

# Evaluation of Follow-Up Monitoring Information System Using Hot Fit Model

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## ABSTRACT

Based on the HOT Fit Model, this study evaluates the efficiency of the Follow-Up Monitoring Information System of the Supreme Audit Agency of the Republic of Indonesia (BPK RI). The evaluation focuses on the external Follow-Up Monitoring Information System or the auditee's perspective. This research is qualitative research with a case study approach, and the object of the research is the Inspectorate of Majene Regency, West Sulawesi. Evaluations are conducted on the human, organizational, and technological components. The human side of human resources (HR) management, demonstrates the field's experience, expertise, and understanding. Passwords for every admin and Follow-Up Monitoring Information System inputer are excellent means of restricting access privileges from an organizational perspective. In terms of technology, the Follow-Up Monitoring Information System application allows for rapid page navigation and the installation of new functions. Based on the HOT Fit Model, the external Follow-Up Monitoring Information System application at the Majene Regency Inspectorate has been successful. Currently, the downsides of the Follow-Up Monitoring Information System include the lack of frequent training for users, subpar communication with users, the lack of regular password changes, and the lack of regular program upgrades.

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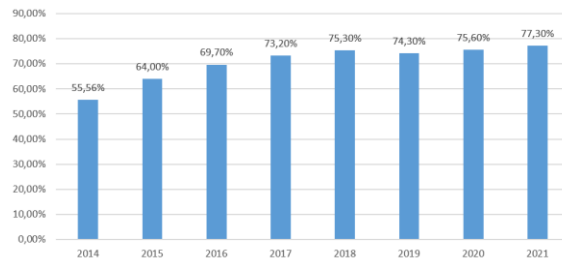
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## 1. INTRODUCTION

Results of the follow-up review are categorized into 4 (four) statuses, as per BPK Regulation Number 2 of 2017 concerning Monitoring the Implementation of Follow-up on the Recommendations of BPK Examination Results: (1) the follow-up has been in accordance with the recommendations; (2) the follow-up is not in accordance with the recommendations; (3) the recommendations have not been followed up; or (4) the recommendations cannot be followed up [1]. The BPK monitors the Follow-Up to the Recommendations for Examination Results to determine that the relevant officials have implemented the recommendations on the results of the examination within the specified time limit. This system can be used by the audited entity (auditee) to submit supporting evidence documents for follow-up on recommendations from BPK examination results more quickly and well documented. The Follow-Up Monitoring Information System application is expected to speed up the process of determining the status of the recommendation. The Follow-Up Monitoring Information System application has been active for approximately five years as of 2022. On the other hand, it appears from

Graph 1 that the growth of Follow-Up to the Recommendations for Examination Results over the period 2014-2021 is consistent with the growth of Follow-Up to the Recommendations for Examination Results before the Follow-Up Monitoring Information System application is used in 2017 and after it is used in 2021.



**Figure 1.** Follow-up Completion Progress from 2014 to 2021  
 (Source : IHPS Semester II, 2014 to 2021)

Using the Follow-Up Monitoring Information System application will, as previously mentioned, facilitate a more streamlined and well-documented document submission process for monitoring Follow-Up to the Recommendations for Examination Results, speed up the determination of the recommendation's status, and generate more timely, accurate, and informative data for monitoring Follow-Up to the Recommendations for Examination Results. Because Follow-Up Monitoring Information System has an indirect effect on how successfully BPK's suggestions are followed through on, this study investigates the system's effectiveness as a documentation tool from the perspective of its end users. Users of BPK's Follow-Up Monitoring Information System include both BPK, in its role as examiner (auditor), and government bodies that are the subject of examination (auditee). This study takes a case-study approach to evaluate the efficacy of the Follow-Up Monitoring Information System on a single instance. This particular item was chosen on the basis of the fact that BPK's suggestions were widely disseminated. The 2020-2021 BPK recommendation distribution is depicted in Graph 2. Figure 2 demonstrates that while the central government entity has received more BPK recommendations (23.61 trillion) than any regional government entity (55,678 recommendations), the central government entity has received a far lower value of BPK recommendations (4.82 trillion) (11,347 recommendations). Therefore, BPK makes a large number of recommendations to regional government units, but at a lesser value than to the federal government.

