



CASE STUDY OF PUBLIC SECTOR ACCOUNTING IN INDONESIA: E-AUCTION EVALUATION USING AN INTEGRATED SUCCESS MODEL METHOD AS PART OF ACCOUNTING INFORMATION SYSTEM

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Abstract

This study aims to identify the successful implementation of e-Auction using the integrated success model in Indonesia implemented by the first class auction officials within the Directorate General of State Assets Management (DJKN). The object of research will be drawn from the users of e-Auction DJKN namely the operator of the user of e-Auction DJKN which is a class I auction official and is in the guidance and supervision of the Directorate of Auction DJKN. The results showed that the e-Auction's overall success rate was 4.0004 from the scale of 5. This can be interpreted that the overall e-Auction has been successfully implemented in Indonesia through DJKN unit.

Keywords: Public Sector Accounting, Accounting Information System, E-Auction, Corporate Governance, State Finance, Indonesia

INTRODUCTION

A. Background Research

Implementation of the auction in Indonesia is supervised and managed by the Ministry of Finance through the Directorate General of State Assets (DJKN). Implementation is done through the State Wealth Service Office and Auction (KPKNL) for all types of auctions as well as Auction House which is limited to non-voluntary execution auction and pre-Auction implementation (Presidential Regulation No. 28 of 2015). In Indonesia, the auction can only be conducted by auction officials and supervised by DJKN. To participate in the auction, participants are required to deposit a certain amount of security deposit and will be required to pay it off after being appointed as the winner of the auction.

Directorate General of State Assets (DJKN) during this time has launched an auction service through internet called e-Auction. An e-Auction with the Internet Auction Application (ALI) makes the auction easier (accessible wherever and whenever), more efficient (no need for transport and accommodation costs) faster (direct bids received within seconds) secured (buyer auction is given an auction paper) and provide optimization of auction results. E-Auction participants are given the opportunity to bid multiple auctions (closed-multiple bidding) and know each other's "real-time" bidding numbers without any interference from any party that may occur in a conventional auction. Offer is done until the time limit is set, so the price is optimal. To be able to follow the e-Auction, the seller can register the goods to the nearest KPKNL, and buyers can register and deposit the amount of money for guarantee to KPKNL which can then follow the auction from anywhere through internet.

Data of the last three years indicate an increase in auction service. The number of auction frequencies increased from year-to-year, where in 2014 when e-Auction was first launched the number of auctions amounted to 46,228 times and in 2016 is 58,674 times. Similarly, the number of auction services through e-Auction where in 2014 at the first launching of e-Auction the number of e-Auction auction was as much as 681 times and in 2016 was 16,948 times. It is

also equivalent to an increase in the principal amount of the auction and auction duties which is relatively increasing from year to year.

Table 1: Annual Auction Development from 2010 to 2017

No.	Description		2010	2011	2012	2013	2014	2015	2016	April 2017
1	Auction Frequency (times)	Target	17167	18,500	22,000	24,719	29,663	30,850	33,836	33,935
		Realization	27595	35,680	38,061	37,639	46,228	54,564	58,674	13,945
2	Principal Auction (billion rupiah)	Target	3197	3,750	4,477	6,620	7,440	8,141	10,710	12,850
		Realization	6797	7,489	9,480	9,413	9,365	10,971	13,126	3,033
3	Duty/PNBP of Auction (million rupiah)	Target	44.05	44.58	41.83	124.00	175.00	220,50	252.00	302.40
		Realization	83.84	102.80	140.68	221.59	220.70	278,54	282.79	71.81

Source: Directorate of Auction

As one of the new ways of auction bidding, e-Auction cultivates the potential and new hope of the auction business process. The launch of e-Auction is one of the efforts to support the government programs to realize a more efficient, transparent and accountable auctions, to follow technological developments and to answer the needs of the community and to give hope for the optimum potential of auction results which in turn will increase non-tax state revenue in the form of duties auction. However, online auction activities conducted so far are focused on auction goods execution that previously have been registered through KPNKL.

It is necessary to evaluate the implementation of the e-Auction to find out if the auction on the DJKN using e-Auction has been carried out properly or not. The reason is that the evaluation on the e-Auction has never been done. Thus, DJKN does not know the score of successes and problems in e- Auction. A good and successful implementation will fully give the benefits of e-Auction. In this study, the author will use the method developed by Zaied (2012) which was also used by some previous studies to measure the success of information systems and other public services. Zaied provides a model that combines IS Success Model created by DeLone and McLean (2003) with Technology Acceptance Model (TAM) made by Davis (1986). This model is intended to evaluate the information systems in the public sector. The model created by Zaied is called the Integrated Success Model.

Based on the description, the author intends to conduct research on the Directorate General of State Assets regarding the e-Auction. Until now, is the implementation successful or is it use properly by DJKN through their auction officials or is there any remedial and/or development of information systems. To answer these questions, surely the most objective answer is from the users of the system itself, which is the auction officials of class I in DJKN environment.

This study is limited to an evaluation of the implementation of e-Auction. Respondents are limited to class I auction officials at the Directorate General of State Assets. Object auction restricted to class I officers who are still active, as the operator of the e-Auction because the data of auction buyers who participate in the e-Auction are difficult to be obtained due to its confidential nature and huge amount of the population. The purpose of this research is to identify the successful implementation of e-Auction conducted by first class Auction officials in DJKN environment.

THEORETICAL FRAMEWORK

1. System information

To understand the information system, then the first thing to do is to find the definition of information systems. According to Dreyfus (2009, 7) who quotes a statement from Mason and Mitroff (1973) who state as follows:

Furthermore, Dreyfus explains that based on the above mentioned definition, there are two important aspects of the information system. The first is the information system in the context of the organization, the second is the information system that has a goal to be achieved. Good Information System can support the implementation of e-commerce which requires internet media in order to be maximally utilized by the user.

2. e-Auction DJKN

The Directorate General of State Assets is a vertical institution within the Ministry of Finance. Bureaucratic Reforms within the Ministry of Finance in 2006 made the functions of state receivables and auction services combined with the functions of state property management at the Directorate of State Property Management (PBM/KN) of the Directorate General of Treasury (DJPb).

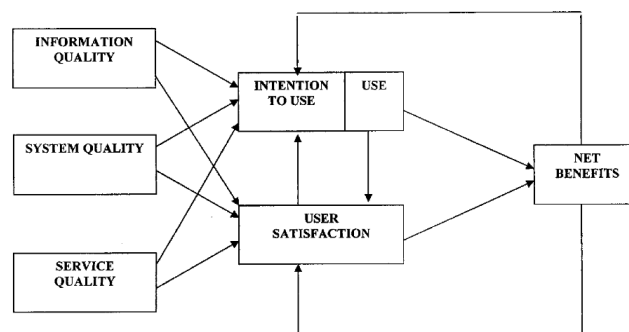
e-Auction has long been applied broadly, for example the most famous is e-bay. e-Auction aims to increase the frequency and interest of the public to conduct sale and purchase through auction quickly and efficiently because they do not need to come to the KPKNL to follow the auction process. In addition, e-Auction is also useful to reduce the existence of fraud such as mafia auction and corruption of KKN between the seller/buyer to the auction officials.

