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Discourse on Optimizing Digital Transformation of IoT-Based Education Administration: A QoE Study on SIJAKA Applications with an Absorptive Capacity Theory Approach

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Abstract

Digital transformation is an essential need in educational administration to improve the efficiency and accuracy of work processes. Mercu Buana University developed the SIJAKA (Employee Performance System) application to automate the performance assessment of educational staff, overcoming the challenges of manual systems such as data processing delays, human error, and lack of transparency. This study aims to evaluate the user experience (User Experience), technical aspects, and organizational impact of the SIJAKA application with a descriptive quantitative method using a Likert scale questionnaire. Respondents consisted of five educational staff involved in the initial implementation of the application. The results showed an average positive score on all main variables. In user experience, the intuitive navigation feature and simple interface recorded the highest scores, supporting ease of technology adaptation. From a technical perspective, the application performed well in device compatibility and access speed, but the data security aspect needs to be improved. The organizational impact recorded significant work efficiency, reduced manual errors, and increased internal coordination. The implications of this study include recommendations for optimizing data security, better system integration, and user training to maximize technology adoption. The novelty of this article lies in the use of the Absorptive Capacity Theory framework to analyze the organization's ability to absorb, assimilate, and utilize digital technology in educational administration. These findings provide strategic insights for the development of digital transformation in other higher education institutions.

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INTRODUCTION

In today's digital era, the use of information technology has become the backbone in various fields, including in educational administration [1], [2]. Digital technology allows various administrative processes, previously carried out manually, to run faster, more efficiently, and accurately [3], [4]. This is especially felt in the performance appraisal administration system which traditionally tends to be carried out with a paper-

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based (manual) approach in many educational institutions, including Mercu Buana University. Many organizations face various challenges related to performance appraisal administration systems, where manual processes pose problems such as delays in data processing, difficulty accessing information, and a high risk of human error [5], [6]. This problem has led to a decline in the quality of services for lecturers and education staff as well as delays in the strategic decision-making process by the university management. This condition is the main encouragement for Mercu Buana University to start developing an Employee Performance System (SIJAKA) application which aims to automate administrative processes, especially in the performance assessment of lecturers and education personnel. SIJAKA is here as a solution to answer the above challenges by offering intuitive and user-friendly features, where this application is expected to be able to simplify administrative processes, speed up data processing, and increase transparency and accountability in every administrative process. SIJAKA is not only expected to reduce administrative workload, but also provide a better experience for all users, supporting the achievement of the university's goal of creating a more responsive work environment.

The gap phenomenon that occurs in the implementation of SIJAKA at Mercu Buana University includes various aspects that include the transition from manual to digital systems, limitations in data integration, and changes in work culture needed to support the success of this system. Here are the details of the gap phenomenon faced:

1. Transition from Manual to Digital Systems: In the world of education, many administrative processes still use a manual approach that relies on physical documents. This process takes a lot of time, effort, and resources and is prone to human error, such as data loss and document duplication [7], [8]. Mercu Buana University previously faced similar problems, where delays in data processing had an impact on the effectiveness of decision-making. This phenomenon reflects the gap between traditional manual methods and the demands of digital modernization required to compete in the digital age. The SIJAKA application aims to bridge this gap by providing an automated system that is expected to be able to speed up and improve the accuracy of the administrative process.
2. Limitations of Data Integration in SIJAKA Applications: One of the main challenges in implementing SIJAKA is the limitations of real-time data integration. Much of the data generated from manual administrative processes is not fully connected to existing digital systems [9]. This has the potential to make it difficult to monitor and evaluate performance thoroughly and quickly. This gap is due to the fact that Mercu Buana University is still in the early stages of SIJAKA implementation, so data integration has not been optimal. This system requires regular updates and continuous development in order to provide faster and more efficient access to information for users, especially lecturers and education staff.
3. Changes in Work Culture: The change from manual to digital systems requires not only technical changes but also changes in the work culture within the organization (Mercu Buana University) [10], [11]. The use of the SIJAKA application requires all staff and education staff to adopt a more responsive way of working to technology, including in terms of openness to change, adaptability, and readiness to abandon old methods. Many staff who are already familiar with paper-based systems may face difficulties in switching to digital systems. This gap phenomenon shows the need for training and improving digital literacy for SIJAKA users, so that they can feel comfortable and able to use this application to the fullest.

