figure of 28.927 (> F table, F table = 3.148) with a significance level of 0.000. Since the probability (Sig.) is 0.000 <than 0.05 and F count> F table, the regression model is feasible for use in predicting user evaluation (see Table 9).

F Test H6

The ANOVA test for hypothesis 6 gives the figure of 28.956 F (> F table, F table = 3.148) with a significance level of 0.000. Since the probability (Sig.) is 0.000 <than 0.05 and F count> F table, the regression model is feasible for use in predicting individual performance (see Table 9).

Regression Coefficients

From the data processing by using SPSS, there are 3 regression equations:
Y = -3.917 + 0.092 X1 + 0.925 X2 - 0.191 X3

Figure 3
Graph of Test Results for Heterocedasticity of H_1-H_6
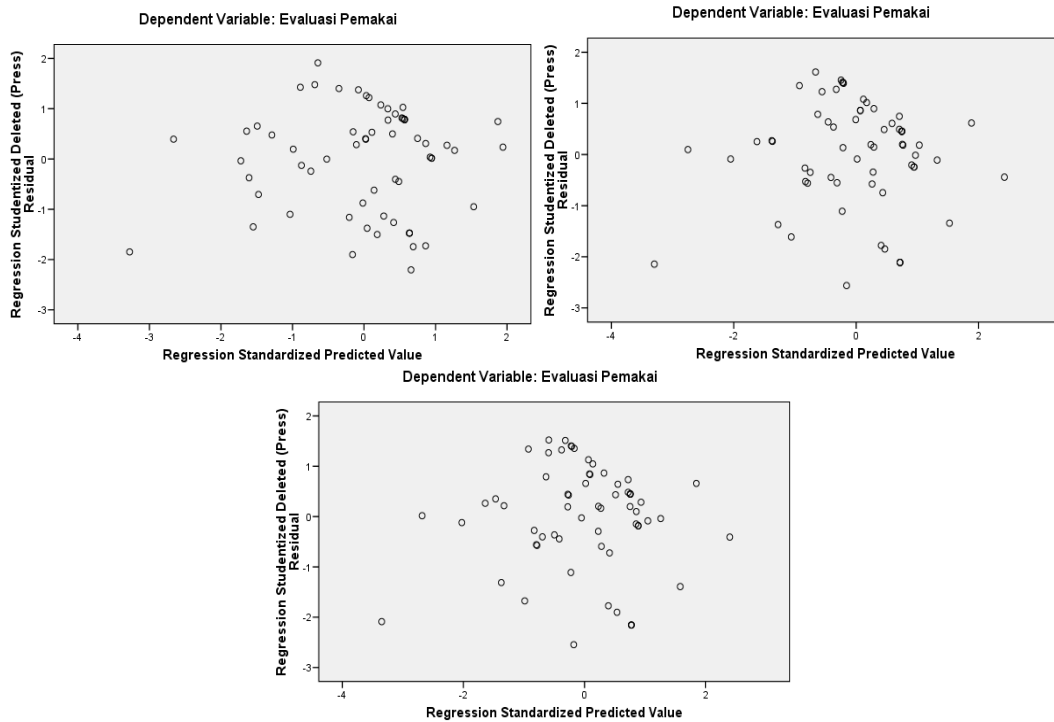
The figure of the constant was found at -3.917. This indicates that when there is no technological factors, the individual, the task, the user evaluation will be reduced by -3.917.

Figures X1 regression coefficient 0.092, meaning the addition of 1 user evaluation of the technology factor will be increased by 0.092. Figures X2 regression coefficient 0.925 means the addition of one individual factor user evaluation will be increased by 0.092. And, the figure of regression coefficient of -0.191 X3 means the addition of 1 user evaluation of the duty factor will decrease by 0.191.

Y = 9.431 + 0.006 + 0.000 X1 X 2 X2X3.

