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ANALYSIS OF INDONESIAN PORT INTEGRATION SYSTEM PERFORMANCE (INAPORTNET) BASED ON PIECES FRAMEWORK VARIABLES IN 2021

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KEYWORDS

Inaportnet, Variable Piece Framework (performance, information and data, economy, control and security, efficiency, and service)

ABSTRACT

This study is aimed at identifying the variables of the Indonesian Port Integration (Inaportnet) System Performance Based on the Piece Framework Variables in 2021. The built model includes explanations. Six independent variables (independent) and one dependent variable (dependent). Variables that have positions as independent variables are performance, information and data, economy, control and security, efficiency, and service. The variable that acts as a variable is user satisfaction. Data analysis was performed using the Multiple Linear Regression Analysis approach. The data used are primary, quantitative, and cross-sectional data. The data were collected from 80 respondents by distributing questionnaires using a Likert scale with five answer choices. Data analysis was carried out with the help of the SPSS application. The results of testing variables, namely performance, and economics, show that there is a significant influence on the user satisfaction variable, while for the variables, information and data, control and security, efficiency, and service do not have a significant effect on the user satisfaction variable, it is evident from the results of the T test where the performance variable, and economics showed a significant level less than 0.05, and was positive for user satisfaction, and the information and data, control and security, efficiency, and service showed variables a significant level greater than 0.05 , and declared no positive effect on user satisfaction.

INTRODUCTION

In the era of globalization, causing technology to advance rapidly so that it has an impact on the progress of technology-based information systems. The abundance of facilities caused by the development of information technology, which directly affects the activities of the organization. The position of information systems in various business fields has become a pillar in the company's daily operational activities, one of which is the Indonesian port integration system (inaportnet) which is used in port service activities.

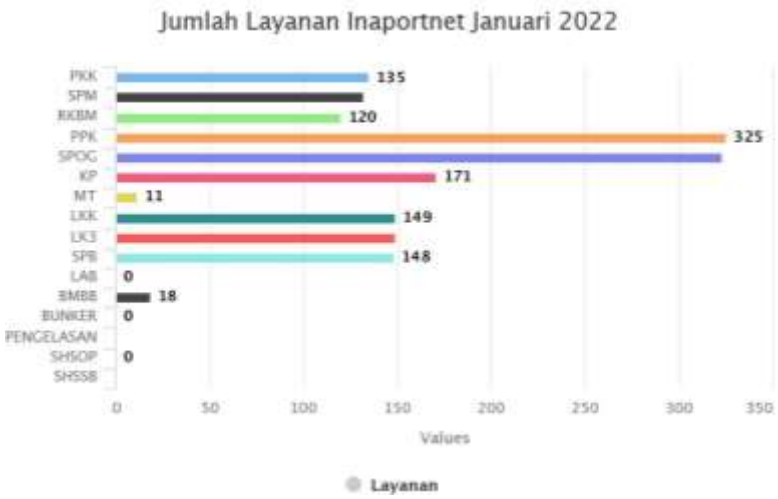


Figure 1
Number of Inaportnet Services, Port of Gresik, East Java
Source: Ministry of Transportation (2022)

Picture 1 explained Amount Service Inaportnet Port of Gresik , East Java in January 2022 where PKK (notification arrival ship) with total service reached 135. SPM (Entry Approval Letter) with a total of services reached 132. RKMB (Plan Activity Lift Load) for a total of 120 services. PPK (Determination Leaning Ships) with a total of 325 services . SPOG (Approval Letter though Motion) with a total of 323 services . KP (Ship Move) with a total of 171 services . MT (Extended Overtime) with a total of 11 services . LKK (Report Departure Ships) with a total of 149 services . LK3 (Report Arrival and Departure Ships) with a total of 149 services . SPB (Approval Letter Sailing) with a total of 148 services. LAB (Report Transport goods) for a total of 0 services . BMBB (Unload Load Goods Dangerous) for a total of 18 services . BUNKER (Charging Fuel), Welding, SHSOP (Ship to Ship (OP) and SHSSB (Ship to Ship (Syahbandar) with a total of 0 Services Inaportnet Port of Gresik East Java in January 2022.

Moment operate system inaportnet needed device software, device hard , as well source power man or user system inaportnet as the operator. Component the expected could walk each other relating to activity order service system inaportnet could walk with fine and smooth . related with Thing the satisfaction user as one factor for catch advantages and disadvantages from system inaportnet.