The reference refers to IHPS Second Semester 2021. This fact motivates the study to investigate the phenomena of monitoring outcomes in local governments in light of BPK's Follow-Up to The Recommendations For Examination Results. In this analysis, we focus on one level of governance at the provincial level: West Sulawesi. Given its status as one of Indonesia's more recent provinces, West Sulawesi was selected as the study's focus. Following through on BPK's recommendations may be difficult for the local government due to the complexity of the situation as a growing new province, particularly in the areas of human resources (HR) and technology [2]. Figure 1 displays statistics on West Sulawesi Province's progress in completing Follow-Up to the Recommendations for Examination Results from 2014 s.d. to 2021, based on which the winners were determined.

As shown in Figure 1, the Majene district saw the largest rise in the Follow-Up to The Recommendations for Examination Results completion rate after the introduction of the Follow-Up Monitoring Information System, going from 53.97 percent in 2017 to 74.7 Seventy-Four Point Seven Percent in 2018. The percentage of completion is steadily climbing; by 2021, Majene Regency will have the greatest follow-up completion rate of any district administration in Indonesia, at 81.44%.

As previously explained, it is difficult to prove the direct effect of Follow-Up Monitoring Information System implementation on the Follow-Up to The Recommendations for Examination Results completion rate in the Majene Regency. The facts show that there are still quite several BPK recommendations that have not been followed up in a period of more than 60 days. However, normatively, the use of a Follow-Up Monitoring Information System should indirectly accelerate the process of completing the Follow-Up to the Recommendations for Examination Results in the Majene Regency. The reasons why Majene Regency was chosen as the subject of this research are the facts and

normative beliefs listed above. This study uses the Human Organization Technology Fit Model (hereinafter referred to as the "HOT Fit Model") in evaluating Follow-Up Monitoring Information System in Majene Regency. According to the HOT Fit Model, the contribution of information systems is determined by three components: human resources, organization, and technology. The HOT Fit model is suitable for evaluating Follow-Up Monitoring Information System because Follow-Up Monitoring Information System is an information system, meaning that its contribution is, of course, also influenced by these three components [3]. The HOT Fit model has been commonly used by research Soraya, which evaluates the relationship between human aspects as users, organizational aspects consisting of organizational structure and environment, and technological aspects consisting of system quality, information quality, and service quality to the benefits generated by management information systems in Indonesia [4]. General Sudirman University Hospital Pharmacy Installation. Lusiana's research also uses the HOT Fit Model to identify perceptions that influence the use of an android-based academic information system by lecturers at the University of Muhammadiyah Jember [5].

This case study research aims to evaluate the performance or effectiveness of a system that has been implemented, the sustainability of a business, or other similar evaluations. Therefore, the case study in this study belongs to the evaluation category, and the recommendation is a follow-up to improve or maintain that performance [6]. This Follow-Up Monitoring Information System evaluation case study research is very important because Follow-Up Monitoring Information System has been implemented for five years and there has never been an evaluation of its application as one of the tools or monitoring tools for the follow-up to the recommendations of the BPK examination results. This study uses the HOT Fit Model developed by Yusof, Kuljis, Papazafeiropoulou, and Stergioulasm as an evaluation framework [7]. The HOT Fit model is very appropriate to be used in this study because in previous studies it was widely used to evaluate the public sector, which is the same as the object of this research, namely Majene Regency, which is an organization that provides services to the public. This study analyzes the indirect contribution of the Follow-Up Monitoring Information System to the Follow-Up to the Recommendations for the Examination Results settlement process, namely by evaluating the effectiveness of the Follow-Up Monitoring Information System in the Majene Regency Government using the HOT Fit Model. Therefore, the formulation of the research problem is: how is the effectiveness of the Follow-Up Monitoring Information System based on the HOT Fit Model? Based on the history and problem statement above, the goal of this study is to find out how well Follow-Up Monitoring Information System works using the HOT Fit Model.