INFORMATION SYSTEM SUCCESS

Information system success model (DeLone and McLean).

In 2003, DeLone and McLean published an update on The DeLone and McLean Model of Information Systems Success. DeLone and McLean explain the reasons for the change, namely “Based on Research Contributions since our original paper, and based on changes in the role and management of information systems, we have updated our original success model” (DeLone & McLean, 2003, page 23). The changes made were the addition of services quality, explanation of use into use/intention to use, and the incorporation of individual impact and organization impact into net benefit. The relationship between the six elements can be seen in Figure 1.

Figure 1: Updated DeLone & McLean Information System Success Model



Source: DeLone, WH, & McLean, ER (2003). The DeLone and McLean Model of Information

Systems Success: A Ten-Year Update. Journal of Management Information Systems.

Technology Acceptance Model (Tam)

Davis (1986) build Technology Acceptance Model (TAM) with the aim “to develop and test a theoretical model of the effect of system characteristic on user acceptance of computer based information system.” TAM emphasizes the causal relationships of each variable, namely external variables, perceived usefulness, perceived ease of use, and attitude toward using. Attitude toward using caused by perceived usefulness and perceived ease of use, while perceived ease of use affects perceived usefulness. The TAM model can be depicted with Figure 2.

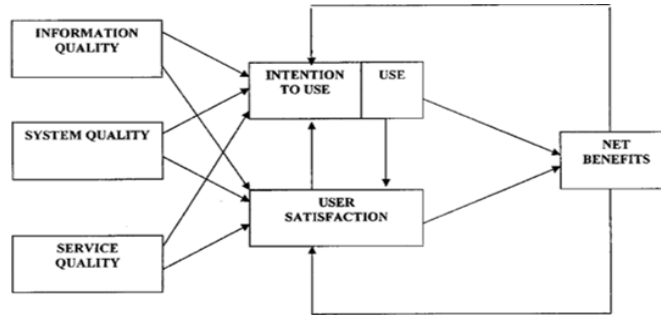


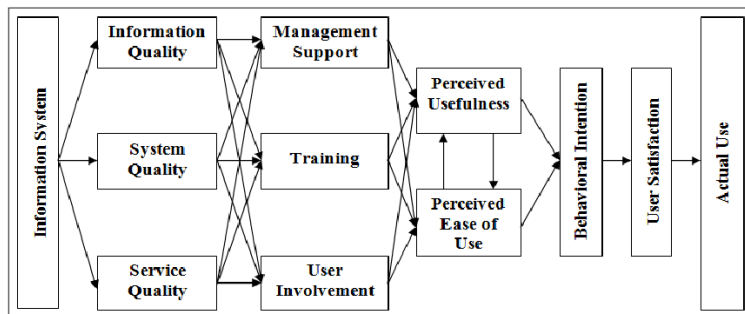
Figure 2: Technology Acceptance Model

Source: Davis, FD (1986). A Technology Acceptance Model for Empirically Testing Now End-User Information System: Theory and Results.

Previous Research

Zaied (2012) provides a model that combines IS Success Model created by DeLone and McLean (2003) with Technology Acceptance Model (TAM) made by Davis (1986). This model is intended to evaluate information systems in the public sector. The model created by Zaied is called the Integrated Success Model. The model below assumes that information quality, system quality and service quality associated with management support, training and user involvement, and affect the perceived usefulness and perceived ease of use. In which it will affect the behavior or intention and user satisfaction. The shape of this model can be illustrated by Figure 3.

Figure 3: Integrated Success Model



Source: Zaied, AN (2012). An Integrated Success Model for Evaluating Information System in Public Sectors. Journal of Emerging Trends in Computing and Information Sciences. Benchmark used in this research is the one conducted by Zaied (2012) in his journal “An Integrated Success Model for Evaluating Information Systems in Public Sectors.” Zaied conducted an empirical study using questionnaires and interviews on 500 participants of

information system users in 10 major Egyptian organizations using the integrated success model. The result of the research is information quality and service quality have a significant positive effect on the success of information system.

RESEARCH METHODS

A. Types of research

The type of this research is quantitative, non-causal, survey. This research uses descriptive evaluative research method which is systematic and factual description. The approach used is an evaluative approach where researchers collect data on the success of information system implementation. The object of research will be taken from operator of e-Auction that is officer of Class I auction that exist in DJKN environment. The auction officials of class I is in the guidance and supervision of the Directorate of Auction. There are 658 Class I auction officials working at DJKN. Sampling to be used is simple random sampling. Total sample is 224 derived from class I auction officials in active KPKNL, which is taken based on Gay and Diehl criteria (1992), which is at least 20% of the total population with a total of at least 45 respondents. The data to be used is collected through a questionnaire with Likert scale of 1-5. Data on the distribution of class I auction officials can be seen in Table 2.

Table 2: Distribution of Class I DJKN Offering Officials

No	Work unit	Echelon 2	Echelon 3	Echelon 4	Executor	Amount
1	DJKN Head Office	3	10	32	19	64
2	Kanwil DJKN	6	47	79	21	153
3	KPKNL	0	31	206	204	441
	Total	9	88	317	244	658

Source: Directorate of Auction

There are ten dimensions will be measured through 34 elements in the questionnaire consisting of 53 questions compiled by Zaied. The value of success of each element is measured using Likert scale, where the element is said to have a positive response if it has an average value above 3.

The measurement criteria will be used in accordance with the elements of the measurement of the success of information system made by Zaied. The elements for measuring each dimension are as follows:

a) System Quality

System quality measured by elements: e-Auction reliability, ease use of e-Auction, ability to adapt, trust, and treatment.

b) Information Quality

Information quality is measured by elements: completeness, security understanding, availability, and accuracy

c) Service Quality

Service quality is measured by elements: availability, e-Auction reliability, integrity, functionality, efficiency.

d) Management Support

Management Support is measured by management support elements.

e) Training

Training is measured by training elements.

f) User Involvement

User Involvement is measured by user engagement elements.

g) Perceived Usefulness

Perceived Usefulness is measured by elements: performance, effectiveness, productivity, risk, and trust.

h) Perceived Ease of use

Perceived ease of use is measured by elements: ease of learning, ease of manage, efficiency, simplicity, and compatibility.

i) Behavioral Intention

Behavioral Intention is measured by elements: personalization, interaction, speed, avoidance of uncertainty and number of transactions.

j) User Satisfaction

User Satisfaction is measured by elements: self-efficacy, repetitive use, personalization, perceived risk, and enjoyment.

DISCUSSION

A. Respondents Distribution

In the questionnaire’s question that has been distributed, there are questions about the level of education and gender to know the distribution of the respondents. The following is the distribution of respondents according to education level in table 3.

