



The effect of implementation and data quality on continuance intention in using the Sistem Informasi Penilaian (SIP DJKN), mediated by service quality

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ABSTRACT

The implementation of Sistem Informasi Penilaian (SIP - DJKN) has intensified the need for public organizations to strengthen employee performance through digital adaptation and effective leadership practices for increase public services. The research adopts a quantitative approach using Structural Equation Modeling–Partial Least Squares (SEM-PLS). Data were collected from 103 respondents, consisting of employees within the Directorate General of State Assets (DJKN) and related stakeholders through Purposive sampling using structured questionnaires with Likertscale measurements. The findings indicate that both system implementation and data quality positively and significantly influence continuance intention. Furthermore, service quality plays a critical mediating role in strengthening these relationships. The results highlight the importance of improving service responsiveness and ensuring high-quality data to sustain long-term system adoption in public sector digital transformation. This study contributes to the literature by confirming the importance of service quality as a mediator in public sector digital systems.

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1. INTRODUCTION

To support the digitalization of valuation services, the Directorate General of State Assets (DJKN) launched SIP DJKN and continuously enhanced its features to support end-to-end valuation activities. Following the issuance of Minister of Finance Regulation No. 99 of 2024 and Director General of State Assets Regulation No. 1 of 2025, DJKN introduced SIP DJKN Reengineering since July 2025 (Directorate of Valuation, 2025) to accommodate the new valuation business process, covering pre-valuation, valuation execution, and post-valuation stages.

Despite its potential to improve efficiency, transparency, and accountability, the system's initial implementation has faced challenges such as network issues, system errors, and user adaptation difficulties. Therefore, evaluating SIP DJKN Reengineering is essential to assess user acceptance, identify implementation barriers, and support the

optimization of digital valuation services within DJKN. This system represents a major step toward the digital transformation of state asset valuation processes, aiming to improve efficiency, transparency, and accuracy. However, early implementation has yielded mixed outcomes, particularly regarding users' intention to continuously use the system. Previous studies reveal a contradictory phenomenon. (Wijayanti, 2022) found that the adoption of digital systems improves data accessibility speed but reduces user satisfaction due to adaptation challenges.

Recent studies highlight the importance of integrating data quality and service quality. (Putra, 2022) found that high data quality significantly enhances continuance intention, while (Hidayat, 2023) demonstrated that service quality strengthens this effect through technical support and responsiveness. Furthermore, (Oktavia, 2025) showed that the combination of data quality and service quality produces a significantly greater impact on continuance intention than system efficiency alone.

From the perspective of Expectation-Confirmation Theory (ECT), users' initial expectations influence their satisfaction and continuance intention, where positive confirmation leads to higher satisfaction and sustained usage. Prior studies (Luo, 2024); (Park, 2025) show that satisfaction and trust mediate the relationship between expectation confirmation and continuance intention. However, in the SIP DJKN context, despite positive expectation confirmation, user satisfaction remains low, indicating the presence of additional influencing factors. Consistent with (Bhattacharjee, 2023), this suggests that satisfaction and trust are shaped by other determinants, such as service quality. Therefore, incorporating service quality—particularly reliability, responsiveness, assurance, and empathy—as a mediating variable is essential to better explain continuance intention in SIP DJKN.

This study adopts a quantitative research design using a survey approach to examine the relationships among SIP-DJKN implementation, data quality, service quality, and continuance intention within DJKN vertical units (KPKNL and Regional Offices). According to the DeLone and McLean IS Success Model (DeLone W. H., 2016), information quality is a key determinant of user satisfaction and continued usage intention. High-quality information enhances the value perceived by users, thereby increasing satisfaction. Similarly, Expectation Confirmation Theory (ECT) explains that positive confirmation of user expectations leads to higher satisfaction and stronger continued usage intention. Integrating both perspectives suggests that high information quality facilitates positive expectation confirmation, which subsequently increases user satisfaction and promotes continued use.

Meanwhile, ECT (Oliver, 1980) emphasizes the role of expectation confirmation and user satisfaction in predicting continuance intention. Recent research by (Al Maazmi, 2024) integrates these frameworks and finds that information quality and system quality positively influence expectation confirmation and user satisfaction, which subsequently enhance continuance intention.