## 2. RESEARCH METHOD

Based on the features of qualitative research, this study may be classified as such since it generates descriptive data in the form of interviewees' opinions on the efficacy of a Follow-Up Monitoring Information System based on the HOT Fit Model. According to Sugiyono's (2005) [8] recommendations, this research looks at the Follow-Up Monitoring Information System used by the Majene Regency administration in a more natural setting. This research issue calls for an in-depth and detailed examination of the actual situations on the ground, making qualitative research the most suitable method for answering it [9, 10]. According to Sulistyanto [11], a case study is "a systematic examination of a single program, event, activity, or process as it applies to a single item." This is exactly what is needed to assess the efficacy of the Follow-Up Monitoring Information System based on the HOT Fit Model. For this reason, case studies are a valid method for investigating FMIS efficacy [12].

The main data collection technique in this study is in-depth interviews (depth interviews). Data analysis in this study was carried out through, First Grouping by category and the theme of answers at this stage, a deep understanding of the data is needed as well as full attention and openness to things that arise outside of the things to be explored [9]. The results of the interviews in the form of things expressed by the respondents were tried to be fully understood, and important themes and keywords were found, so that this study could capture experiences, problems, and dynamics that occurred in the subject [13]. Second, Put the assumptions or problems to the test. At this stage, the categories and themes that have been obtained through the analysis are reviewed in relation to the theoretical, so that the suitability of the answers to the categories and themes related to the HOT Fit model can be evaluated to answer the

assumptions/problems developed in this study. Third, Looking into alternative explanations for the data After the link between categories and themes of answers with assumptions and problems is realized, the research enters the explanation stage. This condition is explained with other alternatives through references or other related theories. This alternative explanation is very helpful in the discussion, conclusions, and suggestions sections [14].

### 3. RESULTS AND DISCUSSION

The Characteristics of Respondents Interview respondents in this study are parties who interact directly with the Follow-Up Monitoring Information System, consisting of Follow-Up Monitoring Information System Admins and Inputters as presented in Table 1.

**Table 1.** List of Interview Respondents for Follow-Up Monitoring Information System Application Users at the Majene Regency Inspectorate

No	Position	Task	Amount	Time
1	Staff (R1)	Admin Follow-Up Monitoring Information System	1 person	Tuesday 10 Mei 2022 at 08.00 WIB
2	Head of General Administration, Personnel, and Follow-up Sub-Division (R2)	Inputter Follow-Up Monitoring Information System	1 person	Wednesday 11 Mei 2022 at 08.00 WIB
3	Staff (R3)	Inputter Follow-Up Monitoring Information System	1 person	Friday 13 Mei 2022 at 14.00

(Source: Majene Regent Decree No. 205/HK/KEP-BUP/II/2021)

According to the prior chapter, there were a total of seven members of the Follow-Up Monitoring Information System team; however, only three respondents were questioned because the other four members of the team had no direct involvement with the system. Since these three respondents had the most dealings with the Follow-Up Monitoring Information System, the Majene Regency Inspectorate felt they were qualified to represent the system on behalf of the whole organization. The auditee's opinion on Follow-Up Monitoring Information System is derived mostly from the three interviewees' replies. Subsequently, we'll go through the findings of the tests conducted on each part of the HOT Fit Model.

#### 3.1. Human

The following are the results of the evaluation of the components of using the Follow-Up Monitoring Information System [9, 15].

##### 1. System Operation

Effective system functions are shown by application functions that are easy to understand and use. The evaluation results show that the Follow-Up Monitoring Information System function has been running well. This is based on the results of interviews with R1 stating that they can use the Follow-Up Monitoring Information System well, R2 stating that the features of this application are not too difficult and very easy, as well as R3, who stated the same thing. Based on the respondents' answers, it was obtained that the application functions in Follow-Up Monitoring Information System are very easy to understand and use. Information on operating system functions can be obtained through the External Follow-Up Monitoring Information System Module so that users can understand and use Follow-Up Monitoring Information System properly.