Figure 2
Amount User Inaportnet at the Port of Gresik , East Java
Source : processed writer

Figure 2 shows that amount user system inaportnet in port gresik Java east where color green symbolize amount Agent Cruise as many as 217, meanwhile color green symbolize service management transportation as many as 36 and the last color yellow symbolize amount company demolish fit a total of 116 counts user system inaportnet in port gresik Java east.

As for the constraints in system inaportnet, online service via inaportnet this considered still experience a number of constraints on the Service Level Agreement and on the Standard Operating Procedure, besides that form application Inaportnet conducted by agents cruise cause friendship work for users service transport sea, frequent obstacles experienced is (Indriyati, 2019).

Disturbance Network Becomes frequent obstacles felt user in apply system inaportmen. Disturbance network could cause user feel make a loss that affairs his job will Becomes more slow, consuming time to come too result in obstruction affairs licensing ship.

The low quality service. quality low service, arise consequence from procedure operations contained in the system inaportnet. Hope, user inaportnet could feel quality good service, but in fact, the system owned by inaportnet often no in accordance with hope the. In problems encountered, several user sigh that system inaportmen still hard for operated, user no knowing method use system the. Such constraints this, be form not quite enough answer fully for Director General Communication so you can fix it.

The problems faced by PortGresik East Java later remember in study this as reason as well as interesting thing for researched i.e. , Height Amount Service Inaportnet at Gresik Harbor, Instability or there is a problem during the management process document boat nor goods, the service level agreement has not yet been arranged and the lack of it quantity power work in the Port Authority of the controlling server operator technology information as well as exists risks that arise consequence instability or trouble.

Figure 3
Amount Gresik Port passengers , East Java
Source: East Java Port of Geresik

Figure 3 is one of the data from amount passenger ships that rise and those that don't controlled caused by from minimal quantity power work in the controlling port authority technology information that has an impact on increasing and decreasing amount passengers at Gresik Port, East Java. See current passengers that happen, can be Gresik Port is said to be a bustling port will passenger. Recorded current passenger there always over 30,000 people each the year.

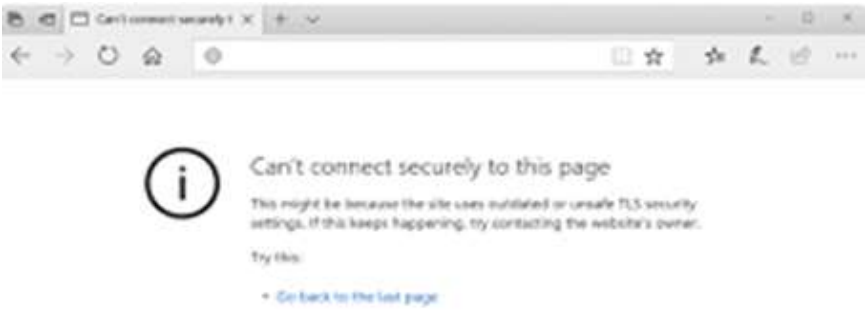


Figure 4
Appearance Error East Java Gresik Port System
Source: East Java Port of Geresik

Figure 4 shows trouble in the East Java Gresik Port system p this caused because not yet arrangement of service level agreements that control technology information so that impact on presence risks that arise consequence instability or trouble both on the server system and on other risks.

The low Outlook Knowledge as well as Technology, insight knowledge technology is internal vitals service inaportnet. Whole service inaportnet will each other connected, fine that internet network as well network computer. So that if a user no have broad insight about knowledge as well as technology naturally will experience trouble, because in system Inaportnet, will there is notification about arrival or departure ship, all at once letter relevant permits with affairs shipping. The difficulty Procedure Usage, complexity appearance in system inaportnet could confusing user in operate it, especially for part uninformed beginners usage.

inaportnet implemented in develop service, however in in fact still there is obstacle certain as has been described above. In Thing this writer want to monitor the other side of implementation inaportnet that is with see how system inaportnet work with method analyze system inaportnet. Analyze a system could held with several analytical models. The PIECES Framework tool is something device To use study system information kiss computer, which applies on useful fundamental points for guidelines or reference in study system the. In study this writer use things important from the PIECES Framework as variable research . kindly in summary , the PIECES Framework includes internal vitals analyze system for example: information, data, performance, efficiency control, security, service, and economics.

