

SYSTEMATIC LITERATURE REVIEW: PORT INFORMATION TECHNOLOGY IN THE SEHATI 2.0 APPLICATION IN TERSUS AND TUKS CONTROL

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Abstract: This research was designed to analyze research results from previous research related to variables that can influence the level of satisfaction of public service users. This research departs from a literature study, namely examining various theories that explain people's behavior in using public services to lead to indicators that form variables of public service user satisfaction as well as factors that can influence them both directly and indirectly. Data reviewed using more than 1,500 citations from Scopus indexed journals and several other equivalent journals. This research uses an SLR analysis approach which aims to synthesize gaps in research results from several previous researchers. As for the research results obtained, it is known that there are several variables that can explain the variations in their dominant influence on the variable satisfaction of public service users, namely the variables of service quality and use of information technology users.

Key words: *public service user satisfaction, SLR approach.*

1. Introduction

Ports play a major role in achieving an effective and efficient maritime transportation system. Achieving an effective and efficient system is greatly influenced by the performance and level of port services that connect land and water transportation networks (Kadarisman et al, 2016). Maximum performance of a port can be achieved if the port is supported by adequate facilities, professional human resources and a good management system (Meersman, Siri & Eddy, 2014; Nur, Achmadi & Mercy, 2022). In the midst of the super smart society 5.0 era, technological innovation is needed to make it easier to provide licensing services and for Port ASN itself to create an effective and efficient bureaucracy in government agencies to realize good governance.

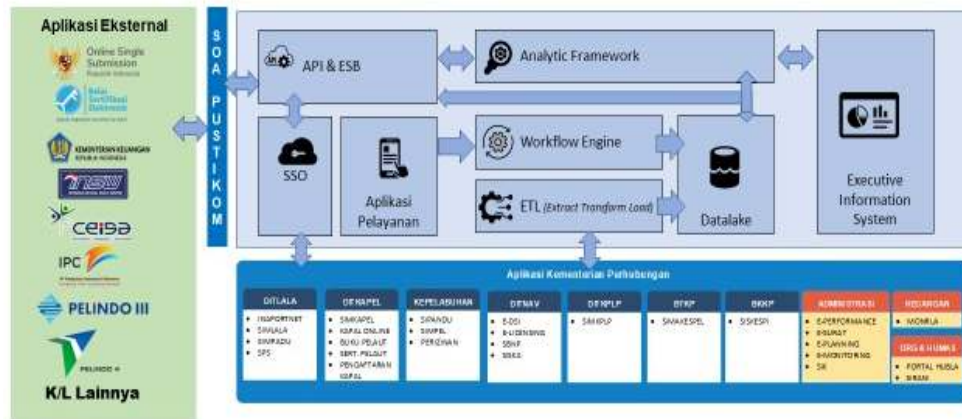
The Directorate General of Sea Transportation of the Ministry of Transportation has developed a public service application system in the form of the Integrated Hubla Electronic System (SEHATI) in the field of port business licensing. This application contains TERSUS and TUKS business licensing services which are carried out online, (sehati.hubla.dephub.go.id). The Sehati 2.0 application aims to provide personalized services for users through the integration of data and digital concepts focused on humans, thereby increasing virtual interactions between the government and its citizens.



Source: Sehati Hubla Department of Transportation, 2023.

Figure 1. Sehati 2.0 Application Dashboard Display

The benefits of improving licensing services through the Sehati 2.0 application system can be felt by TERSUS and TUKS managers, because licensing applications are done online which can be accessed anywhere and there is no need to come to the head office. The documentation process also becomes paperless because it is enough to upload it to the system and database, so the TERSUS and TUKS business permit documents are recorded properly.



Source: Sehati Hubla Department of Transportation, data processed, 2023.

Figure 2. Sehati 2.0 Application System Architecture Layout

The Sehati 2.0 application system is connected to external applications in several Ministries and Agencies through SOA Pustikom (Information and Communication Center). TERSUS and TUKS business licensing document data is managed in API and ESB and connected to the SSO network then connected to the application at the Ministry of Transportation. Incoming data is managed in the Analytic Framework section, while the types of incoming services are classified into the Workflow Engine and ETL (Extract Transform Load) sections and then described in the Datalake section. The data in the Datalake section can be analyzed and reviewed again in the Analytic Framerowk section and the output results are in the form of an Executive Information System.

2. Research Problems

In theory, there are many factors that can influence the satisfaction of public service users, one of which is the theory that people's behavior as public service users can form perceptions about the quality of service they expect with the quality of service they receive in the field. The quality of public services is also closely related to the selection and use of information technology, where its use can increase the efficiency and effectiveness of services both provided and received by the public. Problems arise when researchers re-examine the research results obtained by previous researchers.

