THE INFLUENCE OF INFORMATION QUALITY, SYSTEM QUALITY AND SERVICE QUALITY ON THE USE OF WEB-BASED INFORMATION SYSTEMS
(Case studies on Aremania Brawijaya for the user of web-based portal in Ongisnade.co.id, Malang)

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ABSTRAK
Tujuan dari penelitian ini adalah untuk menjelaskan variabel kualitas sistem, kualitas informasi, kualitas layanan dan penggunaan teknologi informasi berbasis web. mengetahui dan menjelaskan hubungan variabel kualitas sistem dengan penggunaan teknologi informasi berbasis web, mengetahui dan menjelaskan hubungan variabel kualitas informasi dengan penggunaan teknologi informasi berbasis web, mengetahui dan menjelaskan hubungan variabel kualitas layanan dengan penggunaan teknologi informasi berbasis web , penelitian dilakukan di ongisnade.co.id. Penelitian ini mengunakan metode penelitian penjelasan dengan kuantitatif untuk menguji hipotesis, studi menunjukkan bahwa ada korelasi yang kuat antara variabel kualitas sistem, kualitas informasi, dan kualitas layanan dan menggunakan teknologi informasi. Jadi hubungan dengan penggunaan variabel dengan pengguna teknologi sistem informasi akan memiliki hubungan yang kuat kesimpulan an menunjukkan bahwa kualitas sistem, kualitas informasi dan kualitas pelayanan telah mampu memenuhi penggunaan teknologi informasi berbasis web pada ongisnade.co .id.

Kata kunci: kualitas sistem, kualitas informasi, kualitas layanan dan penggunaan informasi sistem berbasis web

ABSTRACT
The purpose of this study is to explain the variable system quality, the information quality, service quality and use with web-based information technology. Know and explain the relationship system quality variable with the use of web-based information technology, Know and explain the relationship information quality variable with the use of web-based information technology, Know and explain the relationship service quality variable with the use of web-based information technology, the research was conducted in ongisnade.co.id. The study is used to test the hypothesis is explanatory research, The study shows that there is a strong correlation between the system quality variables, information quality, and service quality and to use of information technology. So the relationship with the use of variables with the user in information systems technology will have a strong relationship .the conclusions show that the quality system, information quality and service quality has been able to meet the use web-based information technology on ongisnade.co.id.

Key words: System quality, Information quality, Service quality and User with web-based information technology

BECKGROUND

In globalization era right now, a company must be able to follow the changes that occur both inside and outside the company. Of course, to follow the changes is not easy. Companies tend to become traditional-minded and do not expect any change

certainly will face so many difficulties in dealing a company operation.

The development of information and communication systems will be highly influential on the development of a company. The use of the system is a measure from the success of a system inside a company. Company must be able bring a stability to

the work from the users of the system, should be backed up with a reliable service quality and system was run optimally in the company.

Along with developments in the field of computer technology, information system has been turned into computer-based information systems. Quality of information systems within the company will determine the quality of information produced. Computerized information system will allow users of the system to process more information and provide a quality service.

In order to manage information requires information system that is not outdated. The organization that emphasizes information management will always develop information systems to match the demands of global environment. Ongisnade.co.id is private companies engaged in the field of online media. Information system development is very meaningful for Ongisnade.co.id in order to convert information technology used by the company to compete in the world of online media business. These changes will lead to a positive or negative effect. The positive effect is the more efficient activity in the Ongisnade.co.id, while the negative effect is if the resources in the company were not ready for technological change. Such circumstances would cause a negative motivation, so the possibility of information system cannot be used optimally.

To generate and run the system takes the role of the user in running a system, the user must also be able to analyze the system which aims to identify the weaknesses in information systems because analysis system is "Decomposition of a complete information system into component parts in order to identify and evaluate problems, constraints, opportunities and needs that can be proposed improvements." (jogiyanto, 2005, 129). From the description it can be concluded that analyzing is a system will bring changes in the system and have a major impact on the performance of the system user.

IS success within a company as in Ongisnade.co.id media influenced by the applied information systems company, some influential elements in the system's success is the information quality, systems quality, service quality and use. Therefore, researchers will measure the success of information systems within an enterprise based on the elements that exist in the system. Explanation based on above the research that will be taken by the researcher entitled **"THE INFLUENCE OF INFORMATION QUALITY, SYSTEM QUALITY AND SERVICE QUALITY ON THE USE OF WEB-BASED INFORMATION SYSTEM (CASE STUDIES ON AREMA BRAWIJAYA FOR THE USER OF WEB-BASED PORTAL IN ONGINADE.CO.ID)."**

LITERATURE RIVIEW
Information Quality

Without good information quality, the system will not produce output that matches what is expected by the user. Onget et al. (2009:399) argued that "the information quality can be interpreted from the content quality measurement system information". Negash et al. (2003:758) describes "the information quality is a function that concerns the value of the output information produced by the system".

