

THE IMPACT OF IMPLEMENTING E-GOVERNMENT SYSTEMS, INFORMATION TECHNOLOGY, AND TASK SUITABILITY ON EMPLOYEE PERFORMANCE AT THE DEPARTMENT OF COMMUNICATION AND INFORMATION OF BADUNG REGENCY

Gede Semarajana^{1)*}, Ni Putu Tirka Widanti¹⁾, I Made Kartika¹⁾
Universitas Ngurah Rai Denpasar, Indonesia¹⁾
*Email: semara.gede@gmail.com**

Article History

Received: 25 July 2024

Accepted: 09 August 2024

Published: 31 August 2024

Abstract

One important step to improve employee performance is to pay attention to the factors that influence it, namely electronic-based government systems (e-government), information technology and task suitability. Based on this, the problem that can be formulated in this research is what is the partial and simultaneous influence of the implementation of an electronic-based government system (e-government), information technology and task suitability on employee performance at the Badung Regency Communication and Information Service. Data collection in this research was carried out by means of documentation, observation, interviews and questionnaires with 46 employees. The collected questionnaires were then analyzed using multiple linear regression analysis. Based on calculations, it was found that the results of implementing an electronic-based government system (E-Government) had a positive and significant effect on employee performance at the Badung Regency Communication and Information Service. Information technology has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service. Task suitability has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service. The implementation of electronic-based government systems (E-Government), information technology and task suitability simultaneously have a positive and significant effect on employee performance at the Badung Regency Communication and Information Service.

Keywords : E-Government, Information Technology, Suitability Of Tasks, Performance

A. INTRODUCTION

The implementation of e-government began in 2001 through Presidential Instruction No. 6 of 2001 concerning Telematics (Telecommunications, Media and Informatics) which states that government officials must use telematics technology to support good governance and accelerate the democratic process. Then with the Presidential Instruction of the Republic of Indonesia No. 3 of 2003 concerning National Policy and Strategy The development of e-government is a new era of increasing transparency and accountability of policies and activities of the central government and regional governments. E-Government is intended to ensure a unified system for managing and processing documents (administration) and information in developing a transparent public service system. E-Government is intended to provide opportunities to increase government efficiency, effectiveness, transparency and accountability in order to implement good governance by gaining access, management and utilization of large amounts of information quickly and accurately (Sagai, 2018). E-Government is intended to encourage government that is responsive to the needs and

<http://jurnaldialektika.com/>

Publisher: Perkumpulan Ilmuwan Administrasi Negara Indonesia

P-ISSN: 1412-9736

E-ISSN: 2828-545X

aspirations of the people, supports transparency or openness of information, and encourages public participation in government administration (Elysia, 2017). The existence of e-government facilitates a closer and more transparent relationship between the government and society, increases the government's performance capacity, especially in terms of resource utilization, and increases the efficiency of the government sector in the context of saving the state budget (Effendi, 2018).

The increasingly rapid development of the world of information technology is making changes to the way each individual and organization works, which was initially manual to become more sophisticated. The advantages of technology are often used as a strategy and opportunity in the development of the business world, especially in terms of implementing information systems. According to Baig & Gururajan (2011) information technology is a means of improving performance. The need for fast, reliable and accurate information in environmental conditions full of uncertainty is absolutely necessary (Sabherwal & King, 2012). Individual and organizational performance has the potential to be improved through information technology, especially by using computer technology.

Task suitability relates to an individual's ability to use information technology to improve individual performance in carrying out tasks. A match between the task being done and the technology being applied will achieve better individual performance (Goodhue & Thompson, 2005). The Technology to Performance Chain (TPC) theory explains that in order for information technology to have a positive impact on individual performance, the technology must be utilized and appropriate to the work being done (Dewi & Dharmadiaksa, 2017). The results of research conducted by (Hati, 2017) show that the suitability of tasks with information technology has a significant positive effect on the performance of cooperative administrators. Other research conducted by Sridarmaningr & Widhiyani (2018) states that there is a positive influence between the task suitability variable with information technology and the performance variable.