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4. Accountability and Transparency in Performance Appraisal: With the implementation of the SIJAKA app, Mercu Buana University hopes to increase accountability and transparency in the performance appraisal process. However, these changes also present challenges related to users' trust in the accuracy and fairness of the new system. Many staff may doubt whether this automated grading system will be fairer or provide less appropriate results [12], [13]. This shows a gap in terms of user perception and acceptance of the new automated system. Therefore, it is important for universities to socialize the benefits of SIJAKA and provide an understanding of the mechanisms used in assessment to ensure that the results of performance assessments can be trusted by all parties.
5. Technical Capacity and System Maintenance: Digital application systems require a supporting technical infrastructure as well as resources for regular maintenance and repair [14]. Mercu Buana University is still in the early stages of developing qualified technological infrastructure to support the sustainable use of SIJAKA. This shows that there is a gap in terms of adequate technical infrastructure readiness to ensure the sustainability of the SIJAKA application. Universities need to consider additional investment in technology infrastructure as well as training for technical personnel who will be responsible for maintaining these systems.
6. User Experience in SIJAKA Implementation: User experience is a key factor in the successful implementation of an application [15]. Users, consisting of lecturers, education staff, and administration, are expected to be able to easily understand and use this application in their daily tasks. However, in the early stages of implementation, there are still many users who feel unfamiliar with the interface and features in SIJAKA. This gap phenomenon reflects the need for improved user experience through more intuitive interface design and adequate training so that users can use this application more easily and efficiently.

Therefore, based on the above background, to automate the administrative process that was previously carried out manually, it was designed and developed into the SIJAKA application. Furthermore, the formulation of problems that are considered for Quality of Experience (QoE) research, especially on the main aspects that include user experience, technical aspects, and organizational impact related to the SIJAKA application. This study aims to evaluate the application of SIJAKA in the administration of performance assessment at Mercu Buana University, with a focus on the quality of user experience (QoE). The main objectives include the analysis of the user experience of education personnel in application adaptation, assessment of technical aspects related to reliability and data integration, as well as organizational impact in the form of increased efficiency, transparency, and accountability. The results of this study are expected to provide comprehensive insights into QoE in the use of SIJAKA and become a reference for the development of technology-based education administration in the future. In this study, there are limitations to writing, namely aspects (technical aspects, user experience and impact on the organization) that affect the use of the SIJAKA application on the Employee Work Implementation Assessment List (DP3K) using the quality of experience method. The QoE used in this study is limited to users, namely education personnel who use the SIJAKA application which is currently only lauching to be used in the Employee Work Implementation Assessment (DP3K) within Mercu Buana University.

In accordance with the phenomenon, gap phenomenon and research objectives, the implications of the research, then the theoretical implications of this research contribute to the literature on the implementation of information technology in higher education administration, especially in the performance appraisal system. The findings of this study

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can be used to develop theories regarding the impact of administrative digitalization on efficiency, transparency, and accountability in performance management in higher education institutions. On the other hand, the practical implications are related to practical recommendations for the development of technological infrastructure that supports the sustainability of the SIJAKA application. To ensure the successful implementation of this application, Mercu Buana University needs to consider increasing network capacity, a secure data storage system, and the procurement of adequate technology facilities.

LITERATURE REVIEW

SIJAKA Application

The SIJAKA (Employee Performance System) application is one of the digital transformation efforts developed at Mercu Buana University as part of a short-term plan to automate the performance appraisal administrative process, especially in terms of employee work implementation assessment (DP3K) list. Prior to SIJAKA, the performance appraisal process was carried out manually, which often led to delays, errors in data processing, and lack of transparency in information management. This digital transformation from manual to automation systems is driven by the need to improve efficiency, accuracy, and transparency in the management of employee performance data, both lecturers and education personnel. In the process of making the SIJAKA application, the Information Technology Bureau and the Human Resources Administration and Development Bureau were involved. Therefore, with the SIJAKA application, it is hoped that it can simplify the data management process, accelerate information distribution, and provide a better and structured filing system.