##### 2. Training

Effective training is training that is carried out regularly, at least once a year. The results of the evaluation show that the training related to Follow-Up Monitoring Information System has not gone well. This is based on the results of an interview with R1, which stated that there was no training but at the time of launching the application there was joint input, as well as with R2, who stated the same thing. Meanwhile, R3 stated that since joining the Majene Regency Inspectorate in 2019 until 2022, there has been no training. Based on the answers of these respondents, information was obtained that the training carried out by BPK RI as the main person in charge of the Follow-Up Monitoring Information System

had never been carried out, either in the form of technical guidance or education and training every year. However, when the application was launched for the first time in 2017, the Majene Regency Inspectorate, together with other regencies, was guided directly by inputting together with the BPK RI team. This means that if there is a change in the Follow-Up Monitoring Information System admin and input due to a mutation or position decree, there is a possibility that the new admin or inputer will not be able to operate Follow-Up Monitoring Information System properly.

### 3. Understanding of System Usage

Knowledge of effective use of the system is when the user can fully understand the features that exist in the system. The evaluation results show that the knowledge of using the Follow-Up Monitoring Information System system has been running well. This is based on the results of interviews with R1, who stated that they could use the Follow-Up Monitoring Information System and felt capable even though they were not from the IT field and could learn information on system usage from the Follow-Up Monitoring Information System Module, as well as R2 and R3, who stated the same thing. Based on the answers of the respondents, it was obtained that the features used were very easy to understand. The menus and displays are very easy to use, and respondents can add knowledge about the Follow-Up Monitoring Information System based on the External Follow-Up Monitoring Information System module in the Follow-Up Monitoring Information System.

### 4. Hope

Effective hope is indicated by the existence of a goal to build a system that runs for the better. The results of the evaluation show that expectations have gone well. This is based on the results of interviews with R1, which stated that it was hoped that there would be a menu to bring up the completion process directly; R2, which expressed the hope to maintain speed in terms of follow-up; and R3, which expressed the hope of future training. Based on the answers of the respondents, it indicates that there is an additional hope for a menu that can show the percentage of follow-up results to be displayed more quickly in the application. The speed of the Follow-Up Monitoring Information System application is also very important in the follow-up process. In addition, it is hoped that training related to Follow-Up Monitoring Information System can be carried out regularly every year for Follow-Up Monitoring Information System users so that they can better understand and operate Follow-Up Monitoring Information System.

### 5. Acceptance and Rejection of The System

Weaknesses or strengths in the system are indicators of whether or not a person accepts or rejects the system. The evaluation's findings indicate a healthy balance of system acceptance and rejection. Interviewees R1 (who found the app to be extremely useful and straightforward to use right away) and R2 (who found it to be straightforward right from the 2017 release) shared these opinions, and R3 echoed them. According to the data collected, even though the BPK RI's Follow-Up Monitoring Information System application is required to monitor the implementation of its recommendations following an examination, the auditee has embraced it since 2017 thanks to its many advantages. CPC. While using the program in this manner, there is no rejection of its usage.

Based on an evaluation of the system's performance and an examination of its implementation at the Inspectorate of Majene Regency, it was determined that Follow-Up Monitoring Information System has been operating efficiently, but with some remaining flaws, most notably in its training component.

## 3.2. User Satisfaction

The following are the results of the evaluation of the Follow-Up Monitoring Information System user satisfaction component [9].

### 1. Perception of the user

An individual's impression of an information system is based on their reactions to it. Real feedback from survey takers is the best indicator of how the Follow-Up Monitoring Information System is perceived by its users. It seems like things are going well from the perspective of the users, judging by the assessment findings. Interviewees R1 and R2 both found the program useful for seeing and monitoring the status of follow-up, while interviewee R3 said the application was simpler than others since it allowed for more input options for follow-up. still, another use According to the responses of

these individuals, the Inspectorate of Majene Regency, which is responsible of keeping tabs on BPK Follow-Up to The Recommendations For Examination Results, will benefit greatly from the transition from paper to digital storage of this information.