Performance is the level of success achieved by a person in carrying out tasks compared to work standards or criteria that have been determined and agreed upon previously (Yualina & Suhana, 2012). Performance achievement is also related to the suitability between the information system implemented and the tasks, needs and abilities of individuals in the organization. Individual tasks, needs and abilities should be considered in implementing an information system in an organization. Goodhue & Thompson (1995) found that task and technology compatibility will lead individuals to achieve better performance. Individual performance is related to the achievement of a series of individual tasks with the support of existing information technology.

This research was carried out at the Badung Regency Communication and Informatics Service where administrative activities implemented an electronic-based government system (e-government). SPBE as a form of government administration by utilizing information and communication technology to provide services to SPBE users is stated in Presidential Regulation no. 95 of 2018 concerning Electronic-Based Government Systems. SPBE is aimed at realizing clean, effective, transparent and accountable government governance as well as quality and trustworthy public services. National governance and management of electronic-based government systems is also needed to improve the integration and efficiency of electronic-based government systems. The Badung Regency Regional Government realizes the important role of SPBE to support all development sectors in its region. Therefore, the Badung Regency Regional Government continues to strive to encourage each regional apparatus organization (OPD) to be able to implement SPBE gradually and continuously according to their respective capacities and abilities. To build synergy in the implementation of SPBE that has legal force among the Badung Regency OPDs, it is necessary to prepare a

Regional Government SPBE Master Plan which is used as a guideline for all OPDs in building an integrated SPBE. The Regional Government SPBE Master Plan was prepared by taking into account the direction of policies, strategies and initiatives in the areas of SPBE governance, SPBE services, ICT and human resources to achieve the strategic objectives of Badung Regency SPBE for 2022-2026 and the development objectives of the state civil apparatus as stipulated in the RPJP National 2005-2025 and Grand Design for Bureaucratic Reform 2010-2025. The preparation of the master plan needs to be carried out in a planned and structured manner involving all levels of the Badung Regency Government in determining the direction of development and the evaluation process. It is hoped that this SPBE Master Plan can be used as a reference for all Badung Regency OPDs in implementing and utilizing SPBE. To anticipate the rapid development of ICT and adapt to changes in government systems, this master plan document must be dynamic (living document). In this regard, periodic document reviews are necessary to maintain the document's actuality.

The implementation of e-government in the Badung Regency Communication and Information Service is expected to create work results that are more efficient, participatory, fair, democratic, transparent and responsible if supported by a modern state apparatus system, which is based on a high degree of rationality. The Badung Regency Communication and Information Office realizes that e-government is important in bureaucratic reform today. The hope that arises is that the implementation of e-government will provide better services to the community. However, its implementation is not easy, because it requires processes and stages such as improving bureaucratic performance. Problems related to e-government in the Badung Regency Communication and Information Service are inadequate human resources (HR), complicated bureaucracy and a culture that is not used to using electronic-based systems.

The problem related to the application of information technology in the Badung Regency Communication and Informatics Service is that employees often enter data incorrectly into the computer, which is caused by employees' low knowledge of technology, which has an impact on the presentation of employee reports from each employee. Conformity between tasks and technology is the relationship between tasks and information technology systems which shows the relationship between the use of information technology systems and task requirements in completing a job (Dewantari, 2019). However, not all tasks given to employees at the Badung Regency Communication and Information Service are appropriate to the employee's position or placement, so this often hinders the smooth running of the employee's work. One of the problems related to performance can be seen as not achieving the Employee Work Targets (SKP) targets.

Civil Servants in the Badung Regency Communication and Information Service during 2020-2021 had the highest assessment score, namely 91-95, obtained by 7 people in 2020, 7 people in 2021, thus no employee has ever received an Employee Work Target (SKP) assessment.) of 96-100%. The highest score that can be achieved is 95, this means that the performance of employees at the Badung Regency Communication and Informatics Service in 2020-2021 has not achieved maximum performance, because there are still several employees who obtained scores of 75-80 in 2020 and 2021. Meanwhile with the new SKP format, there will be an increase in the quality of performance, where in 2022 there will be 41 employees with good performance, in 2023 there will be 14 employees with very good performance, while there will be 32 employees with good performance. In this way, the performance of employees at the Badung Regency Communication and Information Service can still be improved. This condition really needs serious attention from the agency, because employee work targets (SKP) that are not yet optimal are a sign that employee performance needs to be improved.