The figure of the constant was found to be 9.431. This indicates that when there is an interaction of technology and technology-individual-task, the user evaluation will be increased by 9.431. The figure of regression coefficient of 0.006 X1X2, the addition of 1-technology interaction factors then evaluate individual users will increase by 0.006. The figure of X2X3 regression coefficient of 0.000, meaning the addition of 1-technology interaction factors evaluation tasks then the user will remain.

Y = 9.969 + 0.298 X

The figure of the constant was found to be 9.969, it has no meaning if there is user evaluation factor, and then the performance will increase by 9.969. The regression coefficient of X number of 0.298, meaning the addition of 1 user evaluation of the performance factor will be increased by 0.298.

Results Hypothesis H_1-H_6

The summary result is shown on Table 10. Hypothesis H1 is accepted. This is consistent with the results of research conducted by Goodhue (1995) who found that users gave a high evaluation value is that who feels that the characteristics of enterprise information system implemented allows the user to use. This result is also supported by Sumardiyanti (1999) and Widjanarko (2008). This is because the employees at Polsri administration felt that the existing information system of technology now is as expected according to the needs in each unit.

Hypothesis H2 is accepted. This is consistent with the result of the study by Goodhue (1995) who found that users who have high competence and capability in the use of

Table 8
Regression Results of H_1-H_6

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.664[a]	.441	.413	4.652

a. Predictors: (Constant), Task, Technology, Individual.
b. Dependent Variable: User Evaluation.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.698[a]	.487	.470	4.031

a. Predictors: (Constant), Technology-Task, Technology-Individual.
b. Dependent Variable: User Evaluation.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.564[a]	.318	.307	2.437

a. Predictors: (Constant), User Evaluation.
b. Dependent Variable: Performance.

the information system will give users a high evaluation, too. This result is also supported by Sumardiyanti (1999) and Widjanarko (2008). This is due to variations in the level of education, age, rank or class of the employees at the administration. They have higher education level, strong-to learn, competent, and experienced and they can better utilize the existing information technology.

Hypothesis H3 is rejected. This is not consistent with the result of research by Goodhe (1995), Sumardiyanti (1999), and Widjanarko (2008) who found that the characteristics of the task turned out to be positively related to enterprise information systems that have been implemented. This is because most of the employees did not take advantage of the information technology to the maximum. Sometimes, they feel faster completing certain tasks when done manually.

Hypothesis H4 is accepted. This is consistent with the research by Goodhue and Thompson (1995), Sumardiyanti (1999), Sita (2002), and Widjanarko (2008) that if the technology-task interact to form a strong relationship, the user will provide a better evaluation and positive effect on the individual and performance. This is because most of the employees using the existing information technology systems to support

their task now, and they feel that there is information system technology now match the characteristics of the task that is very helpful in completing their routine tasks.

Hypothesis H5 is rejected. This against that as discovered by Goodhue and Thompson (1995), Sumardiyanti (1999) and Widjanarko (2008) that if the individual-technology interact to form a strong relationship, he will provide a better evaluation. This is due to the level of education and age of each individual is different so the ability and acceptance of information technology is also different.

Hypothesis H6 is accepted. This is due to the employees who are more productive, effective, and very beneficial to the existing information technology in completing their routine tasks. This supports the theory proposed by Goodhue (1995) that when the user gives the value of evaluation as a result of task-technology relationship compatibility without connecting it with variable utilization of the value, the user evaluation can be used as a reference to see an increase or decrease in organizational performance. For that reason, if the value of evaluation is good, the performance of individual users will also increase. This result is also supported by research conducted by, Irwansyah (2003), Jumaili (2005) and NELA (2012).

Table 9
ANOVA Test Results (Test F)

ANOVA[b]

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1025.607	3	341 .869	15.795	.000[a]
	Residual	1298.628	60	21.644		
	Total	2324.234	63			

a. Predictors: (Constant), Task, Technology, Individual.
b. Dependent Variable: User Evaluation.