## 2. User Advantages

User benefits are the benefits that users feel or experience when using an information system. Effective user benefits are perceived as being related to the Follow-Up Monitoring Information System system as a useful system. The evaluation results show that the user benefits have been going well. This is based on the results of interviews with R1, who stated that the general benefits were very good because they could input quickly; R2, who stated that this application was very useful, especially for reducing business travel costs and speeding up verification; and R3, who stated that this application shortened the distance with the CPC office. Based on the answers of these respondents, information was obtained that with the existence of the Follow-Up Monitoring Information System, the Majene Regency Inspectorate could minimize costs and speed up the verification process through the Follow-Up Monitoring Information System application. This application can also show information about the lack of documents needed to complete the follow-up to the recommendations of the BPK examination results so that they are in accordance with the recommendations.

The Majene Regency Inspectorate's Follow-Up Monitoring Information System effectiveness assessment of the user satisfaction part has been going well and doing its job.

## 3.3. Organizational Structure

The following are the results of the evaluation of the components of using Follow-Up Monitoring Information System [9].

### 1. Goal or Plan

The success of the system's plans and aims may be gauged by how well they are actually carried out. The evaluation demonstrates that the intended functionality of the system has been met. Interviewees R1 and R2 said the main purpose of the Follow-Up Monitoring Information System application is to facilitate follow-up monitoring by the inspectorate, and interviewee R3 said the Follow-Up Monitoring Information System application speeds up document input. According to the data collected from these respondents, the Follow-Up Monitoring Information System has successfully accomplished its primary objective of easing the burden on reporting institutions in providing ongoing monitoring of online BPK test results. It is now possible to automate the formerly manual process of entering BPK results and suggestions together with relevant follow-ups, all within the context of the Follow-Up Monitoring Information System application.

### 3. Standard Control (Command and Control)

The supervision of the system's use is the standard kind of control. Control standards that don't provide enough oversight or control are ineffective. Observations reveal that the established controls are functioning as expected. This is based on the responses of R1, who indicated that they only input and transmit to the admin, R2, who stated that only the admin and inspectorate input may be viewed, and R3, who stated that secrecy is preserved via email. According to the responses, the Follow-Up Monitoring Information System program controls its users by requiring them to enter unique passwords (admin and inputer). Follow-Up Monitoring Information System administrators, with input from the Majene Regency Inspectorate, are the only people who may access any given user's account, and the Inspectorate's data is never shared with any other parties. Each administrator's email address and Follow-Up Monitoring Information System data are tied together in a single account for added security and oversight over the supervision process.

### 4. Management

Management refers to the people who work to keep the system running. Management that is both capable and well-staffed is effective. The review indicates that the management has been functioning smoothly. This is based on an interview with R1, who said the relevant HR is a computer science graduate; moreover, R2 and R3 added up to 1 administrator and 2 inputers, all of whom said the same thing. Respondent responses indicated that the Inspectorate of Majene Regency has enough numbers and levels of expertise in its management of human resources. According to the Majene Regency Inspectorate's leadership, the current staffing level of 1 administrator and 2 inputers for the Follow-Up

Monitoring Information System is adequate due to the high level of follow-up in the Majene Regency. Because of this, the Follow-Up Monitoring Information System application is used more frequently and with more efficiency.

#### 5. Communication or System Cooperation

When users and service providers work together, this is known as system communication or cooperation. When users and service providers are able to communicate and work together productively, we say that there is effective communication or system collaboration. The review shows that the system of communication or collaboration has not worked adequately. This is based on an interview with R1, who said that the information that was appropriate or not according to the recommendations was late, but that it had been completed in the Whatsapp group; an interview with R2, who said that follow-up input was not directly obtained; and an interview with R3, who said that there were network problems. internet. From the responses, it was determined that there were several communication barriers, particularly those involved in entering the BPK recommendations for examination results. It took BPK RI a few days to verify the supplied follow-up findings, by which point it was too late to submit the data. As a result, there was confusion over when and how to submit BPK Follow-Up To The Recommendations For Examination Results verification results. Because it is web-based, the Follow-Up Monitoring Information System application is particularly vulnerable to issues with the quality of the internet network during data entry. This is because the FMIS app cannot be used without an internet connection at all times. Through a Whatsapp group it developed, the BPK RI for the West Sulawesi Representative has communicated with and helped overcome these challenges.