Other problems related to performance as a result of the non-maximum performance of civil servants in the Badung Regency Communication and Informatics Service can be seen from the results of the Badung Regency Communication and Informatics Service Sakip assessment, where the target for the Badung Regency Communication and Informatics Service Sakip in 2020-2022 is an A, while the achievements are with grades B, B and B. The 2023 SAKIP assessment was carried out in August 2024. This means that the Sakip assessment of the Badung Regency Communication and Information Service is not in accordance with the expectations or targets set. Based on the existing problems, it is quite relevant to conduct research with the title "The Effect of Implementing an Electronic-Based Government System (E-Government), Information Technology and Suitability of Tasks on Employee Performance at the Badung Regency Communication and Information Service".

B. LITERATURE REVIEW

Draft

Electronic Based Government System (E-Government)

Atthahara (2018) states "E-Government is a technology and information application based on the internet (web) and other devices managed by the government which is useful for conveying information". Parsaorantua (2017) states that "E-Government is a form of public service based on technology, information and communication as an information medium and interactive means of communication between the government and other parties, including the public, private sector and fellow government institutions."

Information Technology

According to Supriyanto (2015) that "information technology is technology that utilizes computers as the main user to process data into useful information". Mulyadi (2014) states that "Information technology includes computers (both hardware and software), various electronic office equipment, factory equipment and telecommunications equipment."

Task Suitability

Dewantari (2019) states that "compatibility between tasks and technology is the relationship between tasks and information technology systems which shows the relationship between the use of information technology systems and task requirements in completing a job".

Performance

According to Armstrong and Baron in Wibowo (2014), performance has a broader meaning, not only stating the results of work, but also how the work process takes place. Performance is about doing work and the results achieved from that work. Performance is about what is done and how to do it. Performance is the result of work that has a strong relationship with organizational strategy, customer satisfaction and economic contribution.

Hypothesis

Based on the problem formulation, literature review, previous research and the framework mentioned above, the hypothesis that can be formulated in the research is as follows:

- H1: The implementation of an electronic-based government system partially has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service
- H2: Information technology partially has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service
- H3: Task suitability partially has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service.
- H4: Implementation of electronic-based government systems, information technology and task suitability simultaneously have a positive and significant effect on employee performance at the Badung Regency Communication and Information Service.

C. RESEARCH METHODOLOGY

Population is a generalized area consisting of objects or subjects that have certain qualities and characteristics determined by the researcher to be studied and conclusions drawn. The number of employees in the Communication and Informatics Service is 123 people, consisting of civil servants and non-ASN personnel, however the population in this study is only civil servants in the Badung Regency Communication and Informatics Service, totaling 46 (not including researchers) because the performance assessment using SKP is only applies to employees with civil servant status.

Sugiyono (2020) states that the sample is part of the number and characteristics of the population. If the population is large and it is impossible for researchers to study everything in the population, for example due to limited funds, energy and time, then researchers can use samples taken from that population.

Referring to this statement, considering that the population in this study was only 46 people, the entire population was used as a sample. The sampling technique used in this research was the census method (saturated sample). A saturated sample is a sample determination if all members of the population are used as samples (Sugiyono, 2020).

Data collection in this research uses a questionnaire. The instrument in this research is a questionnaire with a Likert scale of 1-5. The analysis technique used in this research is multiple linear regression.

D. RESULT AND DISCUSSIONS

Data analysis

A summary of the multiple linear regression analysis is presented in the following table.

Table 1. Summary of Multiple Linear Regression Analysis Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,502	1,645		0,913	0,366
	X1	0,319	0,150	0,272	2,130	0,039
	X2	0,366	0,155	0,339	2,360	0,023
	X3	0,304	0,125	0,333	2,426	0,020
R		0,876				
R ²		0,768				
<i>r</i> ₁		0,793				
<i>r</i> ₂		0,825				
<i>r</i> ₃		0,817				
F-count		46,256				
Sig. F		0,000				

Source: processed data (2024)

The Influence of Implementing an Electronic-Based Government System (E-Government) on Employee Performance at the Badung Regency Communication and Information Service

The partial test results obtained a correlation coefficient of 0.793, where the value lies between 0.60 to 0.799, which means there is a strong correlation and is based on a regression coefficient of 0.319 and a t-calculated value for the implementation of an electronic-based government system (E-Government). , amounting to 2.130 with a significant value of 0.039.