The main goal of developing this app is to create a more productive work environment that is responsive to the administrative needs of employees. Furthermore, for the long-term development of the SIJAKA application, the Information Technology Bureau and the Bureau of Human Resources Administration and Development plan to expand its benefits by adding modules to calculate *Key Performance Indicators (KPIs)* specifically to calculate the performance of lecturers in the Mercu Buana university environment. These modules will include research and publication performance achievements, community service performance, and supporting elements, all of which are covered by the tri dharma of higher education, with the aim of overseeing the process of implementing the tri dharma of higher education which is also used as a Lecturer Workload Report and also in terms of completeness in applying for promotion to lecturer functional positions. It aims to provide a more comprehensive picture of lecturer performance and increase accountability and transparency in assessment with the aim of improving their careers in academic functional positions. This long-term development will later follow the applicable laws and regulations.

Absorptive Capacity Theory

The Absorptive Capacity Theory, put forward by Cohen and Levinthal, focuses on the organization's ability to recognize the value of new external information, assimilate it, and apply it to achieve organizational goals [16]. This theory states that absorptive capacity, i.e. the ability to absorb and utilize new knowledge, provides a competitive advantage for organizations [17]. In this context, organizations with high absorptive capacity tend to be more innovative, flexible, and perform better than organizations with low absorptive capacity. This review will explain the theory of absorptive capacity in relation to the implementation of information technology in educational administration,

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especially in the development and application of the Employee Performance System (SIJAKA) application at Mercu Buana University. In this theory, there are main stages: the introduction of new knowledge values, the assimilation of knowledge, and the application of knowledge [18]–[20]. In the context of educational administration, Mercu Buana University is beginning to realize the importance of information technology as new knowledge that can improve the efficiency and quality of administrative services, especially in the performance assessment of lecturers and education staff. Furthermore, the organization's ability to recognize the value of new knowledge is highly dependent on the basic knowledge already possessed [21]. In this case, Mercu Buana University has basic knowledge related to manual administration systems, but awareness of the need for digitalization is the impetus to develop the SIJAKA application as a solution to various existing challenges.

Quality of Experience (QoE)

Quality of Experience (QoE) is a concept that has evolved in the measurement of user satisfaction with a service or application, which is defined as a user-centric assessment [22]. QoE not only reflects the technical performance of the service, but also takes into account user perceptions and expectations. In various studies, QoE is recognized as a crucial element in evaluating service quality because it includes technical aspects (Quality of Service or QoS) and user perception [23], [24]. This article will examine QoE in the context of the SIJAKA Application (Employee Performance System) developed at Mercu Buana University, as well as how this application can provide an optimal experience for users from the perspective of education personnel. QoE is a complex and multidimensional concept that emphasizes that user satisfaction depends not only on the technical quality of the service but also on the user's perception of the service. Further, QoE and QoS are two interrelated things, where QoS affects the user's perception of the resulting QoE [25].

In applications such as SIJAKA, QoE measurement is particularly relevant because it is used to support the administrative tasks of education personnel who require speed, accuracy, and transparency. While QoS measures technical aspects such as processing speed and system reliability, QoE encompasses the overall user experience, including ease of navigation, user satisfaction, and its impact on productivity. In the context of the SIJAKA application, which is designed to automate the performance appraisal process at Mercu Buana University, the influence of QoS on QoE is significant. As stated by Hương et al. (2013), traditional QoS metrics such as processing speed, application stability, and real-time data accessibility are the basis of user perceptions that shape QoE. At SIJAKA, users (education personnel) need a responsive and stable system, which supports their administrative needs without interruption. If the provided QoS is not optimal, users may experience interruptions in accessing performance information or managing data, which in turn affects negative QoE and reduces user satisfaction levels. QoE involves various factors that affect how users perceive and rate a service or application. According to previous research, there are several aspects that are often considered in QoE including:

1. Technical Aspects: This includes system performance, such as access speed, response time, and stability. Although QoE focuses more on user perception, these technical factors still have a significant impact on the overall experience [26].
2. User Experience Aspects: This includes ease of use, interface design, and interactivity. An intuitive and easy-to-use app tends to provide a better experience for users, which in turn can improve QoE [27].