It has been determined that the Majene Regency Inspectorate's Follow-Up Monitoring Information System has been effective in evaluating the various parts of the organization's structure; however, there are still some problems, particularly with the communication component or system collaboration, which has not been functioning optimally.

### 3.4. Technology (Technology)

#### 3.4.1. System Quality

The following are the results of the evaluation of the components of using the Follow-Up Monitoring Information System [9].

##### 1. The Simplicity of System Quality

How simple it is to utilize the system's functions is a measure of the system's usability. According to the findings of the analysis, the quality of the system's ease of use has been stable. Interviews with R1 and R2 revealed that the application provided by the Follow-Up Monitoring Information System facilitated work in processing follow-up, while those with R3 revealed that it was less of a hassle to locate data from one year to the next. From their responses, we learn that BPK examination results from LHP are archived year by year, along with any relevant follow-up recommendations. Follow-Up To The Recommendations For Examination Results BPK data entry is simplified as a result.

##### 2. Time and Response

Time and response measure how quickly the system may be accessed and how quickly responses are generated. An efficient time and reaction is a rapid one. Timeliness and responsiveness have been excellent, as seen by the assessment results. A conversation with R1 yielded these findings; he said that reaction time is internet-dependent and that page changes happen quite quickly. Similarly, R2 and R3 make the same claim. According to the responses, the speed of the application is highly dependent on the speed of the user's internet connection. Meanwhile, switching between different application access pages in the Follow-Up Monitoring Information System was quite fluid and quick. This, however, is still contingent upon the bandwidth available to each individual utilizing the Follow-Up Monitoring Information System software. Moving to a new location with a more robust internet infrastructure will solve this problem.

##### 3. Flexibility

The adaptability of a system depends on how well it meets the requirements of its users. What makes a system flexible is when it is adapted to each user. As can be seen from the evaluations, flexibility has been functioning as expected. Interviews with R1 and R2 and R3 yielded the same conclusion; they

all said that the Follow-Up Monitoring Information System application met the requirements of the Majene Regency Inspectorate. Respondent responses indicate that the software includes supplementary functionality that meets user expectations. To better meet the demands of the Majene Regency Inspectorate, the Follow-Up Monitoring Information System program has been updated to include a function that shows data on state/regional losses, for example.

#### 4. Security

When a system is effectively secured, it can function as intended. For a system to be secure, it must employ reliable and robust safety measures. The evaluation findings indicate that the security of the Follow-Up Monitoring Information System has not been functioning optimally. R1 claims to have entered a password, R2 insists that passwords are accessible only to administrators and inputters, and R3 confirms this. The user is linked to the email addresses of all Follow-Up Monitoring Information System administrators and inputters, in addition to their passwords. Only the administrator of the Follow-Up Monitoring Information System, with approval from the Majene Regency Inspectorate, has access to the data. On the other hand, it was learned via the interviews that the administrative and Follow-Up Monitoring Information System input passwords were never consistently updated. To improve security, most programs will periodically (every 30 or 90 days, for example) change passwords, however, the Follow-Up Monitoring Information System application does not.

It appears that the Majene Regency Inspectorate has been doing a good job of evaluating the efficiency of the system quality component of the Follow-Up Monitoring Information System, but there are still some issues, particularly with the security element.

#### 3.4.2. Information Quality (Technology)

The following are the results of the evaluation of the components of using the Follow-Up Monitoring Information System [9].

##### 1. Information Quality Completeness

The quality of information output that offers full data is said to be complete. You may judge how complete the quality of your effective knowledge is by looking at the output you get. According to the review, the information quality and completeness have been improving. This is based on feedback from R1, who said the app's menu was comprehensive and that a tutorial was available; R2, who said it was simple to browse suggestions and LHP; and R3, who agreed. According to the responses, the Follow-Up Monitoring Information System's menu/display is packed with useful options. Information on each LHP is readily available to the Inspectorate of Majene Regency from year to year, and the output of the BPK Follow-Up to The Recommendations For Examination Results report has presented comprehensive data, including follow-up data that is in accordance with the recommendations, not in accordance with the recommendations, not in accordance with the recommendations, and cannot be followed up with the recommendations.