Because the significance value is smaller than 0.05, it means that there is a positive and significant influence between the implementation of an electronic-based government system (E-Government) on the performance of employees at the Badung Regency Communication and Information Service. This means that the better the implementation of an electronic-based government system (E-Government), the higher the performance of employees at the Badung Regency Communication and Information Service.

The results of this research are in accordance with the statement from Indrajit (2016) stating that a government agency cannot be separated from the influence of employees in that government agency. So there will be a correlation between the influence of e-government on employee performance. Where this is the case, employee performance is also one of the keys to the success of implementing e-government. In the end, e-government applications are also intended to improve the performance and welfare of government officials or employees who work in a number of institutions as community services.

The results of this research are in line with research conducted by Rahmawati (2021) showing that the implementation of e-government has an influence on employee performance. Research from Kurnia (2023) shows that there is a positive influence between e-government and employee performance, so that the better the implementation of e-government, the better the employee performance. Research conducted by Jatikusuma (2023) shows that the implementation of an Electronic Based Government System (SPBE) provides increased performance based on the quantity of work. Research from Safitri (2023) shows that E-government has a positive and significant effect on organizational performance.

Thus, the hypothesis in this research which states that the implementation of an electronic-based government system partially has a positive and significant effect on employee performance in the Badung Regency Communication and Information Service, can be accepted.

The Influence of Information Technology on Employee Performance at the Badung Regency Communication and Information Service

The partial test results obtained a correlation coefficient of 0.825, where the value lies between 0.80 to 1.000, which means there is a very strong correlation and is based on a regression coefficient of 0.366 and a t-calculated value for information technology of 2.360 with a significant value of 0.023 . Because the significance value is smaller than 0.05, it means that there is a positive and significant influence between information technology on employee performance at the Badung Regency Communication and Information Service. This means that the better the information technology, the higher the performance of employees at the Badung Regency Communication and Information Service.

The results of this research are in accordance with the statement by Lindawati and Salamah (2012) which states that if an information system and information technology can have a positive impact on individual performance, the technology must be used appropriately and must be compatible with the tasks it supports. Task requirements, individual abilities and information system technology functions are a unity that cannot be separated so that individual performance can be optimal.

The results of this research are in line with the results of research conducted by Agustinus (2023) showing that the use of information technology has a positive effect on employee performance. Research from Cahyani (2023) shows that there is a positive and significant influence between the use of information technology on employee performance. Research from Sayudha (2020) shows that the use of information technology has a significant effect on individual performance.

Thus, the hypothesis in this research which states that information technology partially has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service, can be accepted.

The Influence of Task Suitability on Employee Performance at the Badung Regency Communication and Information Service

The partial test results obtained a correlation coefficient of 0.817, where the value lies between 0.80 to 1.000, which means there is a very strong correlation and is based on a regression coefficient of 0.304 and the t-calculated value for task suitability is 2.426 with a significant value of 0.020 . Because the significance value is smaller than 0.05, it means that there is a positive and significant influence between task suitability on employee performance at the Badung Regency Communication and Information Service. This means that the more precise the task suitability, the higher the performance of employees at the Badung Regency Communication and Information Service.

The results of this research are in accordance with the statement by Thompson et al in Rahmawati (2009) which states that "task suitability is related to the extent to which an individual's ability to use information technology to improve individual performance in carrying out tasks". Jogyanto (2008) states that "task suitability, namely task-technology fit, is defined as an ideal profile formed from a collection of task dependencies that are internally consistent with the technological elements used which will have an impact on the performance of the implementer. task.

The results of this research are in line with the results of research conducted by Udayana (2023) showing that task suitability has a positive and significant effect on employee performance. Research from Cahyani (2023) shows that there is a positive and significant influence between task suitability on employee performance. Research from Sayudha (2020) shows that task suitability has a significant effect on individual performance.

Thus, the hypothesis in this study which states that task suitability partially has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service, can be accepted.