Table 3: Distribution of Respondents by Education

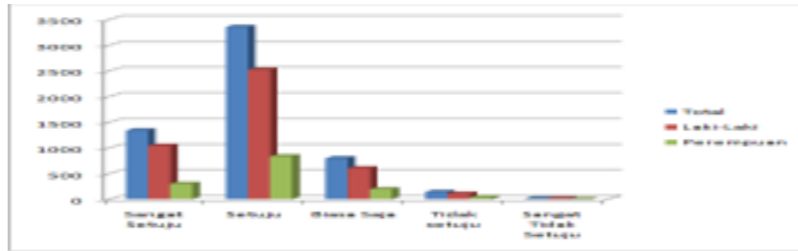
Level of education	Man		Women		Total	
	n	%	n	%	n	%
S2	19	23%	2	2%	21	25%
S1	44	53%	18	22%	62	75%
Total	63	76%	20	24%	83	100%

Source: processed from questionnaire data

B. Answer Distribution of Respondents

Respondents who voted strongly agreed amounted to 24.68 % and who voted agree as much as 58.44%. Respondents who answered agree and strongly agree amounted to 83.12 %. Based on the results of Zaid's research, it can be implied that the ten dimensions used are appropriate for assessing the success of information systems. The answer distribution of the respondents can be seen on the graph 1.

Chart 1: Answer Distribution of Respondents



Source: processed from questionnaire data

C. Test Reliability and Validity

1. Test reliability

Determination of the level of reliability by looking at the value of Cronbach's Alpha. The value of Cronbach's Alpha is said to be reliable when it gives a value > 0.70 (nunnally, 1994). The results show that all research dimensions meet the reliability test because the consistency level is acceptable, good and excellent.

2. Validity Test

Validity test is done by Bivariate Pearson method and Corrected Item-Total Correlation by observing the significance value of each element. The test results of the validity of each dimension will be explained as follows.

a) System Quality

Validity test results using Bivariate Pearson showed Pearson Correlation value of each element compared with r table at 0.01 significance level with two-sided test and $n = 83$. The value obtained from r table is 0.2813. Test results according to Bivariate Pearson declared valid because the calculation results are greater than r table. Using Corrected Item-Total Correlation, all tested elements produce values greater than r table 0.2813. The results of testing according to Corrected Item-Total Correlation indicate that each item of system quality is valid because the test result of each variable form statement is larger than r table.

b) Information Quality

R value of table equal to test of previous dimension that is equal to 0.2813. From the results of validity test, information quality indicates that the data is valid. Testing using Corrected Item-Total Correlation indicates that every item used in this dimension is valid because its value is greater than 0.2813.

c) Service Quality

Value of r value is equal to the previous dimension testing amounted to 0.2813. From the results of validity test, information quality indicates that the data is valid. Testing using Corrected Item-Total Correlation indicates that every item used in this dimension is valid because its value is greater than 0.2813.

d) Management Support

Dimensions of Management Support were also tested using the Bivariate Pearson method. The value of r table is equal to the previous dimension testing amounted to 0.2813. Based on the test results of the validity of Management Support, indicating that the data is valid. Testing using Corrected Item-Total Correlation indicates that every item used in this dimension is valid because its value is greater than 0.2813.

e) Training

Value of r value is equal to the previous dimension testing amounted to 0.2813. From the validity testing of Training indicating that the data is valid. Testing using Corrected Item-Total Correlation indicates that every item used in this dimension is valid because its value is greater than 0.2813.

f) User Involvement

Value of r value is equal to the previous dimension testing amounted to 0.2813. From the results of validity testing of User Involvement, indicating that the data is valid. Testing using Corrected Item-Total Correlation indicates that every item used in this dimension is valid because its value is greater than 0.2813.

g) Perceived Usefulness

Value of r value is equal to the previous dimension testing amounted to 0.2813. From the results of validity testing of Perceived Usefulness, indicating that the data is valid. Testing using Corrected Item-Total Correlation indicates that every item used in this dimension is valid because its value is greater than 0.2813.

h) Perceived Ease of Use

Value of r value is equal to the previous dimension testing amounted to 0.2813. From the results of validity testing of Perceived Ease of Use indicating that the data is valid. Testing using Corrected Item-Total Correlation indicates that every item used in this dimension is valid because its value is greater than 0.2813.

i) Behavioral Intention

Value of r value is equal to the previous dimension testing amounted to 0.2813. From the results of the validity testing of Behavioral Intention indicating that the data is valid. Testing using Corrected Item-Total Correlation indicates that every item used in this dimension is valid because its value is greater than 0.2813.

j) User Satisfaction

Value of r value is equal to the previous dimension testing amounted to 0.2813. From the results of validity testing of User Satisfaction indicating that the data is valid. Testing using Corrected Item-Total Correlation indicates that every item used in this dimension is valid because its value is greater than 0.2813.

3. Normality Test

The researcher did not conduct normality test due to the Likert scale 1-5, where the Likert scale 1-5 is ordinal and its range is too small. It means that its distribution will be highly skewed or abnormal. This has been proved by a research conducted by Shing-On Leung (2011), where Shing-On Leung compares Psychometric Properties and Normality to 4-, 5-, 6-, and 11-Point Likert Scales. In the study, Shing-On Leung uses Chinese RSES, where there is no difference between 4-5-, 6-, and 11- point Likert scales on mean, SD, item- correlation, item-total correlation, reliability, exploratory factor analysis, or factor loading. However, the 6- and 11-scale RSES show normal distribution, while the 4- and 5-point scales are not normal where Sig shows the value 0.000 or <0.05, although the result will be close to the normal line if shown in Q-Q the plot.

D. Correlation of Dimensions of Success

The correlation analysis used was Pearson Correlation. Correlation does not distinguish between the dependent variable and the independent variable. The correlation coefficient score using SPSS is shown in table 4.

Table 4: Correlation Coefficient

	System Quality	Information Quality	Service Quality
Management Support	0.688062	0.602625	0.560919
Training	0.744078	0.707085	0.665055
User Involvement	0.562108	0.531816	0.581624
Perceived Usefulness	0.859154	0.837092	0.894275
Perceived Ease of Use	0.92751	0.906535	0.911811
Behavioral Intention	0.887191	0.888858	0.915923
User Satisfaction	0.916707	0.906882	0.915087

Source: Questionnaire data processed using SPSS

The result of the correlations shows that there is significant positive correlation between the dimensions of success. The biggest correlation is between system quality with Perceived Ease of Use (0.92751), between system quality with user satisfaction (0.916707), and between service quality and Behavioral intention (0.915923). This shows that there is indeed a correlation between dimensions of success.

The interesting thing is in the user involvement, which it has very small correlation score. This can be interpreted that user involvement does not have correlation with system quality, information quality, and service quality. This is slightly different from research by Zaied. In his research, all dimensions have high correlation score with the System Quality, Information Quality and Service Quality.

E. Data Analysis per Dimension of Success

To find out the success of e-Auction implementation as a whole, it is necessary to find out the success rate of each element of information system success. Integrated success model has 10 dimensions to measure the success rate, namely system quality, information quality, service quality, management support, user involvement, training, perceived usefulness, perceived ease of use, behavioral intention, and user satisfaction.

1. System Quality

To measure system quality, there are 5 category of measurement used, namely adaptability, availability, reliability, response rate, and utility. Each criterion was measured by using two questionnaire questions. The results obtained can be seen in table 5.