LITERATURE REVIEW

PIECES as a research variable is expected to provide special concern, so that the weaknesses and strengths of the system can be found. Later it is expected to be able to form a reference for system progress and be able to understand things that need to be fixed so that the inaportnet system can run properly, and meet user needs. This matter inspired the author to take the title of the research entitled "Performance Analysis of the Indonesian Port Integration (Inaportnet) System based on the PIECES Framework Variables in 2021 (Case Study of Inaportnet System Users at Gresik Port"

Information Systems

According to Irawan (2016) system information that is system created with regular and systematic with Genre network matching information each part on a system, to form exists something communication between unit functional or part. Temporary system information based on Irawan **(2016)** that is alternating elements cooperate and

relate for processing, collecting, storing, as well distribute information as ingredient coordinating, helping take decision, control analysis, as well depiction in something organization.

System Quality

Pratolo et al, (2012), described the quality of the system as the user's intended expectation of the existence of the information system itself. Information systems are determined by quality in which there is a combination of hardware and software.

performance

Performance or known as performance according to Mahsun (2016) is a reflection of the level achieved from the implementation of a program or activity or policy in creating the goals, mission, objectives and vision of the organization contained in the strategic planning.

Information

Information is data that has been processed or processed into a type that is very important to the recipient and is a decision that is now or in the future, actual size or understood in action (Davis, 2012). While data is raw facts about places, people, things and events that are vital, organized (Bernard, 2012).

Economics

According to Agustina (2018)economics, namely the utilization of costs used from the utilization of information systems in companies. Meanwhile, according to Maulana and Salim (2021), the benefits obtained are seen from the costs incurred to use the system in a company.

control

Supervision and control of the application is carried out by the Directorate of Traffic and Sea Transportation, and assisted by the Center for Information Technology and Communications Communications. Meanwhile regarding service operations in the Inaportnet application are given to each Technical Implementation Unit at the Port (Tipsuwan, 2013).

Efficiency

Efficiency, namely the standard level of implementation of resources in a process. The use of fewer or more efficient resources means that the process is more efficient. Efficiency in the process is marked by improving the process so that it becomes faster and cheaper (Sedarmayanti, 2014).

Service

Service or so-called services, namely any activity that can be offered by one party to another, and in essence does not have a form nor does it cause a transfer of ownership (Kotler, 2016).

RESEARCH METHODS

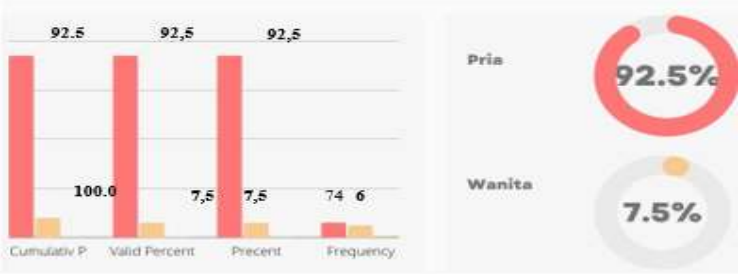
This research is a quantitative research. Quantitative research is an effort to investigate problems, existing problems are the basis used by researchers in collecting data. Then determine the variables and measure them with numbers for analysis according to the procedures of the applicable statistics. The population in this study was 369, while the sample in this study was 80 respondents. The sampling technique used was probability sampling with the simple random sampling method in which the respondents were taken randomly (Sugiyono, 2017). Data collection techniques used are observation and questionnaires. The data analysis technique used is the classical assumption test and multiple linear regression.

RESULTS AND DISCUSSION

In this study, data were obtained through questionnaires to 80 respondents who used the inaportnet system at Gresik Port, East Java. The author classifies the results of the questionnaires that have been distributed to 80 respondents (n = 80) and the respondent data analyzed in this study are respondent data according to gender percentage, respondent data according to age, and respondent data according to education. The following are the results of the characteristic data of each respondent:

Respondent Characteristics

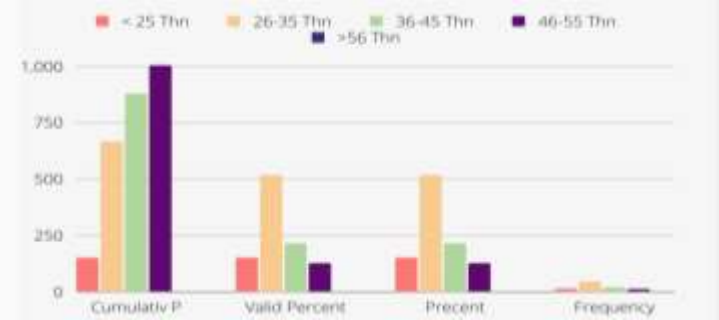
Table 1
Respondent Data Based on Gender



Source: data processed by the author

Table 1 shows that the number of respondents who use the inaportnet system at Gresik Port, East Java, is male with a total of 74 people (92.5%) and female with a total of 6 people (7.5%). It can be seen that the majority of respondents' gender is male.