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3. Impact on Organizations: QoE also includes how user experience can impact process efficiency, productivity, and collaboration within organizations. A good user experience can improve employee motivation and performance [28].

METHODS

This research method is quantitative using questionnaires and a descriptive approach to explain the results of the questionnaire which aims to evaluate the Quality of Experience (QoE) of the SIJAKA application in supporting the performance administration of education personnel at Mercu Buana University. Therefore, the application of this research method involves collecting data through questionnaires that focus on user experience, technical aspects, and organizational impact of the SIJAKA application. At this time, the SIJAKA application has not been launched because it is waiting for approval from various authorities within Mercu Buana University. Therefore, the limitation in this study is that the number of research respondents is still very small because the only people who use this application are the internal human resources (HR) unit consisting of five people. The flow chart of this study is as follows:

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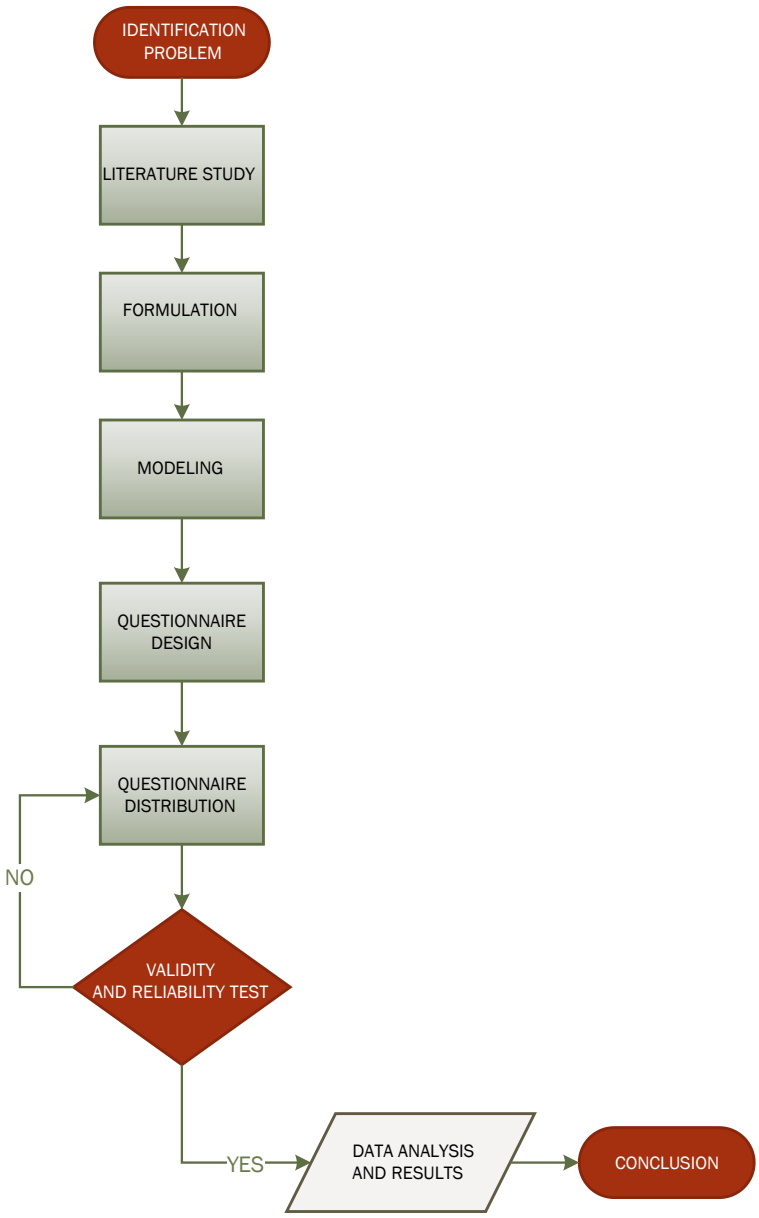
Figure 1. Research Flowchart