Table 5: Results of System Quality

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
Reliabilitas	0	0.00%	0	0.00%	7	8.43%	59	71.08%	17	20.48%	4.1205
	0	0.00%	1	1.20%	11	13.25%	55	66.27%	16	19.28%	4.0361
Kegunaan	0	0.00%	1	1.20%	6	7.23%	53	63.86%	23	27.71%	4.1807
	0	0.00%	0	0.00%	9	10.84%	56	67.47%	18	21.69%	4.1084
Kemampuan Berdaptasi	0	0.00%	2	2.41%	9	10.84%	53	63.86%	19	22.89%	4.0723
	0	0.00%	1	1.20%	10	12.05%	48	57.83%	24	28.92%	4.1446
Kepercayaan	0	0.00%	0	0.00%	11	13.25%	53	63.86%	19	22.89%	4.0964
	1	1.20%	2	2.41%	11	13.25%	49	59.04%	20	24.10%	4.0241
Perawatan	0	0.00%	0	0.00%	14	16.87%	45	54.22%	24	28.92%	4.1205
	0	0.00%	1	1.20%	19	22.89%	45	54.22%	18	21.69%	3.9639
Mean	0.10	0.12%	0.80	0.96%	10.70	12.89%	51.60	62.17%	19.80	23.86%	4.0867

Source: Processed from Questionnaire Data

Based on the data from table 5, it can be seen that the mean for all elements are more than 3 (three) which can be interpreted that the approval level of respondents is quite high. The total mean score of 4.0867 indicates that respondents give a positive response to the System Quality dimension. Table IV.13 also shows that most respondents give a good score to System Quality dimension. Overall, the percentage of agree and strongly agree answers is 86.02%.

Nevertheless, there are e-Auction respondents that gave small score. Total of 13.98% respondents gave a score between strongly disagree, disagree and normal. The users of e-Auction thought that the quality of e-Auction information system still needs refinement, development and improvement. This is supported with the qualitative data provided by respondents in the form of opinions/suggestions. From the survey results, there are four related opinions that mention the existence of a problem. Basically, the problem contains e-Auction problems that arise during the application usage. The problems include many e-Auction that do not display the object and floor plan images (for land/building) which are subsequently required for every e-Auction to attach object images and location floor plan. This technical problem should be reported quickly to the system developer and quickly responded back. Related to these problems, this indicates that although e-Auction has been running for long time, there are still disadvantages that should be resolved.

From all elements, it can be seen that the highest usage criteria score among the other criteria is 4.1807 and 4.1084. This means that most e-Auction users believe that e-Auction is useful in helping them perform the auction task, but there are a small proportion of e-Auction users who have not been helped by e-Auction.

Of the 5 (five) elements of measurement, overall, the dimension of quality system of e-Auction can be said to be successful. The mean score of the questionnaire results is a total average of 4.0867 on the scale of 5. But improvements are still needed, especially in the simplification of system design in order to facilitate the use of the application.

2. Information quality

To measure information quality, there are five categories of measurement that are used, namely completeness, understandability, security, availability, and accuracy. Each criterion was measured using two questionnaire questions. The results obtained can be seen in table 6.

Table 6: Results of Information Quality

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
Kelengkapan	0	0.00%	4	4.82%	19	22.89%	49	59.04%	11	13.25%	3.8072
	0	0.00%	2	2.41%	17	20.48%	46	55.42%	18	21.69%	3.9639
Pemahaman	0	0.00%	0	0.00%	8	9.64%	59	71.08%	16	19.28%	4.0964
	0	0.00%	0	0.00%	14	16.87%	53	63.86%	16	19.28%	4.0241
Keamanan	0	0.00%	1	1.20%	9	10.84%	51	61.45%	22	26.51%	4.1325
	0	0.00%	1	1.20%	10	12.05%	52	62.65%	20	24.10%	4.0964
Ketersediaan	0	0.00%	2	2.41%	13	15.66%	47	56.63%	21	25.30%	4.0482
	0	0.00%	2	2.41%	3	3.61%	40	48.19%	38	45.78%	4.3735
Akurasi	0	0.00%	4	4.82%	15	18.07%	49	59.04%	15	18.07%	3.9036
	0	0.00%	2	2.41%	13	15.66%	53	63.86%	15	18.07%	3.9759
Mean	0.00	0.00%	1.80	2.17%	12.10	14.58%	49.90	60.12%	19.20	23.13%	4.0422

Source: Processed from Questionnaire Data

Based on the data from table 6, it can be seen that the mean for all elements are more than 3 (three) which can be interpreted that the approval level of respondents is quite high. The total mean score of 4.0422 indicates that respondents give a positive response to the Information Quality dimension. Table IV.14 also shows that most respondents give a good score to Information Quality dimension. Overall, the percentage of agree and strongly agree answers is 83.25%.

Nevertheless, there are e-Auction respondents that gave small score. Total of 16.75% respondents gave a score between strongly disagree, disagree and normal. The users of e-Auction thought that the quality of e-Auction information is not good. This is supported with the qualitative data provided by respondents in the form of opinions/suggestions. From the survey results, there are two related opinions that mention the existence of a problem. The first opinion states that the security code for e-Auction users (auction buyers) should no need for image or photo selection as it is time consuming. The second opinion only provides input for enhanced security and is expected to pay attention to undesirable threats. It can be interpreted that e-Auction users are concerned with the security of e-Auction, therefore the application developers should pay attention to database security as well as user data.

From all elements, it can be seen that the highest availability criterion score among other criteria is with the mean of both 4.2108. This can be interpreted that most e-Auction users believe that e-Auction is available when they are going to do the auction work, but there are a small number of e-Auction users who still struggle to access e-Auction

Of the 5 (five) elements of measurement, overall, the dimension of information quality of e-Auction can be said to be successful. The mean score of the questionnaire results is a total average of 4.0422 on the scale of 5. However, it is necessary to make improvements, especially the availability of e-Auction whenever necessary including authorization data accuracy provided in order to facilitate the use of the application.

3. Service quality

To measure service quality, there are five categories of measurement used, namely availability, reliability, integrity, functionality, and efficiency. Each criterion was measured using two questionnaire questions. The results obtained can be seen in table 7.

Table 7: Results of Service Quality

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
Ketersediaan	0	0.00%	2	2.41%	13	15.66%	47	56.63%	21	25.30%	4.0482
	0	0.00%	2	2.41%	3	3.61%	40	48.19%	38	45.78%	4.3735
Reliabilitas	0	0.00%	0	0.00%	7	8.43%	59	71.08%	17	20.48%	4.1205
	0	0.00%	1	1.20%	11	13.25%	55	66.27%	16	19.28%	4.0361
Integritas	0	0.00%	1	1.20%	9	10.84%	60	72.29%	13	15.66%	4.0241
	0	0.00%	3	3.61%	12	14.46%	55	66.27%	13	15.66%	3.9398
Fungsionalitas	0	0.00%	0	0.00%	17	20.48%	47	56.63%	19	22.89%	4.0241
	0	0.00%	4	4.82%	18	21.69%	44	53.01%	17	20.48%	3.8916
Efisiensi	0	0.00%	5	6.02%	13	15.66%	46	55.42%	19	22.89%	3.9518
	0	0.00%	5	6.02%	12	14.46%	47	56.63%	19	22.89%	3.9639
Mean	0.00	0.00%	2.30	2.77%	11.50	13.86%	50.00	60.24%	19.20	23.13%	4.0373

Source: Processed from Questionnaire Data

Based on the data from table 7, it can be seen that the mean for all elements are more than 3 (three) which can be interpreted that the approval level of respondents is quite high. The total mean score of 4.0373 indicates that respondents give a positive response to the Service Quality dimension. Table 7 also shows that most respondents give a good score to Service Quality dimension. Overall, the percentage of agree and strongly agree answers is 83.25%.