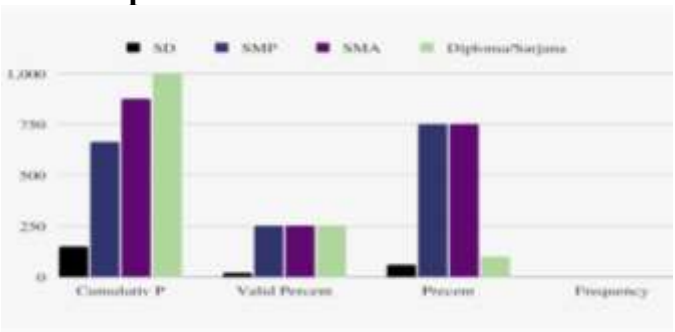
Table 2
Respondent Data Based on Age



Source: data processed by the author

Based on table 2 it shows that respondents who have an age range <25 years are 12 people (15%), respondents who are in the age range 26-35 years are 41 people (41%), respondents who are in the age range 36-45 years are 17 people (17%), respondents with an age range of 46-55 years totaled 10 people (12.5%), and respondents who were in the age range > 56 years a total of 0 people (0%). It can be seen that the majority of respondents who use the inaportnet system at the Port of Gresik are aged 26-35 years.

Table 3
Respondent Data Based on Education



Source: data processed by the author

Based on table 3 it shows that respondents who have an education level equivalent to elementary school are known to be 0 (0%), respondents who have an education level equivalent to junior high school are known to be 0 (0%), respondents who have an education level equivalent to high school are known to be 20 (25%), and respondents who have an educational level equivalent to a Diploma/Bachelor/Masters degree are known to be 60 (75%). It can be seen that the majority of respondents who use the inaportnet system at the Port of Gresik are Diploma/Bachelor/Master graduates.

Classic assumption test

Table 4
Data Normality Test Results

One-Sample Kolmogorov-Smirnov Test			
			Unstandardized Residual
N			80
Normal Parameters[a,b]	Mean		.0000000
	Std. Deviation		1.20847196
Most Extreme Differences	Absolute		.125
	Positive		.125
	Negative		-.080
Test Statistic			.125
Monte Carlo Sig. (2-tailed)	Sig.		.152[d]
	95% Confidence Interval	Lower Bound	.145
		Upper Bound	.159

Source: data processed by the author

The significance value is 0.152, this value is more than 0.05 (sig > 0.05) so it gives a decision to accept H0, which means that there is not enough evidence to say that the residual data does not follow a normal distribution or that it can be assumed that normality is fulfilled.

Table 5
Homoscedasticity Test Results

Coefficients[a]			
Model		Collinearity Statistics	
		Tolerance	VIF
1	*(Constant)*		
	Performance sistem inaportnet	.432	2.314
	Information and data sistem inaportnet	.177	5.660
	Economics sistem inaportnet	.282	3.550
	Control and security sistem inaportnet	.646	1.547
	Efficiency sistem inaportnet	.526	1.901
	Service sistem inaportnet	.681	1.469
a. Dependent Variable: Kepuasan Pengguna sistem inaportnet			

Source: Processed by the Author

Based on the data above, it can be seen that the VIF value of each variable is less than 10, namely for the performance variable of 2,314, the information and data variable of 5,660, the economics variable of 3,550, the control and security variable of 1,547, the efficiency variable of 1,901, and the service variable of 1,469, then it gives a decision to accept H0 which means that there are no symptoms of multicollinearity in the data.

Table 6
Autocorrelation Test Results

Runs Test	
	Unstandardized Residual
Test Value[a]	-.08387
Cases < Test Value	38
Cases >= Test Value	42
Total Cases	80
Number of Runs	47
Z	1.376
Asymp. Sig. (2-tailed)	.169
a. Median	

Source: processed by the author

To perform autocorrelation testing, testing is carried out using test runs. Based on the test results, a significance value of 0.169 is obtained, this value is more than 0.05 (sig > 0.05) so it gives a decision to accept H0, which means there is not enough evidence to say that there is autocorrelation in the data or in other words the non-autocorrelation assumption is fulfilled.