RESULT AND DISCUSSION

The SIJAKA application is designed to support the digital transformation of educational administration at Mercu Buana University. This evaluation includes three main variables:

a. User Experience
b. Technical Aspects
c. Organizational Impact

The results of statistical data processing were based on data from five internal respondents on a Likert scale (1: strongly disagree, 5: strongly agree). The SIJAKA application is designed to support the digital transformation of educational administration at Mercu Buana University. This evaluation includes three main variables:

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a. User Experience
b. Technical Aspects
c. Organizational Impact

The results of statistical data processing were based on data from five internal respondents on a Likert scale (1: strongly disagree, 5: strongly agree). Although the results of all study variables showed a positive trend, the limited number of respondents (five people) was a limitation in this study. To ensure the validity of the findings, further evaluation is needed by involving more respondents reflecting the broader user population. The results of each variable can be explained as follows:

1. **User Experience Variables**
   a. Average overall score: 4.34
   b. Dimension with the highest score: "App navigation allows me to access features quickly and efficiently" with an average of 4.80.
   c. The other dimension shows a score between 4.0 - 4.60, reflecting a consistently positive perception.
2. **Technical Aspect Variables**
   a. Average overall score: 4.38
   b. Dimension with the highest score: The app runs smoothly on various devices and browsers" with an average of 4.80.
   c. The data security-related dimension had a lower score (3.60), indicating a need for improvement.
3. **Organizational Impact Variables**
   a. Average overall score: 4.40 (highest among the three variables).
   b. Dimension with the highest score: The app helps improve the efficiency of daily work" with an average of 4.80.
   c. Other dimensions related to manual error reduction, internal coordination and positive impact on the organization also received high scores (4.40 - 4.60).

SIJAKA Application User Experience

Digital transformation in education administration has become an urgent need in the modern era. The SIJAKA application was developed to support the work efficiency of education personnel at Mercu Buana University through the digitization of various administrative processes. The main focus of this study is to evaluate the user experience based on the dimensions of ease of navigation, clarity of information, intuitive interface, and support for tutorials and guides. The Absorptive Capacity Theory framework provides a relevant theoretical perspective to understand the adoption and optimization of these applications. This theory explains that the effectiveness of a technology is influenced by the ability of individuals and organizations to absorb, assimilate, and apply new knowledge in the context of their work.

From the results of the study of five internal respondents using the Likert scale (1: strongly disagree to 5: strongly agree), the following are the main findings:

1. Average overall user experience variable: 4.34.
2. The dimensions with the highest scores include:
   a) “App navigation allows me to access features quickly and efficiently" (4.80).
   b) "The app interface is easy to understand" and "Helpful guides/tutorials" each recorded a score of 4.60.
3. A low deviation standard indicates consistency of user experience across dimensions.

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Based on the findings of the statistical results, it can be explained that the user experience variables of the SIJAKA application are as follows:

1. Intuitive Navigation: Good navigation is the dimension with the highest score, indicating that the SIJAKA application is designed with a focus on user efficiency. Users can quickly find the required features without any confusion. In the context of Absorptive Capacity, this ease of navigation facilitates the assimilation stage, where users can understand how technology supports their work needs.
2. Easy-to-Understand Interface: Respondents rated the SIJAKA application interface as easy to understand, even by users with varying levels of digital literacy. This reflects the app's success in accommodating the needs of various users. Good interface design supports the user's ability to absorb information, which is the core of the acquisition stage of Absorptive Capacity.
3. Relevance of Information: The application dashboard provides information that is relevant and as per the user's job needs. This feature helps users in making administrative decisions quickly and precisely. In the theoretical framework, the relevance of information supports the exploitation stage, where users can apply technology to increase their productivity.
4. Guide and Tutorial Support: In-app guides and tutorials are considered very helpful by respondents. This dimension shows that the app is successfully minimizing barriers to technology adoption for new users. Effective guidance speeds up the learning process and improves the user's ability to assimilate technology.