Nevertheless, there are e-Auction user respondents that gave small score. Total of 16.63% respondents gave a score between strongly disagree, disagree and normal. The users of e-Auction thought that the quality of e-Auction information is not good. This is supported with the qualitative data provided by respondents in the form of opinions/suggestions. From the survey results, suggestions are obtained from some respondents to add new menu of field condition and legal issues occurred and should also add the menu of creating auction treatise. In addition is to make the features in e-Auction to be user friendly and as interesting as possible like tokopedia and other e-commerce.

In the e-Auction there is also no information feature for the participant who will participate in the auction to include the name of the account number (destination for returned money) that is similar as the name of the participant and there is no clear rules related to this, so if the treasurer's boss does not want refund bail auction through the transfer of system application (security reasons due to different name) then finally refund of bail money via Cheque requiring bidders come, this becomes an obstacle especially if the bidders are located far/out of town

From all elements, it can be seen that the highest availability criterion score among other criteria is with the mean of both 4.2108. This can be interpreted that most e-Auction users believe that e-Auction is available when they are going to do the auction work, but there are a small number of e-Auction users who still struggle to access e-Auction.

Of the 5 (five) elements of measurement, overall, the dimension of service quality of e-Auction can be said to be successful. However, it is necessary to make improvements, especially the availability of e-Auction whenever necessary, the function and efficiency of e-Auction use in the auction in order to facilitate the implementation of auction.

4. Management support

To measure management support, there is one measurement category used that is management support. Management support criteria were measured using two questionnaire questions. The results obtained can be seen in Table IV.17.

Table 8: Results of Management Support

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
Dukungan	0	0.00%	0	0.00%	5	6.02%	40	48.19%	38	45.78%	4.3976
Manajemen	0	0.00%	0	0.00%	11	13.25%	48	57.83%	24	28.92%	4.1566
Mean	0.00	0.00%	0.00	0.00%	8.00	9.64%	44.00	53.01%	31.00	37.35%	4.2771

Source: Processed from Questionnaire Data

Based on the data from table 8, it can be seen that the mean for all elements are more than 3 (three) which can be interpreted that the approval level of respondents is quite high. The total mean score of 4.2771 indicates that respondents give a positive response to the Management Support dimension. Table 8 also shows that most respondents give a good score to Management Support dimension. Overall, the percentage of agree and strongly agree answers is 90.36%.

Nevertheless, there are e-Auction user respondents that gave small score. Total of 9.64% respondents gave a score between strongly disagree, disagree and normal. The users of e-Auction thought that the management is lack of support in the implementation of e-Auction. This is supported with the qualitative data provided by respondents in the form of opinions/suggestions. From the survey results, one related opinion that mentioned the existence of a problem was obtained. The suggestion expects that discussion of problems that may arise later on both the technical problems of e-Auction and legal issues. In addition, the role of management, especially central and kanwil (DJKN) should able to help solve the problem. This can be interpreted that most e-Auction users believe that management supports the implementation of e-Auction during the auction task, but there are a small number of e-Auction users who still do not get the support they need when using e-Auction.

Overall, management support dimensions of e-Auction can be said to be successful. The mean score of the questionnaire results is a total average of 4.2771 on the scale of 5. However, it is necessary to make improvements, especially support and motivation from the top management of the e-Auction users in order to facilitate the implementation of auction.

5. Training

To measure training, there is one measurement category used namely training. Training criteria was measured using two questionnaire questions. The results obtained can be seen in table 9.

Table 9: Results of Training

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
Pelatihan	0	0.00%	5	6.02%	11	13.25%	49	59.04%	18	21.69%	3.9639
	0	0.00%	3	3.61%	10	12.05%	51	61.45%	19	22.89%	4.0361
Mean	0.00	0.00%	4.00	4.82%	10.50	12.65%	50.00	60.24%	18.50	22.29%	4.0000

Source: Processed from Questionnaire Data

Based on the data from table 9, it can be seen that the mean for all elements are more than 3 (three) which can be interpreted that the approval level of respondents is quite high. The total mean score of 4.000 indicates that respondents give a positive response to the Training dimension. Table 9 also shows that most respondents give a good score to Training dimension. Overall, the percentage of agree and strongly agree answers is 82.53%.

Nevertheless, there are e-Auction user respondents that gave small score. Total of 17.47% respondents gave a score between strongly disagree, disagree and normal. The users of e-

Auction thought that there is lack of adequate training in the operation of e-Auction. This is supported with the qualitative data provided by respondents in the form of opinions/suggestions. From the survey results, one opinion related to training problem was obtained. The opinion expects that training of e-Auction use should be given. Training should be evenly distributed and routinely conducted so that the users always up-to-date with the quick application development to suit the users' need. This can be interpreted that most e-Auction users believe that there is a good training for e-Auction use, but there are a small number of e-Auction users who still do not get the training they need to be able to use e-Auction.

Overall, training dimensions in e-Auction can be said to be successful. The mean score of the questionnaire results is a total average of 4.000 on the scale of 5. However, additional training is still needed for e-Auction users on a regular basis, especially after updates or new developments in e-Auction in order to facilitate the implementation the auction.

6. User involvement

To measure User Involvement, there is one category of measurement used namely user involvement. User involvement criterion was measured using two questionnaire questions. The results obtained can be seen in table 10.

Table 10: Results of User Involvement

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
Keterlibatan	6	7.23%	21	25.30%	14	16.87%	28	33.73%	14	16.87%	3.2771
Pengguna	5	6.02%	20	24.10%	16	19.28%	25	30.12%	17	20.48%	3.3494
Mean	5.50	6.63%	20.50	24.70%	15.00	18.07%	26.50	31.93%	15.50	18.67%	3.3133

Source: Processed from Questionnaire Data

Based on the data from table 10, it can be seen that the mean for all elements are more than 3 (three) which can be interpreted that the approval level of respondents is quite high. The total mean score of 3.3133 indicates that respondents give a positive response to the User Involvement dimension. Table 10 also shows that most respondents give a little good score to User Involvement dimension. Overall, the percentage of agree and strongly agree answers is 50.60%.

Nevertheless, there are e-Auction user respondents that gave small score. Total of 49.40% respondents gave a score between strongly disagree, disagree and normal. The users of e-Auction thought that there is user involvement in the creation and development of e-Auction. This can be interpreted that most e-Auction users believe that there is poor users' involvement in the creation and development of e-Auction.