Table 7
Heteroscedasticity Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.363[a]	.132	.061	2.09583
a. *Predictors: (Constant), Service sistem inaportnet , Economics sistem inaportnet , Control and security sistem inaportnet , Efficiency sistem inaportnet , Performance sistem inaportnet , Information and data sistem inaportnet*				

Source: processed by the author

Heteroscedasticity assumption testing was carried out using the White test. Based on the above values, it is known that the value of $\chi\_hit^2 < \chi\_(0.05 ; (k-1))^2$, then it fails to reject Ho, which means there is sufficient evidence to state that there is no heteroscedasticity in the model.

Table 8
Linearity Test Results

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Y * X1	Between Groups	(Combined)	197.888	10	19.789	8.412	.000
		Linearity	159.871	1	159.871	67.962	.000
		Deviation from Linearity	38.016	9	4.224	1.796	.085
	Within Groups		162.313	69	2.352		
	Total		360.200	79			

Source: processed by the author

Based on table 11 above, it shows that Deviation from Linearity has a Significant value > alpha value of 0.05 thus all performance, information and data, economics, control and security, efficiency and service variables have a linear relationship with the variable user satisfaction.

Multiple Linear Regression Test

Table 9
Multiple Linear Regression Test Results

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	2.811	1.720		1.634	.106		
	Performance sistem inaportnet	.410	.074	.555	5.512	.000	.432	2.314
	Information and data sistem inaportnet	.084	.185	.072	.456	.649	.177	5.660
	Economics sistem inaportnet	.614	.250	.306	2.452	.017	.282	3.550
	Control and security sistem inaportnet	-.218	.147	-.122	-1.481	.143	.646	1.547
	Efficiency sistem inaportnet	.252	.158	.146	1.597	.115	.526	1.901
	Service sistem inaportnet	.024	.087	.022	.272	.786	.681	1.469

a. Dependent Variable: Kepuasan Pengguna sistem inaportnet

Source: processed by the author

The regression equation model can be written in the same form as follows:

$$Y = a + b_1X_1 + b_2X_2 + b_nX_n$$

Y ̂=2.811+0.410 X1+ 0.084 X2+ 0.614 X3-0.218 X4+0.252 X5+0.024 X6

Information:

Based on the results of the analysis in table 12 above, it shows that the system Performance and Economics variables have a positive and significant influence on user satisfaction, this can be seen in the significant value less than 0.5 so that the 2 variables

are positive and significant. While the variables information and data, control, security, efficiency and service do not have a positive and significant effect on user satisfaction, it can be seen that the significant value is greater than 0.5 so that the 5 variables are not positive and significant.

The influence of the inaportnet system performance on user satisfaction

The results of testing the hypothesis of the effect of the inaportnet system performance on user satisfaction in this study, has a direct influence. The researcher found that there was a positive and significant influence between the inaportnet system performance (X1) on user satisfaction (Y). 5.512 > from 1.66600 with a significant level of 0.000.

Inaportnet system performance is an assessment of system users regarding throughput, system response time, audibility or computational power, completeness, consistency and fault tolerance. This is in accordance with previous research (Rudi Haryanto, 2018) which states that the performance variable has a positive and significant effect on user satisfaction because the performance system is very important for a business organization such as a port. This system will help align employees, organizational resources, and strategies to achieve company goals by maximizing and utilizing employees or organizational resources to be responsive in all respects, whether it's a good response to users or services and good performance from employees, so things This will have an impact on user satisfaction.

The influence of information and data on the inaportnet system on user satisfaction

The results of testing the hypothesis of the effect of information and data on the inaportnet system on user satisfaction in this study, have no influence between X2 and Y. It can be seen in table 4.6 with the results of t table of 0.456 <1.6660 with a significant level of 0.649. Thus it is known that X2 has no effect on Y.

The inaportenet information and data system is said to perform well if the user feels satisfied when using the system in operational activities because information is important to be able to take the next step in carrying out an activity (Markus, 2022). However, in this study the information and data of the inaportenet system did not affect customer satisfaction (Y), thus it was said that the information and data of the inaportenet system did not perform well. This was supported by research conducted by Laily (2019) with the results of research which stated that information and data had no effect on user satisfaction, this is due to things that often occur, such as hacking experienced by Ports so that it inhibits the main function of the information system, which is a place for collecting data entered (input) by users, to be hampered, this becomes a trigger and has an impact on unavailability satisfaction felt by the user.