The implementation of appraisal information systems has been shown to play a critical role in shaping continuance intention, particularly when examined through the lenses of Expectation-Confirmation Theory (ECT) and the Information System Success Model. Recent studies highlight that user satisfaction and perceived benefits are key determinants of sustained system use (Bhattacharjee A. &, 2022); (Zhang, 2020); (Huang, 2022). Systems that provide reliability, accuracy, and ease of access enhance perceived quality, which in turn strengthens expectation confirmation (Al-Saedi, 2020); (Wang T. C., 2023); (Kim, 2021).

Furthermore, users are more likely to maintain engagement when appraisal systems not only meet performance evaluation needs but also add value through improved transparency and accountability (Yang, 2022); (Ahmed, 2021); (Park E. L., 2025). This relationship aligns with the core premise of ECT, where positive confirmation leads to satisfaction and subsequently reinforces continuance intention. Additionally,

system and information quality have been identified as important mediators linking system implementation to sustained use (Chen, 2021); (Liu, 2022); (Prasad, 2021). Together, these findings suggest that the adoption of appraisal information systems extends beyond technological factors, encompassing critical psychological and behavioral dynamics that drive long-term success. Thus, the first hypothesis is formulated as: H1: The implementation of the Appraisal Information System has a positive and significant effect on continuance intention.

Data quality has become a critical element in ensuring the continuance of information system usage, as users' perceptions of accuracy, relevance, and consistency directly influence their post-adoption evaluation. Moreover, empirical evidence confirms that perceptions of data accuracy, completeness, and timeliness significantly contribute to user satisfaction and sustained usage, particularly in the context of digital transformation in education and public services (Wang, 2023). Consequently, the second hypothesis is H2: Data quality has a positive and significant effect on continuance intention.

The Information Systems Success Model (IS Success Model) highlights that system quality and information quality derived from evaluation instruments directly influence users' satisfaction perceptions (DeLone, 2016); supported by (Aljaraideh, 2019). In this context, a well-implemented appraisal information system is expected to improve service processes, responsiveness, and support mechanisms, which are key dimensions of service quality. Therefore, effective system implementation plays a significant role in enhancing perceived service quality. Accordingly, the third hypothesis is: H3: The implementation of the Appraisal Information System has a positive and significant effect on service quality.

Data quality plays a central role in determining the ability of an information system to deliver user-oriented satisfaction. Moreover, data quality can be interpreted as a key determinant in ensuring the success of modern digital services, as it establishes a strong foundation of trust that supports sustained system usage. Therefore, the fourth hypothesis is: H4: Data quality has a positive and significant effect on user satisfaction.

User service satisfaction is a critical determinant of users' perceptions regarding the continuance of digital information systems. Responsive, reliable, and personalized service delivery enhances user experience and, consequently, strengthens continuance intention. Overall, the synthesis of theoretical perspectives and empirical findings reinforces the argument that user satisfaction plays a pivotal role in shaping continuance intention. On this basis, the fifth hypothesis is: H5: Service Quality has a positive and significant effect on Continuance Intention.

The implementation of an effective evaluation system, together with high data quality, plays a fundamental role in shaping user satisfaction, which in turn drives continuance intention. The synergy between these dimensions indicates that reliable and consistent service delivery can generate a reinforcing cycle of repeated use. As a result, users are more likely to sustain long-term system usage, as their informational needs and perceived value are continuously fulfilled.

Building on this argument, service quality can be positioned as a mediating mechanism that links the implementation of an information system—particularly evaluation systems—with continuance intention. High-quality service enhances user satisfaction and trust, thereby translating system effectiveness into sustained usage behavior.

Therefore, service quality not only operates as a mediating variable but also acts as a catalyst that strengthens the effect of data quality on continuance intention. Accordingly, it is posited that service quality plays a significant role in mediating the relationship between data quality and continuance intention. Hence, the final hypotheses are: H6: Service quality mediates the effect of information system implementation in

evaluation systems on continuance intention, and H7 : Service quality mediates the effect of data quality on continuance intention.

2. RESEARCH METHOD

This study employs a quantitative approach using path analysis to examine direct and indirect relationships among variables. As a simplified form of SEM, it is suitable for analyzing continuance intention and supports hypothesis testing and generalization within DJKN vertical unit employees. The study uses primary data from questionnaires and secondary data from institutional documents and literature, enhancing validity, particularly given the system's implementation in July 2025.