Overall, users' involvement dimensions in e-Auction can be said to be not really successful. The mean score of the questionnaire results is a total average of 3.3133 on the scale of 5. It still needs e-Auction user involvement in designing e-Auction development for e-Auction to be in accordance with the expectations and needs of its users and can be said to be user friendly.

7. Perceived usefulness

The Perceived Usefulness dimension is used to measure the perceptions of each e-Auction operator that the use of e-Auction can improve performance. Perceived Usefulness was measured by performance, effectiveness, productivity, perceived risk and trust. Each criterion was measured using two questionnaire questions. The results obtained can be seen in table 11.

Table 11: Perceived Usefulness

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
Kinerja	0	0.00%	2	2.41%	16	19.28%	45	54.22%	20	24.10%	4.0000
	0	0.00%	2	2.41%	20	24.10%	39	46.99%	22	26.51%	3.9759
Efektifitas	0	0.00%	3	3.61%	16	19.28%	44	53.01%	20	24.10%	3.9759
	0	0.00%	1	1.20%	13	15.66%	49	59.04%	20	24.10%	4.0602
Produktivitas	0	0.00%	3	3.61%	11	13.25%	50	60.24%	19	22.89%	4.0241
	0	0.00%	1	1.20%	8	9.64%	56	67.47%	18	21.69%	4.0964
Risiko yang Dirasakan	0	0.00%	0	0.00%	9	10.84%	53	63.86%	21	25.30%	4.1446
	0	0.00%	1	1.20%	14	16.87%	48	57.83%	20	24.10%	4.0482
Kepercayaan	0	0.00%	0	0.00%	11	13.25%	53	63.86%	19	22.89%	4.0964
	1	1.20%	2	2.41%	11	13.25%	49	59.04%	20	24.10%	4.0241
Mean	0.10	0.12%	1.50	1.81%	12.90	15.54%	48.60	58.55%	19.90	23.98%	4.0446

Source: Processed from Questionnaire Data

From table 11 it can be seen that the criterion with the highest score is the perceived risk with an average score of 4.0964. The lowest score is in Performance with a mean score of 3.988. Overall, the mean for the perceived usefulness dimension is 4.0446. The largest distribution of answers is on the agreed answer of 58.55%.

Based on the data collected, most respondents agree that e-Auction has high performance, high effectiveness, high productivity, high level of perceived risk, and high level of privacy and level of trust. Total respondents who gave agree and strongly agree answers is 82.53%.

On the other hand, it can be seen that 17.47% (total answers of strongly disagree, disagree and between agree and disagree) of e-Auction users disagree with these five aspects. This means that there is a group of e-Auction users who feel that perceived usefulness of e-Auction is considered not good.

Overall, perceived usefulness of e-Auction can be said to be successful with an average score of 4.0446 on a scale of 5. The largest contributory categories of success are Perceived Risk, Trust, followed by Productivity, Effectiveness and Performance. The suggestions related perceived usefulness is that e-Auction developers can continue to make improvements to e-Auction to ease the user e-Auction in the implementation of the auction.

8. Perceived ease of use

The Perceived Ease of Use dimension is used to measure perceptions of ease of use of e-Auction. Perceived Ease of Use was measured by: easy to learn, easy to manage, self-efficacy, simplicity, and compatibility. Each criterion was measured using two questionnaire questions. The results obtained can be seen in table 12.

Table 12: Perceived Ease of Use

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
Kemudahan Belajar	0	0.00%	2	2.41%	9	10.84%	50	60.24%	22	26.51%	4.1084
	0	0.00%	2	2.41%	7	8.43%	56	67.47%	18	21.69%	4.0843
Kemudahan Mengelola	0	0.00%	2	2.41%	10	12.05%	51	61.45%	20	24.10%	4.0723
	0	0.00%	1	1.20%	13	15.66%	53	63.86%	16	19.28%	4.0120
Efikasi Diri	0	0.00%	0	0.00%	9	10.84%	54	65.06%	20	24.10%	4.1325
	0	0.00%	1	1.20%	11	13.25%	51	61.45%	20	24.10%	4.0843
Kesederhanaan	0	0.00%	1	1.20%	10	12.05%	53	63.86%	19	22.89%	4.0843
	0	0.00%	2	2.41%	11	13.25%	50	60.24%	20	24.10%	4.0602
Kompatibilitas	0	0.00%	0	0.00%	12	14.46%	46	55.42%	25	30.12%	4.1566
	0	0.00%	1	1.20%	9	10.84%	52	62.65%	21	25.30%	4.1205
Mean	0.00	0.00%	1.20	1.45%	10.10	12.17%	51.60	62.17%	20.10	24.22%	4.0916

Source: Processed from Questionnaire Data

From table 12, it can be seen that the criteria with the highest score is Compatibility with mean score of 4.1386. The lowest score is in Simplicity with mean score of 4.0723. Overall, the mean for Service Quality dimension is 4.0916. The largest distribution of answers is on the agree answer of 62.17%.

Based on the data collected, most respondents agree that e-Auction has a high level of ease of learning, high level of ease of managing, high self-efficacy, and a high level of simplicity and compatibility. Total respondents who gave agree and strongly agree score is 86.39%.

On the other hand, it can be seen that 13.61% (total answers of strongly disagree, disagree and between agree and disagree) of e-Auction users do not really agree with these five aspects. This means that there is a group of e-Auction users who feel that e-Auction ease of use perception is considered not really good. From the survey results, two related opinions were obtained that mentions the existence of problems. The first opinion expects to be added the menu for making the auction treatise. The second opinion expects that there is information for participants who will participate in the auction to include the name of the account number (the destination of money returned) that is similar to the name of the participant.

Both of these issues indicate that e-Auction users of SI want the resulting report to be more complete and in accordance with the needs of users, especially the auction treatise that must be provided at each auction.

In conclusion, in terms of Perceived ease of use, e-Auction can be said to be successful with an average score of 4.0926 on a scale of 5. The largest contributory category of success is Compatibility, followed by Self Efficacy, Ease of Learning, Simplicity and Ease of Managing. The suggestions related to service quality, among others, is to simplify the application design so that it can be more user friendly. In addition, the system developers are expected to update their e-Auction instructions so that they can be a reference for new e-Auction users.

9. Behavioral intention

The Behavioral Intention dimension is used to measure how much e-Auction users' intentions are in using e-Auction. Behavioral Intention was measured by personalization, interaction, response time, uncertainty avoidance and number of transactions. Each criterion was measured using two questionnaire questions. The results obtained can be seen in table 13.