Influence between the economics of the inaportnet system on user satisfaction

The results of testing the hypothesis in this study, the researchers found that there was a positive and significant influence between the economics of the inaportnet system (X3) on user satisfaction (Y) where t count 2.452 > t table 1.66600 with a significance value of 0.017. The effect of the economics of the inaportnet system on user satisfaction based on the table above is 0.614 or 61.4%. This shows that 61.4% user satisfaction of the inaportnet system is determined by the economics of the system.

Economics, the inaportenet system is said to perform well if it can affect minimal cost control and increase the perceived benefits when using the inaportnet system. This is also in accordance with previous research (Etik dan Rahayu, 2021)which states that the economics variable has a positive and significant effect on user satisfaction because the economics system is the way a company or organization manages its economic life in order to achieve prosperity. The implementation of the economics system within the company is reflected in all the aspects used to achieve the goals set by the company such as marketing, operational, HR and financial aspects, as well as costs that are in accordance with the benefits felt by users, if all of these aspects go well then This will have an impact on the satisfaction felt by users.

Influence between control and security of the inaportnet system on user satisfaction

The results of testing the hypothesis of the influence of control and security of the inaportnet system on user satisfaction in this study, have no influence between X4 and Y. It can be seen in table 4.6 with the results of t table of 1.481 <1.6660 with a significant level of 0.143. Thus it is known that X4 has no effect on Y.

Control and security of the inaportenet system is said to perform well if users are satisfied in accessing the system and there is security that can protect data from the inaportnet system. However, in this study the control and security of the inaportenet system has no effect on customer satisfaction, this is in line with the research conducted by Setyono (2016)with the results of the study showing that the control and security of the inaportenet system has no effect on user satisfaction because data from the port often leaks personal data, both users and employees, this is due to the lack of a level of security carried out by the Port so that the system is quickly hacked and has an impact on leakage of users' personal data so that this triggers user dissatisfaction.

Influence between the efficiency of the inaportnet system on user satisfaction

The results of testing the hypothesis of the effect of inaportnet system efficiency on user satisfaction in this study, there is no influence between X5 and Y. It can be seen in table 4.7 with the results of the t table of 1.597 <1.6660 with a significant level of 0.115. Thus it is known that X4 has no effect on Y.

The efficiency of the inaportnet system is the assessment of system users regarding usability or ease of use of the system, interpreting output and maintainability or being able to find and fix errors very quickly so that later it does not have an impact on the time allotted for ship service. However, in this study the efficiency of the inaportnet system has no effect on user satisfaction, this is in line with the research conducted (Nugroho, 2021) which states that efficiency has no positive and significant effect on user satisfaction, this is because the company is unable to fix errors quickly which ultimately impacts the time allotted to Ship service is taking longer and wastes time, making customers feel dissatisfied because the company/port cannot handle this and must make users wait even longer for system repairs so that many users are dissatisfied with this.

The influence of the inaportnet system service on user satisfaction

The results of testing the hypothesis of the effect of the inaportnet system service on user satisfaction in this study, there is no influence between X6 and Y. It can be seen

in table 4.7 with the results of the t table of 0.272 <1.6660 with a significant level of 0.786. Thus it is known that X6 has no effect on Y.

The inaportenet system service is said to perform well if it meets expectations and even exceeds the expectations of inaportnet system users. The inaportnet system service is a system user's assessment of the accuracy or level of security; thoroughness, reliability or level of trust and simplicity or level of user understanding in using the inaportnet system (Agung, 2019). However, in this study the inaportenet system service did not affect user satisfaction, thus it can be said that the inaportenet system service did not perform well. This is in line with research conducted by (Mustofa, 2022)the results of research showing that the inaportenet system service has no effect on user satisfaction, this is because the Port inaportent system does not work properly and does not meet user expectations so that it impacts user dissatisfaction, good service and prime will have the potential to grow user satisfaction, with a good service experience, users can potentially use the products and services of that company again, and vice versa.

CONCLUSION

From the results of the research and analysis as a whole, it can be concluded that the system Performance and Economics variables have a positive and significant influence on user satisfaction. Meanwhile, information and data, control, security, efficiency and service variables do not have a positive and significant effect on user satisfaction. The results of this study can be used as material for consideration for related parties, both for the people of Gresik Port, East Java and for subsequent researchers to be used as references and suggestions that researchers give for further research in order to add variables and use other analytical tools to produce research that is wider.

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