The population includes government appraisers in DJKN vertical units who use the new system. Purposive sampling was applied, resulting in 103 respondents were selected based on two criteria: they must be employees or stakeholders of the Directorate General of State Assets (DJKN) and active users of the SIP DJKN system. Data were collected using a 5-point Likert scale questionnaire covering system quality, information quality, user satisfaction, and continuance intention. Reliability and validity met acceptable standards (Cronbach's alpha > 0.70), with demographic variables as controls. Data were analyzed using descriptive statistics and path analysis to test relationships and mediation effects. Hypotheses were evaluated using path coefficients, t-tests, and R^2 at a significance level of $\alpha = 0.05$.

3. RESULTS AND DISCUSSIONS

3.1. Respondent Overview

Table 1. Respondents Demographics

Characteristics	Categories	Number (People)	Percentage (%)
Gender	Male	85	82.5%
	Female	18	17.5%
Age	21-40 years	56	54.4%
	>41 years	47	45.6%
Education	Diploma (DI-DIII)	2	1.9%
	Bachelor's Degree (S1)	69	67.0%
	Master's Degree (S2)	32	31.1%
Employment Status	Civil Servant (ASN)	103	100%
Total Respondents		103	

Based on Table 4.1, the majority of respondents fall within the productive age range, particularly in the mid-career stage. Individuals in this phase have typically moved beyond the initial exploration stage and are focused on stabilizing and enhancing their professional competencies. Their accumulated experience and adaptability enable them to contribute effectively to both operational and strategic decision-making within the organization.

3.2. Outer Model Evaluation

a. Convergent Validity

Convergent validity is based on the principle that the indicators (manifest variables) of a construct should be highly correlated with one another. In reflective measurement models, convergent validity is assessed through the factor loading values of each indicator. In this study, the factor loading values for each indicator and the Average Variance Extracted (AVE) values for each reflective latent variable are presented as follows:

Table 2. Convergent Validity

Variables	Indicators	Loading Factor	AVE'S	P value
X1: Implementation of the Performance Appraisal System	X1.1	0.712	0.59	<0.001
	X1.2	0.722		<0.001
	X1.3	0.701		<0.001
	X1.4	0.743		<0.001
	X1.5	0.866		<0.001
	X1.6	0.848		<0.001
X2: Data Quality Assessment	X1.1	0.865	0.631	<0.001
	X1.2	0.715		<0.001
	X1.3	0.85		<0.001
	X1.4	0.857		<0.001
	X1.5	0.851		<0.001
	X1.6	0.925		<0.001
M: Service Quality	X1.1	0.815	0.722	<0.001
	X1.2	0.876		<0.001
	X1.3	0.889		<0.001
	X1.4	0.873		<0.001
	X1.5	0.789		<0.001
	X1.1	0.844		<0.001
Y: Continuance Intention	X1.2	0.825	0.776	<0.001
	X1.3	0.924		<0.001
	X1.4	0.912		<0.001
	X1.5	0.898		<0.001
	X1.6	0.877		<0.001

Based on Table 2, the results show that almost all indicator loading factors are close to or exceed the recommended threshold of 0.70, while the Average Variance Extracted (AVE) values for each construct are above 0.50. These findings indicate that the measurement model satisfies the criteria for convergent validity, meaning that the indicators adequately represent their respective latent constructs and share a high proportion of variance.

b. Discriminant Validity

Discriminant validity ensures that indicators of different constructs are distinct, shown when each indicator loads higher on its own construct and when the square root of AVE exceeds inter-construct correlations. The correlation values and the square root of the AVE for each variable in this study are presented in the following table :

Table 3. Discriminant Validity

	X1	X1	M	Y
Correlations among I.vs. with sq. rts. of AVEs	0.768	0.532	0.737	0.777

c. Reliability Test

Construct reliability in SEM-PLS is assessed using Cronbach's Alpha and Composite Reliability, where values above 0.70 indicate good internal consistency, while 0.60–0.70 is acceptable for exploratory research. The results of Cronbach's Alpha and Composite Reliability (CR) for each reflective latent variable in this study are presented in the following table :

Table 4. Reliability Test

	X1	X1	M	Y
Composite reliability coefficients	0,895	0,909	0,928	0,954
Cronbach's alpha coefficients	0,859	0,878	0,903	0,942

Similarly, all research variables have met the reliability criteria, as indicated by Cronbach's Alpha values exceeding 0.70. Therefore, the research instrument, consisting of four variables—Performance Appraisal System Implementation, Data Quality, Service Quality, and Continuance Intention to Use—is considered reliable and suitable for further data collection in this study.