Table 13: Behavioral Intention

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
Personalisasi	0	0.00%	0	0.00%	15	18.07%	50	60.24%	18	21.69%	4.0361
	0	0.00%	1	1.20%	15	18.07%	49	59.04%	18	21.69%	4.0120
Interaksi	0	0.00%	3	3.61%	19	22.89%	50	60.24%	11	13.25%	3.8313
	0	0.00%	2	2.41%	14	16.87%	55	66.27%	12	14.46%	3.9277
Kecepatan	0	0.00%	3	3.61%	10	12.05%	47	56.63%	23	27.71%	4.0843
	0	0.00%	1	1.20%	9	10.84%	49	59.04%	24	28.92%	4.1566
Menghadapi Ketidakpastian	0	0.00%	2	2.41%	14	16.87%	49	59.04%	18	21.69%	4.0000
	0	0.00%	2	2.41%	15	18.07%	49	59.04%	17	20.48%	3.9759
Jumlah Transaksi	0	0.00%	2	2.41%	10	12.05%	46	55.42%	25	30.12%	4.1325
	0	0.00%	0	0.00%	11	13.25%	46	55.42%	26	31.33%	4.1807
Mean	0.00	0.00%	1.60	1.93%	13.20	15.90%	49.00	59.04%	19.20	23.13%	4.0337

Source: Processed from Questionnaire Data

From table 13, it can be seen that the criteria with the highest score is the Number of Transactions with an average score of 4.1566. The lowest score is Interaction with an average

score of 3,879. Overall, the mean for the Behavioral Intention dimension is 4.0337. The largest distribution of answers is on the agree answer of 59.04%.

Based on data collected, most respondents agree that e-Auction has a high level of personalization, high interaction rates, high speed rates, high uncertainty avoidance, and high number of transaction and level of usage. Total respondents who gave agree and strongly agree answers are 82.17%. On the other hand, it can be seen that 17.83% (total answers of strongly disagree, disagree and between agree and disagree) of e-Auction users do not really agree with these six aspects. This means that there is a group of e-Auction users who feel that e-Auction behavioral intention is considered not really good. This is also supported by the qualitative data provided by the respondents in the form of opinions. From the survey results, five related opinions were obtained that mentions the existence of problems. The first opinion is that DJKN to have its own server. The second opinion is to provide internet facilities or a stable network to support the use of e-Auction. The two opinions related to infrastructure issues indicate that KPKNL does not have good infrastructure yes, especially a good and fast network to support the implementation of e-Auction. This condition is most likely related to the lack of management support. This problem is important to be considered for information system developers in DJKN, especially if the auction in the future will use e-Auction entirely. Overall the dimensions of behavioral intention in e-Auction can be said to be successful with an average score of 4.0337 on the scale of 5. The largest contributory category of success is Total Usage, followed by Number of Transactions, Speed, Personalization, Uncertainty Avoidance and Interaction. The suggestion related to behavioral intention is for e-Auction developers to provide freedom for users to change the form of reports including adding the auction treaties.

10. User satisfaction

User Satisfaction dimension is used to measure e-Auction user satisfaction in using e-Auction. User Satisfaction was measured by self-efficacy, repeated use, personalization, perceived risk, and enjoyment. Each criterion was measured using two questionnaire questions. The results obtained can be seen in table 14.

Table 14: User Satisfaction

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
Efikasi Diri	0	0.00%	0	0.00%	9	10.84%	54	65.06%	20	24.10%	4.1325
	0	0.00%	1	1.20%	11	13.25%	51	61.45%	20	24.10%	4.0843
Penggunaan Berulang	0	0.00%	2	2.41%	11	13.25%	45	54.22%	25	30.12%	4.1205
	0	0.00%	1	1.20%	13	15.66%	47	56.63%	22	26.51%	4.0843
Personalisasi	0	0.00%	0	0.00%	15	18.07%	50	60.24%	18	21.69%	4.0361
	0	0.00%	1	1.20%	15	18.07%	49	59.04%	18	21.69%	4.0120
Risiko Dirasakan	0	0.00%	0	0.00%	9	10.84%	53	63.86%	21	25.30%	4.1446
	0	0.00%	1	1.20%	14	16.87%	48	57.83%	20	24.10%	4.0482
Kenikmatan	0	0.00%	1	1.20%	12	14.46%	50	60.24%	20	24.10%	4.0723
	0	0.00%	2	2.41%	12	14.46%	50	60.24%	19	22.89%	4.0361
Mean	0.00	0.00%	0.90	1.08%	12.10	14.58%	49.70	59.88%	20.30	24.46%	4.0771

Source: Processed from Questionnaire Data

From table 14, it can be seen that the criteria with the highest score is Self-Efficacy with a mean score of 4.1084. The lowest score is in Personalization with a mean score of 4.0241. Overall, the mean for User Satisfaction dimension is 4.0771. The largest distribution of answers is on the agree answer of 59.88%. Based on the data collected, most respondents agree that e-Auction has high self-efficacy, high repeated use, high level of personalization, and high perceived level of risk and enjoyment. Total respondents who gave agreed and strongly agree

answers are 84.34%. On the other hand, it can be seen that 15.66% (total of answers strongly disagree, disagree and between agree and disagree) of e-Auction users do not really agree with these five aspects. This means that there is a group of e-Auction users who feel that e-Auction user satisfaction is considered not really good. From the survey results, four related opinions were obtained that mentions the existence of problems. The first opinion states that e-Auction design is not yet user friendly. The second opinion states that the dashboard should be made as attractive as possible. Another opinion also states that the Payment Notification should be provided in the account of the auctioneer, Auction Result Details should be in the account of the auctioneer, the Quote Menu should also made on the account of the auctioneer. In conclusion, in terms of user satisfaction, e-Auction can be said to be successful with an average score of 4.0771 on the scale of 5. The largest contributory success category is Self-Efficacy, followed by Repeated Use, Perceived Risk, Enjoyment and Personalization. The suggestion related to user satisfaction, among others, that e-Auction should designed to be easier to learn, so users can quickly master the use of applications quickly.

F. Analysis Discussion of Overall Data

The overall calculation results for e-Auction success can be seen in the following table:

Table 15: Overall Successful e-Auction

Kriteria	1		2		3		4		5		Mean
	n	%	n	%	n	%	n	%	n	%	
System Quality	0.10	0.12%	0.80	0.96%	10.70	12.89%	51.60	62.17%	19.80	23.86%	4.0867
Information Quality	0.00	0.00%	1.80	2.17%	12.10	14.58%	49.90	60.12%	19.20	23.13%	4.0422
Service Quality	0.00	0.00%	2.30	2.77%	11.50	13.86%	50.00	60.24%	19.20	23.13%	4.0373
Management Support	0.00	0.00%	0.00	0.00%	8.00	9.64%	44.00	53.01%	31.00	37.35%	4.2771
Training	0.00	0.00%	4.00	4.82%	10.50	12.65%	50.00	60.24%	18.50	22.29%	4.0000
User Involvement	5.50	6.63%	20.50	24.70%	15.00	18.07%	26.50	31.93%	15.50	18.67%	3.3133
Perceived Usefulness	0.10	0.12%	1.50	1.81%	12.90	15.54%	48.60	58.55%	19.90	23.98%	4.0446
Perceived Ease of Use	0.00	0.00%	1.20	1.45%	10.10	12.17%	51.60	62.17%	20.10	24.22%	4.0916
Behavioral Intention	0.00	0.00%	1.60	1.93%	13.20	15.90%	49.00	59.04%	19.20	23.13%	4.0337
User Satisfaction	0.00	0.00%	0.90	1.08%	12.10	14.58%	49.70	59.88%	20.30	24.46%	4.0771
Mean	0.57	0.69%	3.46	4.17%	11.61	13.99%	47.09	56.73%	20.27	24.42%	4.0004

Source: Processed from Questionnaire Data

After data processing, it is known that the biggest contributor to e-Auction success is on Management Support element, followed by Perceived Ease of Use and System Quality. This can be interpreted that the quality of e-Auction information system is good enough, where management provides support and encouragement for users to use e-Auction. At the lowest position is the user involvement, this condition is supported by the number of respondents who feel that the menu and design that is not in accordance with their expectations so that they are confused and find it difficult to use e-Auction. The ranking of success dimensions can be seen in table 16.