Technical Aspects of the SIJAKA Application

The SIJAKA application is designed to support the digital transformation of educational administration at Mercu Buana University, by providing digital solutions to administrative processes that were previously manual. The focus of the evaluation of technical aspects includes system stability, device compatibility, access speed, and data security. This evaluation is critical to ensure the application can function properly in diverse work environments. The framework of Absorptive Capacity Theory becomes relevant in this context, as it emphasizes the importance of an organization's ability to absorb and apply new technologies. The process of effective technology adoption, according to this theory, involves three main stages: acquisition (mastery of technology), assimilation (adjustment of technology to needs), and exploitation (utilization to improve performance).

Referring to the results of the study of five internal respondents using the Likert scale (1: strongly disagree to 5: strongly agree), the following are the main findings:

1. The technical aspect of the SIJAKA application shows a high average score, which is 4.38.
2. Dimension with the highest score:
   a) "The app runs smoothly on various devices and browsers" with a score of 4.80.
   b) "The app loads pages quickly without waiting for a long time" with a score of 4.60.
3. The dimension with the lowest score is the security of personal data and information with a score of 3.60.
4. The standard deviation is low, which indicates consistent technical experience among respondents.

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According to the findings of the statistical results, it can be explained that the variables of the technical aspect of using the SIJAKA application are as follows:

1. Device Compatibility: The SIJAKA app demonstrates good compatibility with a wide range of devices and browsers, allowing for flexibility of use in diverse work environments. This reflects the organization's capabilities in the acquisition stage, where technology can be accessed and well received by users.
2. Speed and Stability: Respondents rated the app to have good and stable access speeds in various conditions. This shows that the application has been technically optimized to support the needs of users. Application stability supports the assimilation stage, where users can easily adapt the application to their work needs without technical interference.
3. Search Feature: A fast and accurate search feature helps users find relevant information efficiently. This feature supports increased user productivity and is within the framework of exploitation, where technology is optimally utilized to complete administrative tasks.
4. Data Security: The security dimension recorded a lower score than the other dimensions, indicating that there is a need to improve the protection of personal data. A sub-optimal security aspect can hinder an organization's ability to fully exploit this technology.
5. Experience Consistency: The low standard deviation reflects the consistency of technical experience among respondents. This shows that the app in general has been well designed to meet the needs of the majority of early adopters.

Organizational Impact of SIJAKA Application

Digital transformation in the education sector aims to create efficiency and effectiveness in the management of organizational administration. The SIJAKA (Academic Performance Information System) application is designed to support this by automating administrative processes, improving internal coordination, and minimizing manual errors. In this study, the impact of the SIJAKA application on the organization was measured through the perception of five internal respondents of Mercu Buana University who had used the application. Furthermore, the Absorptive Capacity Theory (ACT) framework is relevant to analyze how organizations are able to absorb, assimilate, and utilize new technologies such as SIJAKA. In this context, ACT highlights the importance of an organization's ability to integrate new applications into work processes to create significant added value.

In accordance with the results of the study of five internal respondents using the Likert scale (1: strongly disagree to 5: strongly agree), the following are the main findings:

1. The organizational impact assessment shows an average score of 4.40.
2. The dimensions with the highest score are:
   a) "The app helps improve the efficiency of daily work" with a score of 4.80.
   b) "Better coordination with colleagues" and "positively impact the organization" with a score of 4.60.
3. The standard deviation is low, which indicates consistency of judgment among respondents.