3.3. Structural Model Evaluation (Inner Model)

a. R Square

The R^2 value reflects the proportion of variance in an endogenous construct explained by its predictors. Values of 0.75, 0.50, and 0.25 indicate strong, moderate, and weak explanatory power, respectively. The R-square values for each endogenous latent variable in this study are presented in the following table :

Table 5. R Square		
	M	Y
R-squared coefficients	0,717	0,784
Adjusted R-squared coefficients	0,712	0,777

The results indicate that the R^2 values for both endogenous variables fall within the moderate to strong category, suggesting that the model is adequate and suitable for further analysis.

b. Effect sizes for path coefficients

The structural model evaluation is then continued by examining the effect size (f^2), which reflects the magnitude of the influence of predictor variables on latent variables. The effect size (f^2) for each latent variable in this study is presented in the following table :

Table 6. Effect sizes for path coefficients	
Performance Appraisal System Implementation → Service Quality (X1 → M)	0.309
Data Quality → Continuance Intention to Use (X2 → Y)	0.079
Performance Appraisal System Implementation → Continuance Intention to Use (X1 → Y)	0.416
Data Quality → Service Quality (X2 → M)	0.301
Service Quality → Continuance Intention to Use (M → Y)	0.396

The effect size results show that system implementation has a moderate to strong impact on continuance intention and a strong effect on service quality. Data quality has only a small direct effect on continuance intention but a moderate effect on service quality. Service quality itself strongly influences continuance intention, indicating its key mediating role. Overall, indirect effects through service quality are more substantial, especially for system implementation.

c. Q Predictive Relevance (Q-Square)

The Q^2 values for each endogenous variable in this study are presented in the following table.

Table 7. Q Predictive Relevance (Q-Square)	
Service Quality (M)	0.709
Continuance Intention to Use (Y)	0.784

The results in Table 7 indicate that The Q^2 results show strong predictive relevance, with values of 0.709 for Service Quality and 0.784 for Continuance Intention.

This indicates the model has high predictive accuracy, with service quality playing a key mediating role between system factors and user behavior.

d. Hypothesis Testing

Hypothesis testing was conducted by evaluating the magnitude and significance of both direct and indirect relationships. The analysis used the full sample without bootstrapping. Significance was determined based on beta coefficients and p-values, where higher beta values indicate stronger relationships, and p-values below 0.05 denote statistical significance. The following table presents the results.

Table 8. Hypothesis Testing and Results Interpretation

Hypothesis	Direct Relationship Between Variables	Original Beta (β)	P-Value	Conclusion
H1	Assessment System Implementation $\rightarrow$ Continuance Intention to Use ($X1 \rightarrow Y$)	0.383	< 0.001	Accepted
H2	Data Quality $\rightarrow$ Continuance Intention to Use ($X2 \rightarrow Y$)	0.122	0.103	Rejected
H3	Assessment System Implementation $\rightarrow$ Service Quality ($X1 \rightarrow M$)	0.543	< 0.001	Accepted
H4	Data Quality $\rightarrow$ Service Quality ($X2 \rightarrow M$)	0.424	< 0.001	Accepted
H5	Service Quality $\rightarrow$ Continuance Intention to Use ($M \rightarrow Y$)	0.468	< 0.001	Accepted

The results show that system implementation significantly improves service quality. Data quality does not directly affect continuance intention but influences it indirectly through service quality. Service quality, in turn, has a significant effect on continuance intention, confirming its role as a key mediator.

e. Results of Mediation Analysis

Table 9. Results of Mediation Analysis

Hypothesis	Direct Relationship Between Variables	Original Beta (β)	P-Value	Conclusion
H6	Assessment System Implementation $\rightarrow$ Service Quality $\rightarrow$ Usage Intention	0.205	< 0.001	Accepted
H7	Data Quality $\rightarrow$ Service Quality $\rightarrow$ Continuance Intention	0.128	0.002	Accepted

The mediation analysis shows that assessment system implementation has a positive and significant indirect effect on continuance intention through service quality, indicating a moderate mediation. This suggests that system implementation influences sustained usage partly by improving service quality. Similarly, data quality also has a significant but weaker indirect effect on continuance intention via service quality, confirming its supportive role through enhanced service experience rather than direct influence.