##### 2. Data Accuracy

When the system generates input data accurately and without mistakes, we have high data accuracy. The system's low rate of errors translates to effective data accuracy. The data from The Follow-Up Monitoring Information System have been evaluated, and they reveal that the system is functioning smoothly. This is based on the information gleaned through conversations with R1, who said that the program was error-free and produced accurate output from the provided input. What is said in R1 is likewise stated in R2. It was determined from the responses that the data entered by the Majene Regency Inspectorate's Follow-Up Monitoring Information System inputter or administrator matched the outcomes of the application input. If the number 1000 is entered, for instance, it will also be output. The data obtained through the Follow-Up Monitoring Information System Application has been free of error circumstances to date.

Based on findings from an evaluation of the Follow-Up Monitoring Information System's information quality subsystem, the inspectorate of the Majene Regency has been successfully maintaining a high standard of information quality.

### 3.4.3. Service Quality

The following are the results of the evaluation of the components of using the Follow-Up Monitoring Information System [9].

#### 1. Speed of Service Response

The success of a running system depends on the rapidity with which it responds to requests from its users. A system with quick data access rates can effectively respond to service requests in a short amount of time. Based on the results of the test, the service's response time appears to be stable. This is based on feedback from R1, who claims the speed of the search menu is proportional to the size of the file; R2, who claims the search menu is suitable and appropriate for LHP; and R3, who claims the search for suggestions is always appropriate. Follow-Up Monitoring Information System search functions, such as looking for LHP in a given year or looking for information like results and suggestions, may be used to gauge the responsiveness of the service based on the responses of these respondents. As a result of the FMIS app's massive data storage capacity, searching for relevant information is quick and precise. When it comes to the uploading process, the Follow-Up Monitoring Information System app is still dependent on the speed of the user's internet connection network.

#### 2. Follow-up Service

Updates are a sort of after-care service that improves or alters the original software. Consistent system updates are essential to the success of any after-care business. Follow-up of Follow-Up Monitoring Information System services has not gone well, according to the review. A conversation with R1 yielded this conclusion; R1 confirmed that there has been no update to the Follow-Up Monitoring Information System. However, R2 said that the application has undergone further modifications because of state/regional losses, while R3 claimed that the search for recommendations was always suitable. Using their responses, we were able to determine that the Follow-Up Monitoring Information System update at the Majene Regency Inspectorate has not been audited. Version 1.0 of the Follow-Up Monitoring Information System program is still in use; however, BPK RI has added support for state/regional loss information to the application. There was a breakdown in communication due to the fact that these adjustments were not communicated in writing or through the WhatsApp group container that had been set up.

Despite positive results from the Follow-Up Monitoring Information System's evaluation of the service quality component at the Majene Regency Inspectorate, improvements are still needed.

## 4. CONCLUSION

This study looks at how well the Follow-Up Monitoring Information System works from the point of view of people who have been audited in the Majene District. The HOT Fit Model was used to do the evaluation. The evaluation was based on information from three respondents: one admin and two people who put information into the Follow-Up Monitoring Information System at the Majene Regency Inspectorate. Using the HOT FIT model, the evaluation shows that the Follow-Up Monitoring Information System works. The HOT Fit Model says that the Follow-Up Monitoring Information System works well in the following areas: (1) people (components of system use and satisfaction with the system); (2) organizational structure; and (3) technology (components of system quality, information quality, and service quality). Based on 18 indicators, we know that 16 have been running well: system functions, knowledge of system use, expectations, attitudes to accept or reject the system, user perceptions, user benefits, planning or goals, control standards (controlling), management, ease of system quality, time and response, flexibility, completeness of information quality, data accuracy, and speed of service response. The other 4 indicators have not been running well. The Follow-Up Monitoring Information System's flaws are shown by the three indicators that haven't worked well. There hasn't been regular training for users, communication with users hasn't been working well, passwords haven't been changed regularly, and applications haven't been updated regularly.

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