Based on the findings of the statistical results, it can be explained that the organizational impact of the use of the SIJAKA application is as follows:

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1. Increased Operational Efficiency: The SIJAKA application makes a major contribution to improving the efficiency of administrative work at Mercu Buana University. Manual processes that used to take longer can now be completed quickly thanks to integrated digitization. The acquisition stage in ACT is reflected in the organization's success in adopting this new technology to increase staff productivity.
2. Better Internal Coordination: In-app features, such as automatic notifications and task tracking, make it easier to coordinate between departments. Transparency in workflows increases staff accountability, corresponding to the assimilation stage, where new technologies begin to be integrated into organizational processes. With this app, coordination is no longer hampered by inefficient communication, so collaboration becomes more effective.
3. Reduction of Manual Errors: Digitizing administrative processes through SIJAKA helps minimize manual errors, such as incorrect data input or recording errors. This reduction in errors is critical to ensuring that the data generated is accurate and reliable in decision-making. The exploitation stage can be seen in how this technology is used to achieve higher standards of work quality.
4. Support for Decision Making: The SIJAKA app provides relevant information in real-time, assisting organizational leaders in making data-driven decisions. With quick access to organized information, the decision-making process becomes faster and more accurate. This supports the strategic efficiency of the organization, in accordance with the ACT principle of utilizing technology for competitive advantage.

CONCLUSION

Digital transformation through the SIJAKA application at Mercu Buana University has shown a significant impact on education administration, especially in the performance assessment system for education personnel. The evaluation based on three main variables, namely user experience, technical aspects, and organizational impact, revealed several important findings related to the implementation of this application, including:

1. In terms of user experience, the SIJAKA application shows a high level of satisfaction. Intuitive navigation, easy-to-understand interfaces, and helpful tutorials are the leading dimensions that support technology adaptation by users. These features accelerate the mastery and application of new technologies, supporting the theory of Absorptive Capacity in the stage of knowledge introduction and assimilation.
2. On the technical aspect, the SIJAKA application has shown good performance, especially in device compatibility, access speed, and system stability. However, the security of personal data is still a challenge, with a lower score compared to other dimensions. This shows the need for increased data protection to ensure user trust. Overall, the technical performance of the application reflects the readiness of the organization to adopt technologies that support work needs.
3. In terms of organizational impact, SIJAKA applications have succeeded in improving operational efficiency, improving internal coordination, and reducing manual errors. By providing real-time data access, the app supports faster, data-driven decision-making, boosting organizational productivity. Its transparency and accountability features also strengthen users' trust in the assessment system applied.

Although the SIJAKA application has shown early success, challenges such as better data integration, improved security, and user education still need to be addressed

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to ensure the sustainability and optimization of this application. With a well-planned strategic approach, SIJAKA has the potential to become a successful digital transformation model in higher education administration. In addition, this study has limitations on the very limited number of respondents, only five people from the human resources unit of Mercu Buana University, so the results of the study do not reflect the perception of users at large. This is because the application from SIJAKA is still in the initial implementation stage. In addition, the data security aspect in the SIJAKA application needs to be improved to build user trust. The limitations of data integration and user education are also challenges that need to be overcome to ensure the sustainability of these applications, especially in utilizing Internet of Things (IoT) technology that is relevant for the development of digital-based administration systems.

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Appendix of the Tabulation Results of the Research Questionnaire