Overall, service quality acts as a key mediator linking technical factors to user behavior, emphasizing its importance in sustaining long-term system use.

3.4 Discussion

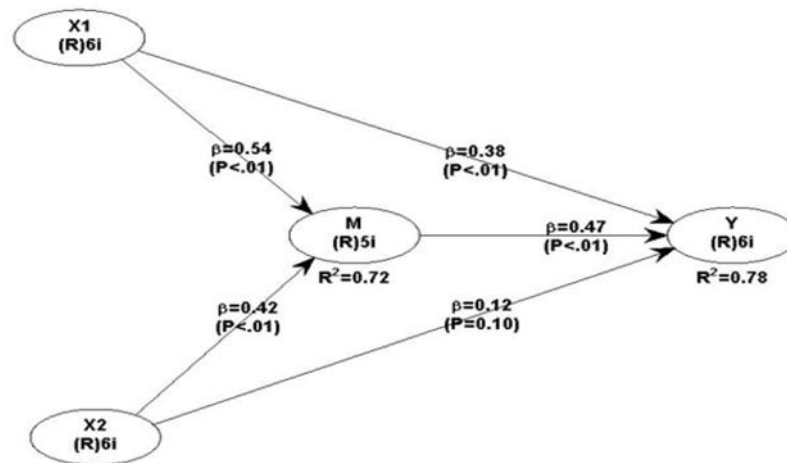


Figure 1. Tested Research Model (Final Results)

Figure above illustrates the structural model and empirical testing results, revealing several theoretically meaningful and analytically robust relationships. Assessment System Implementation (X1) and Data Quality (X2) both exert significant positive effects on Service Quality (M) ($\beta = 0.54$ and $\beta = 0.42$, respectively; $P < 0.01$), confirming that both system-related and data-related dimensions are critical antecedents of perceived service performance. Notably, the stronger coefficient of system implementation highlights its dominant role in shaping service experiences, suggesting that usability and procedural design outweigh data attributes in influencing user perceptions.

Service Quality (M) emerges as the most influential predictor of Continuance Intention (Y) ($\beta = 0.47$; $P < 0.01$), reinforcing its central role as the primary mechanism translating technical performance into behavioral outcomes. While Assessment System Implementation (X1) retains a significant direct effect ($\beta = 0.38$; $P < 0.01$), Data Quality (X2) does not exhibit a significant direct influence ($\beta = 0.12$; $P = 0.10$). This asymmetry indicates that users prioritize experiential and interactional aspects over data characteristics when forming continuance decisions.

The model explains substantial variance in Service Quality ($R^2 = 0.72$) and Continuance Intention ($R^2 = 0.78$), demonstrating strong explanatory power. Importantly, Service Quality functions as a critical mediating variable that conditions how technical factors affect sustained system usage.

4. CONCLUSION

This study confirms that system implementation is a key driver of continuance intention, influencing both technical performance and perceived system value. In line with the Information Systems Success Model, system quality supports sustained use when aligned with user needs.

This study demonstrates that continued use of information systems (SIP-DJKN) is driven by the interplay of system quality, information quality, and service quality in shaping user experience. Focusing solely on technical aspects is insufficient; instead, delivering perceived user value through both technical excellence and service quality is essential. Thus, system success should be evaluated from the user perspective,

highlighting the need for a holistic approach to information system development and management.

Based on the study findings, future research should extend the proposed model by incorporating additional factors such as user satisfaction, trust, perceived usefulness, organizational culture, and digital readiness to provide a more comprehensive explanation of continuance intention. Furthermore, longitudinal and mixed-method approaches are recommended to capture the dynamic nature of user experiences and system adoption over time. Future studies should also validate the model across different organizational and sectoral contexts to enhance its generalizability and external validity. These efforts are expected to strengthen both the theoretical and empirical understanding of information system continuance.

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