An information quality is determined by three things: accurate, timely and relevant. Jogiyanto in his book (2005, analysis and design) describes the three elements:

a. Accurate means information must be free of mistakes and not misleading. Accurately describes the information must clearly reflect the meaning.

b. Timely, means that information should come just in time. Information is the basis for decision making.

c. Relevant, meaning that information has benefits for users.

System Quality

Gorla et al, (2010:212) "system Quality is a measure of the information quality processing system itself". Which includes software, data components, and is a measure of the extent to which the system can technically work. Chen (2010:310) revealed that," system quality is a measure of the information processing system itself". Based on the opinions of experts concluded that the system quality is a measure of the information system itself and focused on the interaction between the user and the system.

Nelson et al. (2005:206) describes system quality can be measured through five dimensions include:

a. System reliability, to measure the reliability of the system is operated.

b. Flexibility system, the system can adapt to a variety of user needs and to the changing conditions.

c. System integration, system makes it easy to combine data from a variety of sources to support business decision making.

d. Accessibility system, easy access to information or facilities to produce information from a system.

e. System response time, the system assumes that a quick response or timely to requests for information.

In this study, measurement of the quality system used is the study of Nelson et al. (2005:206). Indicators used in this study consisted of five, among others: system reliability, system flexibility, system integration, system Accessibility, and system response time.

Service quality

The service quality is closely related to how the level of information quality system can serve the user as expected. Parasuraman et al. (1985) in Wang and Shieh (2006:194) explains that "Service quality is used as a global evaluation or overall attitude of service excellence." Nitecki et al. (2000) in Wang and Shieh (2006:194) defines "service quality as something that can meet or exceed user expectations or as the difference between the perceptions and expectations of service users". An information system service quality can help to focus the service improvement planning and allocation of resources (Berry & Parasuraman, 1997:65). Service quality is the quality of the support system that users receive system of corporate information systems department and personnel support corporate information technology (Petter et al., 2008:239).

DeLone & McLean (2003:18) defines service quality in information systems as follows:

a. Tangible
(Information systems use the new equipment).
B. Reliability
(Reliable system service)
c. Responsiveness
(Information systems services provide fast service to the users of information systems).
d.Assurance
(Information systems services have the knowledge to do the job well).
e.Empathy

(Employee information system can communicate well, and understand user needs information systems).

In this study, the measurement of information systems service quality using the theory of DeLone & McLean (2003:26). Indicators used in this study are tangible, reliability, responsiveness, assurance, and empathy.

Use

Davis et al (1989) developed the TAM to examine the determinant factors of the use of information systems by users. These results indicate the use of information systems is influenced by Intention of information systems, which is where the Intention is influenced by the perception of the usefulness of the technology and perceptions about the ease of use of technology.

a. Perceived of Usefulness (PU)

Perception of the usefulness of technology is defined as the level to which a person believes that using a particular system would enhance it or her job performance (Davis et al, 1989). From this definition, it is known that the PU is an assertion about the decision-making process. Thus if a person believes that the system was useful information then he will use it. Conversely, if a user feels confident that the information system is less useful then he will not use it (Jogiyanto, 2007). This concept describes the benefits of the system for the wearer related to task performance productivity, effectiveness, importance and usefulness of the overall task (Davis 1989).

b. Perceived Ease Of Use

Perceptions ease of use is defined as the level of technology which a person believes that using a particular system would be free of effort (Davis et al, 1989). So that if someone was to believe that the information system is easy to use then he will use it, instead if a person feels confident that the information system is not easy to use then he will not use it (Jogiyanto, 2007). This concept includes the use of goal clarity and ease of use information systems for the purpose of the system in accordance with the wishes of the user (Davis 1989).

Website

The website is part of the services generated by the Internet. The website provides many benefits for the livelihood of society, both individuals and organizations, ranging from learning, searching for

information, to shopping can be done simply in one place, namely the website. According to O'Leary and O'Leary (2005: 28) which is also known as the web and the World Wide Web WWW, was introduced in 1992 at the European Center for Nuclear Research (CERN) in swiss. Definition of a website according to Haag et al,. (2004: 108) .Web is a multimedia interface to resources available on the internet. The website is the most popular internet services, Laudon and Laudon (2006: 22) argues:

Web is a system of standards universally accepted to store, retrieve, and organize and show information in a network environment. Information is stored and displayed as an electronic page can contain text, graphics, animation, sound and video. Based on these descriptions, the World Wide Web (www) is a standard system that is accepted universally contains a collection of text information, graphics, animation, sound and video and internet. Web be supported by a multimedia interface to the available resources in internet and is the most popular internet services

OVERVIEW WEBSITE ONGISNADE

Websites are used as the object of this study is one of eCommerce web site in Indonesia, namely ongisnade.co.id is engaged in web news portal. made to provide information about football especially arema crounus FC and sell arema crounus FC marchendise. Ongisnade.co.id also provide online store, the item being traded is the product t-shirts, jearsy and shoes. The websites that are well known by students who study in Malang and their supporters based arema / aremanita, this website also aims to team supported the pride of the city of Arema which Arema Crounus Fc. They generally come from Malang city or the area around the city such as the Batu city and Jakarta district.

RESEARCH METHOD

This study was conducted to determine the relationship of the system quality, information quality and services quality to the use of the system. Based on the study titled to be achieved in this study, researchers will perform hypothesis testing. The study is used to test the hypothesis is explanatory research. As said by Singarimbun and Effendi (2006: 5) "explanatory research or research studies that explain explanation is causal relationships between variables through hypothesis testing".The variables to be studied in this research that system quality

(X1), information quality (X2), service quality (X3) and use.This study is located at Brawijaya University in Malang, a state higher education institution in Indonesia. By using a slovin method known distributed sample of n = 110. It means the total population spread of 150, using the formula slovin been known as 110 samples to be deployed in this research

5. RESEARCH FOCUS

a. H1: That There is positive influence variable system quality on the use of web-based technology information variables
b. H2: That there is positive influence variable information quality on the use of web-based technology information variables
c. H3: That there is positive influence variable service quality on the use of web-based technology information variables
d. H4: That there is positive influence variable system quality, information quality, and service quality simultaneously on the use of web-based technology information variables

FINDING AND DISCUSION

The results of the frequency distribution of the variable system quality (X1) obtained from the largest number of frequency of each item with a total of eleven items. Eleven items were agreed upon, namely item trustworthy system (X1.1), the item system is easily corrected (x1.2), the system is easily identifiable items (X1.3), the item system is always adapting (X1.4), the item system may adjusted (x1.5), the items of information systems as a link (X1.6), the item system as a means of connecting data from different areas (x1.7), the system is easily accessible items (X1.8), the item system is accessible at any time (X1.9), item systems provide very fast response (X1.10), and the item has never been a barrier system (X1.11). From the results of the questionnaire showed 50 percent majority of respondents answered agree, then we can conclude that the system quality of web-based in Ongisnade.co.id expressed good in accordance with the results of the questionnaire scoring.

The results of the frequency distribution of the variable information quality(X2) obtained from the largest number of frequency of each item with a total of seven items. Eleven items were agreed upon,, namely item the resulting information is free

from errors (X2.1), the information generated does not raise doubts (X2.2), the information generated is never too late (X2.3), the resulting information is never outdated (X2.4), that the information generated according to user needs (X2.5), the information useful needed for users (X2.6), the information generated has several options (X2.7). From the results of the questionnaire showed 52,4 percent majority of respondents answered agree, then we can conclude that the information quality of web-based in Ongisnade.co.id expressed good in accordance with the results of the questionnaire scoring.

The result of information quality variable frequency distribution quality service (X3) is obtained from the largest number of frequencies of each item totaling ten items. The ten items were agreed, namely quality reliable service to manage information (X3.1), reliable service quality meet the users (X3.1), service quality ensure that management data into information is needed (X3.3), quality of service guarantees the user desires and expectations (X3.4), quality services provide tangible services to users (X3.5), quality service deliver tangible results in the management of resources (X3.6), there is a good understanding between the users of the system with system services (X3.7), information services can communicate well and meet the users (X3.8), system services provide fast service to the user system (X3.9) and service system has an effective and efficient good rate (X3.10). From the results of the questionnaire showed 51 percent majority of respondents answered agree, then we can conclude that the service quality of web-based in Ongisnade.co.id expressed good in accordance with the results of the questionnaire scoring.

The result for the use of information technology variable frequency distribution system (Y) is obtained from the largest number of frequencies of each item totaling eleven items. The seventh items were agreed, namely users use all the content in the use of technology information (Y.1), users understand about information technology on the website (Y2), users can run the information technology website (X2.3), users can take advantage of information technology on the website (Y4), users always use information technology in the websites (Y5), user use information technology to meet the information needs (Y.6), users use the website as a

first reference seeking sports news (X2.7). From the results of the questionnaire showed 48,6 percent majority of respondents answered agree, then we can conclude that the use technology information of web-based in Ongisnade.co.id expressed good in accordance with the results of the questionnaire scoring.