ANOVA[b]

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	940.112	2	470.056	28.927	.000[a]
	Residual	991.248	61	16.250		
	Total	1931.359	63			

a. Predictors: (Constant), Technology-Task, Technology-Individual.
b. Dependent Variable: User Evaluation.

ANOVA[b]

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	171.905	1	171.905	28.956	.000[a]
	Residual	368.080	62	5.937		
	Total	539.984	63			

a. Predictors: (Constant), User Evaluation.
b. Dependent Variable: Performance.

CONCLUSION, IMPLICATION, SUGGESTION, AND LIMITATIONS

In general, this study provides insight related to the relationship between information systems and performance. This is described in a structural model that predicts the influence of technology, individual, task, task-technology interaction, and interaction technology towards the evaluation of individual users and user evaluation of the performance of the employees at specifically Polsri. The measurement is by using a structural mode which has been used by Goodhue (1995). This has been developed and adapted to the object of research.

The user evaluation shows a positive and significant effect on the performance. Thus, the achievement of individual performance is not only influenced by the users' willingness to do a task, but must be supported by a technology that can accelerate the company's completion of a task. Therefore, the company as a provider of information technology systems must consider the ability of individuals (Human Resources), because personally the employees at Polsri have the educational background of D3 (undergraduate) and S1 (graduates).

For that reason, their ability to use information technology is related to the condition that there might be also different from other condition. Besides that, the variation of age also affects the ability to use the existing information technology. However, the employees are already ware that the information technology is required today. This is considered helpful in completing their tasks so that their job can be more effective and efficient.

To address the possibility that respondents who did not answer the questionnaire seriously and misperceptions towards the statements in the questionnaire, the researcher can anticipate further by combining the survey method through questionnaires and interviews. In addition, the future studies can be developed by using appropriate instruments to study the perception of respondents especially in Indonesia. By doing so, it can expand the scope of the sample and generalization as well as understanding of the relation-

Table 10
Results Hypothesis H_1-H_6

Hypotheses H1-H6	Result of t_{count}	Sig.	Result of hypotheses
Characteristics of technology has positive and significant effect on user evaluation	t count > t table 2,288 > 2,000	< 0,05	Accepted
Individual characteristics have positive and significant effect on user evaluation	t count > t table 4,770 > 2,000	< 0,05	Accepted
Task characteristics have positive and significant effect on user evaluation	t count < t table -1,513 < 2,000	> 0,05	Rejected
Task-technology interaction has positive and significant effect on user evaluation	t count > t table 5,870 > 2,000	< 0,05	Rejected
Task-technology interaction has positive and significant effect on user evaluation	t count < t table -0,554 < 2,000	> 0,05	Rejected
User evaluation has positive and significant relationship with performance	t count > t table 5,381 > 1,999	< 0,05	Rejected

ship among the factors of interaction of task, technology, and performance of the individual more comprehensively.

Polsri should facilitate the employees with information technology as expected to keep up with technology and increase investment in its people. Thus, they follow the development of these technologies for example by providing computer training for employees. In that way, they can also better understand and be more competent in performing their duties.

It is understandable that the technique of data collection is through a questionnaire / survey method. The use of survey method using questionnaires is considered to have some limitation in that there are respondents who answered the questionnaire not seriously. They might be dishonest, and they may tend to provide high value for the questionnaire components.

This study is expected to contribute to academics or researchers with consideration for testing the technology, task, individual, task-technology interaction, and interaction technology-individual against individual performance through user evaluation. The research model is adopted from the article Goodhue (1995). The impact of the application of information technology to the achievement of individual performance is difficult to measure directly.

Due to such consideration, measuring the performance of the individual should also consider how the users take advantage of the technology and the suitability of the technology for the task at hand. In addition, the characteristics of each individual technology users are also taken into account whether they are interested in the application of these technologies, so that information technology can be fully utilized. To use technology in an information system would be better if the employees are also paid attention such as who will be involved in information systems.

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