Statement		Respondent					Total	Average	Maximum	Minimum
		1	2	3	4	5				
Variable 1 User Experience	Antarmuka aplikasi SIJAKA mudah dipahami dan digunakan oleh tenaga pendidik	5	4	5	5	4	23.00	4.6	4.8	4
	Navigasi aplikasi memungkinkan saya mengakses fitur-fitur dengan cepat dan efisien.	5	5	4	5	5	24.00	4.8		
	Informasi yang ditampilkan di dashboard SIJAKA relevan dengan kebutuhan pekerjaan say	3	4	4	5	5	21.00	4.2		
	Saya merasa terbantu dengan fitur personalisasi data di profil pengguna.	4	4	4	4	5	21.00	4.2		
	Proses login dan pengubahan kata sandi di aplikasi SIJAKA mudah dilakukan	4	4	4	5	4	21.00	4.2		
	Aplikasi SIJAKA memberikan pengalaman yang lancar tanpa kendala berarti.	4	3	4	5	4	20.00	4		
	Notifikasi dan pesan konfirmasi di aplikasi jelas dan membantu.	4	4	5	4	4	21.00	4.2		
	Aplikasi memudahkan saya dalam melacak progres dan tugas terkait pekerjaan.	5	4	5	4	3	21.00	4.2		
	Panduan atau tutorial di dalam aplikasi bermanfaat dalam memahami setiap fitur.	4	5	5	4	5	23.00	4.6		
	Secara keseluruhan, pengalaman saya menggunakan SIJAKA sangat memuaskan.	4	5	4	5	4	22.00	4.4		
	Total Score	**42**	**42**	**44**	**46**	**43**	**217.00**	**4.34**	**4.80**	**4**
Variable 2 Technical Aspects	Aplikasi SIJAKA berjalan lancar di berbagai perangkat dan browser.	5	4	5	5	5	24.00	4.8	4.8	3.6
	Saya jarang mengalami gangguan teknis (misalnya bug atau error) saat menggunakan aplil	4	4	5	4	5	22.00	4.4		
	Aplikasi memuat halaman dengan cepat tanpa waktu tunggu yang lama.	3	5	5	5	5	23.00	4.6		
	Koneksi internet tidak terlalu mempengaruhi performa aplikasi	4	4	5	4	5	22.00	4.4		
	Data pribadi dan informasi saya merasa aman di dalam aplikasi ini.	4	4	3	4	3	18.00	3.6		
	Aplikasi memberikan pesan kesalahan yang informatif saat terjadi masalah teknis.	5	4	4	5	4	22.00	4.4		
	Saya tidak perlu sering melakukan login ulang atau refresh selama penggunaan aplikasi.	4	5	4	5	4	22.00	4.4		
	Fitur pencarian di aplikasi bekerja dengan cepat dan akurat.	5	4	4	5	4	22.00	4.4		
	Aplikasi kompatibel dengan perangkat dan sistem operasi yang saya gunakan.	3	5	4	5	5	22.00	4.4		
	Saya tidak pernah mengalami kehilangan data selama menggunakan aplikasi ini	4	3	5	5	5	22.00	4.4		
	Total Score	**41**	**42**	**44**	**47**	**45**	**219.00**	**4.38**	**4.80**	**3.6**
Variable 3 Organizational Impact	Aplikasi SIJAKA membantu saya meningkatkan efisiensi dalam pekerjaan sehari-hari.	5	4	5	5	5	24.00	4.8	4.8	4.2
	Aplikasi mendukung koordinasi dan komunikasi yang lebih baik dengan rekan kerja.	5	5	5	4	4	23.00	4.6		
	Proses administrasi melalui aplikasi menjadi lebih mudah dan cepat.	5	5	4	5	4	23.00	4.6		
	Aplikasi meminimalkan kesalahan manual dalam pekerjaan saya.	4	5	4	5	4	22.00	4.4		
	SIJAKA membantu saya memantau dan mengevaluasi kinerja dengan lebih baik.	4	5	4	4	4	21.00	4.2		
	Aplikasi memfasilitasi pengambilan keputusan dengan lebih cepat dan tepat.	4	4	4	5	4	21.00	4.2		
	Penggunaan aplikasi ini meningkatkan transparansi dalam proses operasional.	4	4	4	5	4	21.00	4.2		
	SIJAKA berperan penting dalam mendukung pencapaian target dan tujuan organisasi.	5	5	4	3	4	21.00	4.2		
	Aplikasi membantu mengurangi waktu yang dihabiskan untuk tugas administratif.	4	4	4	5	4	21.00	4.2		
	Secara keseluruhan, SIJAKA memberikan dampak positif bagi organisasi dan proses kerja s	5	5	4	5	4	23.00	4.6		
	Total Score	**45**	**46**	**42**	**46**	**41**	**220.00**	**4.4**	**4.8**	**4.2**