Table 16: Ranking dimension of success

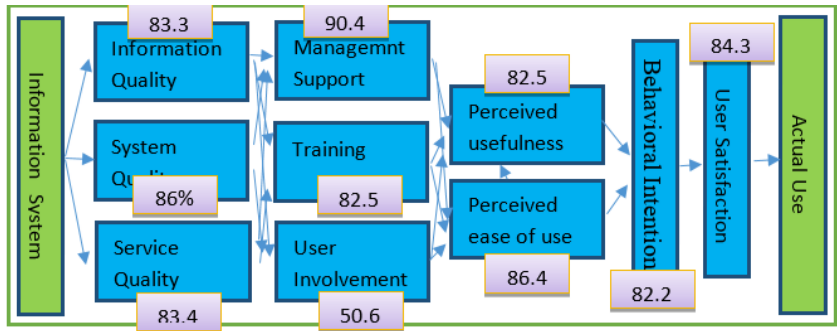
Criteria	1	2	3	4	5	4+5	Rank
Management Support	0.00%	0.00%	9.64%	53.01%	37.35%	90.36%	1
Perceived Ease of Use	0.00%	1.45%	12.17%	62.17%	24.22%	86.39%	2
System Quality	0.12%	0.96%	12.89%	62.17%	23.86%	86.02%	3
User Satisfaction	0.00%	1.08%	14.58%	59.88%	24.46%	84.34%	4
Service Quality	0.00%	2.77%	13.86%	60.24%	23.13%	83.37%	5

Information Quality	0.00%	2.17%	14.58%	60.12%	23.13%	83.25%	6
Perceived Usefulness	0.12%	1.81%	15.54%	58.55%	23.98%	82.53%	7
Training	0.00%	4.82%	12.65%	60.24%	22.29%	82.53%	8
Behavioral Intention	0.00%	1.93%	15.90%	59.04%	23.13%	82.17%	9
User Involvement	6.63%	24.70%	18.07%	31.93%	18.67%	50.60%	10

Source: Processed from Questionnaire Data

If the score of each element is incorporated into the research model, it can be seen that the user involvement has little effect on the other dimensions. This can be seen from the dimensions of Perceived Usefulness (82.5%) and Perceived ease of use (86.4%) which did not decrease far from Management Support (90.4%) and Training (82.5%), while Involvement (50.6%) differs considerably. The relationship can be seen in figure IV.2.

Figure 4: The Score of Each Dimension



Source: Processed from Questionnaire Data

After performing comparisons between categories of measurement elements, it is known that there are 25 measurement elements having an average score above 4, there are 14 measurement elements that get a score below 4. The highest score is on Management Support (4.2771), Availability (4.2108), Amount Transaction and Number of System Usage (4.1566). Meanwhile, the smallest score is User Engagement (3.3133). This shows that from the respondent's point of view, the most successful category in e-Auction is Management Support and Availability, while the least successful category is User Engagement. From the above description, it can be seen how is the success of implementation of e-Auction conducted by auctioneer class I in DJKN environment. If the overall dimension of measurement of the success of information systems used together, then it can be seen that overall success rate of e-Auction was obtained. The data processing obtained shows that the e-Auction's overall success rate is 4.0004 on the scale of 5. This can be interpreted that overall, e-Auction application has been quite successful. From the survey results four positive opinions related to e-Auction that supports the score also obtained. The first opinion states that e-Auction is expected to increase the auction price. The second opinion states that the auction with e-Auction should be more effective and efficient. The third opinion states e-Auction is very helpful, especially for auctioneers. The last opinion states that respondents support 100% of the implementation of auction through e-Auction. Based on this, it can be seen that this study supports the theories stated by DeLone and McLean in 2003 that publish updates on The DeLone and McLean Model of Information Systems Success. DeLone and McLean explain the reasons for the change that is "Based on Research Contributions since our original paper, and based on changes in the role

and management of information systems, we have updated our original success model” (DeLone & McLean, 2003, hal. 23).

In addition, the results of this study are in line with the research conducted by Zaied (2012) which provides a model for combining IS Success Model created by DeLone and McLean (2003) with Technology Acceptance Model (TAM) made by Davis (1986). The model is intended to evaluate information systems in the public sector. The model created by Zaied is called the Integrated Success Model. The model assumes that information quality, system quality and service quality are related to management support, training and user involvement, and affect the perceived usefulness and perceived ease of use which in turn will affect the intention and satisfaction behavior.

CONCLUSION AND SUGGESTION

A. Conclusion

In this study the author discusses about the implementation of e-Auction as an information system application used by auction officials in carrying out auctions through electronic media so that the auction will be more efficient, effective and easier to follow. The research was conducted to the class I auction officials who still active and use e-Auction at KPKNL. The conclusions of this study are as follows:

1. From the analysis result, it is found that the overall success rate of e-Auction is 4.0004 from scale 5. In general, it can be interpreted that e-Auction has been successfully implemented in KPKNL as DJKN service unit.
2. Dimensions of System Quality, Information Quality, Service Quality, Management Support, Training, Perceived Usefulness, Perceived Ease of Use, Behavioral Intention and User Satisfaction get an average value above 4 which can be interpreted that in these dimensions e-Auction success.
3. The User Involvement dimension obtains an average rating of 3.3133 which can be interpreted as related to user engagement, e-Auction is not very successful related to the user involvement in designing e-Auction to fit their needs. E-Auction users in the DJKN environment consider that improvement is necessary for the infrastructure, especially related to the network and the speed of access. Furthermore, it is necessary to improve the design, features and techniques for e-Auction to be easily use and in accordance with the needs of the user (user friendly).

B. Suggestion

Suggestions that can be given by the author related to this research are:

1. The-Auction developer team is expected to continue to improve the quality of the system by accommodating the aspiration and problem of the e-Auction users. Thus, the development of e-Auction information system can be tailored to the needs of users.
2. The e-Auction user's active role is needed by the system developers to provide input to design user-friendly e-Auction and user-friendly features. Thus, it requires a media to accommodate suggestion and input in the auction application. However, it can be done by utilizing other media.
3. DJKN is expected to form a team with special duty to maintain and develop application and information system. Thus, the e-Auction can compete with other e-commerce.

4. It is expected that the development of e-Auction will continue to be done and updated quickly in accordance with the users' needs from time to time. Thus, the users' needs can be met quickly and data problems are resolved immediately.
5. DJKN is expected to continue to conduct training and socialization both to the users of both auction officials, treasurer recipients, sellers and buyers/bidders.

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