The Influence of Implementing an Electronic-Based Government System (E-Government), Information Technology and Suitability of Duties on Employee Performance at the Badung Regency Communication and Information Service

Partial test results obtained a multiple correlation coefficient of 0.876, located between 0.80 to 1.000, which means there is a very strong correlation, with a determination of 76.8%, which means the implementation of an electronic-based government system (E-Government), information technology and Simultaneous task suitability has an influence of 76.8% on employee performance at the Badung Regency Communication and Information Service, while the remaining $100\% - 76.8\% = 23.2\%$ is influenced by other factors not researched. This is proven by the F test (F-test) where an F-calculated value of 46.256 is obtained and a significant value of 0.000 is smaller than 0.05. This means that the implementation of electronic-based government systems (E-Government), information technology and task suitability simultaneously have a positive and significant effect on employee performance at the Badung Regency Communication and Information Service.

The results of this research are in line with research conducted by Jatikusuma (2023) showing that the implementation of an Electronic-Based Government System (SPBE) provides increased performance based on aspects of employee performance. Udayana (2023) shows that task suitability and the use of information technology have a significant positive effect on employee performance. Cahyani's research results (2023) show that there is a positive and significant influence of the use of information technology and task suitability on employee performance.

Thus, the hypothesis in this research which states that the implementation of an electronic-based government system, information technology and task suitability simultaneously has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service, can be accepted.

E. CONCLUSIONS

Based on the results of data analysis and discussion, the conclusions regarding the influence of the implementation of electronic-based government systems, information technology and task suitability on employee performance at the Badung Regency Communication and Information Service are as follows:

The implementation of an electronic-based government system (E-Government) partially has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service. This means that the better the implementation of an electronic-based government system (E-Government), the higher the performance of employees at the Badung Regency Communication and Information Service. Information technology partially has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service. This means that the better the information technology, the higher the performance of employees at the Badung Regency Communication and Information Service.

Task suitability partially has a positive and significant effect on employee performance at the Badung Regency Communication and Information Service. This means that the more precise the task suitability, the higher the performance of employees at the Badung Regency Communication and Information Service. The implementation of electronic-based government systems (E-Government), information technology and task suitability simultaneously have a positive and significant effect on employee performance at the Badung Regency Communication and Information Service.

REFERENCE

- Agustinus. 2023. Pengaruh Pemanfaatan Teknologi Informasi, Kesesuaian Tugas, Dan Efektivitas Sia Terhadap Kinerja Karyawan Pada Kopdit Tritunggal Tuka Dalung, Kecamatan Kuta Utara, Kabupaten Badung. E-Jurnal Ekonomi Dan Bisnis Universitas Udayana. Vol. 11 No. 01, Hal : 25-34. Diakses tanggal 20 Februari 2024. Pk. 07.22.
- Alma.B. 2019. Manajemen Pemasaran dan Pemasaran Jasa. Bandung: Alfabeta.
- Bodnar. 2009 . Sistem Informasi Akuntansi. Yogyakarta:ANDI.
- Boediono, 2011. Pelayanan Prima Perpajakan, Jakarta: Rineka Cipta.
- Burhan Bungin, 2011. Metodologi Penelitian Kualitatif, Jakarta: PT. Raja Grafindo Persada,
- Cahyani. 2023. Pemanfaatan Teknologi Informasi, Kesesuaian Tugas dan Kinerja Karyawan Lembaga Perkreditan Desa di Kota Denpasar. Jurnal Akuntansi. Vol. 33 No. 6, Hal. 1525-1536. Diakses tanggal 20 Februari 2024. Pk. 07.30.
- Febriantari. 2023. Analisis Determinasi Kinerja Karyawan pada PT. BKK Jateng di Kabupaten Wonogiri. Juremi: Jurnal Riset Ekonomi. Vol.2 No.4. Hal : 421-432. Diakses tanggal 20 Februari 2024. Pk. 07.47.
- Ferdinand, Augusty. 2014. Structural Equation Modeling Dalam Penelitian Manajemen, Edisi 5, Semarang : Universitas Diponegoro.
- Ghozali Imam. 2016. Aplikasi Analisis Multivariate dengan Program SPSS, Penerbit BP UNDIP, Semarang
- Gunadi. 2013. Panduan Komprehensif Pajak Penghasilan. Jakarta: Bee Media Indonesia