First hypothesis is the influence of variable system quality on the use of web-based information system, based on the results of multiple linear regression, multiple regression coefficient values obtained (X1) is -0.122 states that any additions (1) value (X1) will increase (Y) equal to -0.122. Based on the partial test results obtained with degrees of freedom (df) = n-4 = 110-4 = 106 α, in the decision-making criteria are thus: because of the magnitude of (t) count -1.298> (t) 1,926 tables, so that H0 is accepted and H1 is rejected, which means that the partial (X1) has no effect on (Y.)

Second hypothesis is the influence of variable information quality on the use of web-based information system, based on the results of multiple linear regression, multiple regression coefficient values obtained (X2) is 0.230 states that any additions (1) value (X2) will increase (Y) is equal to 0.230. Based on test results obtained partial results of the degrees of freedom (df) = n-4 = 110-4 = 106, thus the decision-making criteria are: because (t) count 2,222> (t) tabel1,926, so H0 is rejected and H1 is partial mean (X2) affect (Y).

Third hypothesis is the influence of variable service quality on the use of web-based information system, based on the results of multiple linear regression, multiple regression coefficient values obtained X3 for each additional 0.584 states that (1) the value (X3) will increase (Y) for 0,584.Berdasarkan partial test results obtained with the results of the degrees of freedom (df) = 110 to 4 = 106, thus the decision-making criteria are: for (t) count 9,218> (t) tabel1,926, so H0 is rejected and H1 is accepted which means partially (on their own) (X3) affect (Y).

Fourth hypothesis is the influence of variable system quality, information quality, and service quality simultaneously on the use of web-based information system, based on the results obtained by the analysis of the value of determination coefficient of determination (R 2) (R Square) of

0.583 or 58.3%. In other words, the effect of (X1), (X2) and (X3) simultaneously to (Y) is equal to 58.3% and 10.3% were determined by other factors, beyond (X1), (X2), and (X3) to (Y). And based on the test results Silmultan (f test) the value of the results obtained (f) count of 49 435. At the 5% significance level (0.000 <0.05) was obtained table (F) = 2.69. Value of F> (f) table (49,435> 2.74), then H0 is rejected and H1 is accepted so that it can be said that (X1), (X2) and (X3) simultaneously affect the (Y).

CONCLUSIONS AND RECOMMENDATIONS
Conclusions

Based on the analysis and testing that has been done in the previous chapter, it could be concluded and suggestions that can be used as consideration for ongisnadeco.id website for more attention to the systems quality, information quality and service quality in web-based portal Ongisnade.co.id, Malang. So it can be used as reference material to increase the use of web-based portals in Ongisnade.co.id. The conclusion of this study, namely:

1. Through descriptive statistical analysis of the results stated variables of system quality, information quality and service quality to the use of web-based information system in Ongisnade.com. It can be concluded well, from the results of the overall user questionnaires. Variable quality system, information quality and service quality, which consists of twenty-eight items revealed the majority of respondents agreed. Similarly, the system uses a variable which consists of seven items revealed the majority of respondents agreed

2. The results of correlation analysis showed that the system quality does not have a strong connection with the use of information system. Ongisnade.co.id system quality can be said is quite good but the effect is less to increase the use of web-based portal in ongisnade.co.id., This is because the user is not familiar with the performance of the quality system so there is no strong correlation between the system quality with the use of information technology in ongisnade.co.id website. Compared with previous studies conducted abroad takes time to make the user familiar with the system provided, the system quality performance with the use of information technology will have a strong relationship if there is a good correlation between the system quality with the use of information technology

3. The results of correlation analysis showed that the variable information quality to use has a strong relationship where users have responded positively. The quality information in ongisnade.com can be said have a good system because it can increase the use of information systems, to complete the work so that it can facilitate the operational business activities in order to good information.

4. The results of correlation analysis showed that the variable service quality to use has a strong relationship where users have responded positively. The service quality in ongisnade.com can be said have a good system because it can increase the use of information systems, to complete the work so that it can facilitate the operational business activities in order to give satisfaction to the consumer.

5. The results showed that the simultaneous analysis of variable system quality, information quality and service quality affect jointly the usability of information technology in ongisnade.co.id website. The use of information technology in the website ongisnade.co.id been running well this is due to the variable quality of the system information quality and service quality jointly influence the use of information system in ongisnade.co.id.

Recommendations

Based on the test results through the deployment of a web-based user questionnaire stating system quality, information quality and service quality has been going well for the future then it still needs to be improved so that users feel very satisfied with the system quality, and the resulting quality of information in the system.

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