- Harahap, Abdul Asri. 2014. Paradigma Baru Perpajakan Indonesia Perspektif , Jakarta: Integritas Dinamika Press, 2004), 43.
- Indrasari, Meithiana. 2019. Pemasaran & Kepuasan Pelanggan. Cetakan Pertama. Surabaya: Unitomo Press
- Jatikusuma. 2023. Pengaruh Penerapan Sistem Pemerintahan Berbasis Elektronik Terhadap Peningkatan Kinerja Pegawai pada Dinas Perindustrian dan Perdagangan, Provinsi Sumatera Utara. *Journal of Education, Humaniora and Social Sciences (JEHSS)* Vol 5, No. 4, Hal : 3119 -3129. Diakses tanggal 13 Februari 2024. Pk. 21.18.
- Jogiyanto, 2007, Sistem Informasi Keperilakuan, Yogyakarta : Andi.
- Kotler, P. 2019. Manajemen Pemasaran. Edisi Milenium. Jakarta: Prenhallindo.
- Kotler, Phillip dan Kevin Lane Keller. 2016. Manajemen Pemasaran edisi 12 Jilid 1 & 2. Jakarta: PT. Indeks.
- Kurnia. 2023. Pengaruh Penerapan E-Government Terhadap Kinerja Pegawai Sekretariat Dewan Perwakilan Rakyat Daerah Provinsi Sulawesi Utara. *Jurnal Administrasi Publik JAP* No.4 Vol. IX(2023) Hal. 489-496. Diakses tanggal 20 Februari 2024. Pk. 07.57.
- Mangkoesebroto, Guritno. 2018. Kebijakan Ekonomi Publik di Indonesia: Substansi dan Urgensi, Jakarta: PT. Gramedia Pustaka Umum.
- Mulyadi. 2014. Sistem Akuntansi. Cetakan Keempat. Jakarta: Salemba Empat.
- Rahayu, Siti Kurnia 2015. Perpajakan Indonesia: Konsep dan Aspek Formal. Bandung : Graha Ilmu
- Rahmawati. 2021. Pengaruh Penerapan E-Government Terhadap Kinerja Pegawai Pada Dinas Pemberdayaan Perempuan Dan Perlindungan Anak Provinsi Sumatera Selatan. *Jurnal Manajemen dan Ilmu Administrasi Publik*. Vol.3 No.4. Hal : 269-274. Diakses tanggal 13 Februari 2024. Pl. 21.27
- Safitri. 2023. Pengaruh Penggunaan E-Government Dalam Upaya Meningkatkan Kinerja Organisasi pada Dinas Komunikasi, Informatika Dan Persandian Aceh (Diskominfo Aceh). Seminar Nasional Unigha 2023 “Digitalisasi Akademik: Peluang dan Tantangan di Era Society 5.0. Diakses tanggal 20 Februari 2024. Pk. 19.38.
- Sekaran, Uma., & Bougie, R. 2016. *Research Methods for Business: A Skill-Building Approach* (7th Ed). United Kingdom: Wiley.
- Sinambela, Lijan Poltak. 2020. Kinerja Pegawai Teori Pengukuran dan Implikasi. Yogyakarta: Graha Ilmu.
- Siwi, Agustina Tri. 2020. Kewirausahaan di Era Revolusi Industri 4.0. Mitra Wacana Media. Jakarta.
- Suandy, Erly. 2011. Perencanaan Pajak, Edisi 5. Jakarta: Salemba Empat.
- Sugiyono, 2012. Statistika Untuk Penelitian, Cetakan Ke-21, Penerbit CV. Alfabeta, Bandung.
- Sugiyono. 2016. Metode Penelitian Kuantitatif, Kualitatif dan R&D, Cetakan Ke-23, Penerbit CV. Alfabeta, Bandung.
- Supriyanto, Aji . 2005 . Pengantar Teknologi Informasi. Semarang : Salemba Infotek.
- Sutarman, 2015. Pengantar Teknologi Informasi. Yogyakarta: Bumi Aksara.
- Tjiptono, Fandy. 2016. Service, Quality & Satisfaction. Yogyakarta: Andi.
- Udayana. 2023. Efektivitas Sistem Informasi Akuntansi, Kesesuaian Tugas, dan Pemanfaatan Teknologi Informasi pada Kinerja Pegawai. *Jurnal Akuntansi*. Vol. 32, No. 1. Hal. 255-264. Diakses tanggal 20 Februari 2024. Pk. 08.15.