The gap in research results from previous researchers makes researchers re-check the theories they use, including the indicators used to measure research variables. This gap is in the form of differences in results obtained by previous researchers in the form of research results showing there is a significant influence but there are also researchers who show results that are not significant. Likewise, with the direction of causality, some have a negative effect and some have a positive effect. This is where the concentration of the researcher's literature review is to synthesize what variables are most appropriate to use in terms of their ability to explain variations in their influence on the variable satisfaction of public service users.

3. Theory/Model/Framework

User satisfaction is the public's response to the use of the Sehati 2.0 application system in processing TERSUS and TUKS licensing documents issued by the Port Directorate which was previously perceived, (Setijaningrum, 2023; Ulum, 2018; Raharjo, 2022). Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform number 14/2017 concerning guidelines for compiling public satisfaction surveys for public service delivery units, mentions several indicators for measuring public satisfaction.

- 1) Requirements are conditions that must be fulfilled in managing a type of service, both technical and administrative requirements.
- 2) Systems, mechanisms and procedures are standardized service procedures for service providers and recipients, including complaints.
- 3) Completion time is the time period required to complete the entire service process for each type of service.
- 4) Fees/tariffs are fees charged to service recipients in administering/obtaining services from providers, the amount of which is determined based on an agreement between the provider and the community.
- 5) Service type specification products are the result of services provided and received in accordance with predetermined provisions, where these service products are the result of each service type specification.
- 6) Executor competency is the ability that the executor must have, including knowledge, expertise, skills and experience.
- 7) Implementing behavior is the attitude of officers in providing services.
- 8) Handling complaints, suggestions and input, is a procedure for implementing complaint handling and follow-up.
- 9) Facilities and infrastructure, where facilities are anything that can be used as a tool to achieve aims and objectives. Meanwhile, infrastructure is everything that is the main support for the implementation of a process (business, development, project). Facilities are used for immovable objects (computers and machines) and infrastructure for immovable objects (buildings).

4. Methodology

This research uses a literature study method with a systematic literature review (SLR) study approach which in depth of substance is considered better than narrative literature review (NLR) and has even become the gold standard in literature studies. This approach also adds to how the material is assessed and how the authors of the literature study present their findings as part of the parameters for assessing the depth of the substance (Kiteley & Stogdon, 2014). Both approaches have implementation stages which generally include planning, conducting and reporting. Of these three stages, the conducting stage is the stage where the researcher carries out most of the process of preparing the SLR analysis.

The use of the SLR approach is used to look for novelty, originality or gaps in previous research results based on literature reviews through several stages including:

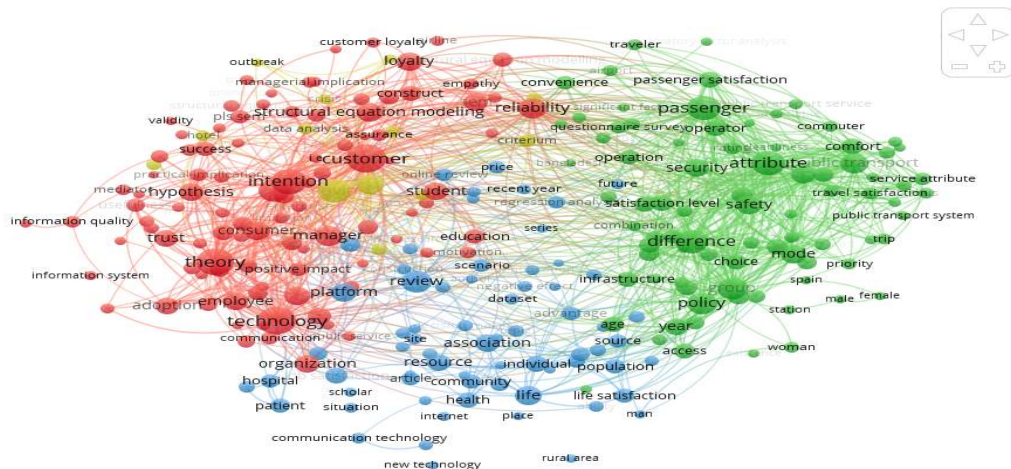
- a. The planning the review stage contains the activities of setting the research objective and defining the conceptual boundaries
- b. The conducting the review stage includes determining several criteria including search boundaries, search terms and cover period.
- c. The reporting and describing stage is building an analysis and reporting the results of the review in the form of a direct description or in the form of graphs and so on.

5. Data Collection Tool

The statistical tools for collecting and processing data in this research use the latest version of VOSviewer software, namely 1.6.20. Researchers utilized more than 1,500 journal citations sourced from Scopus links and several other well-accredited journal links from Elsevier. Determining the journal uses the keywords public service user satisfaction, open access journal type and determining the research period 2019 and above. Existing journal citation data is then combined in ris file format to facilitate statistical applications in reading and managing the data into information that can be used in the final stages of SLR analysis, namely reporting and dessiminating.

6. Analysis

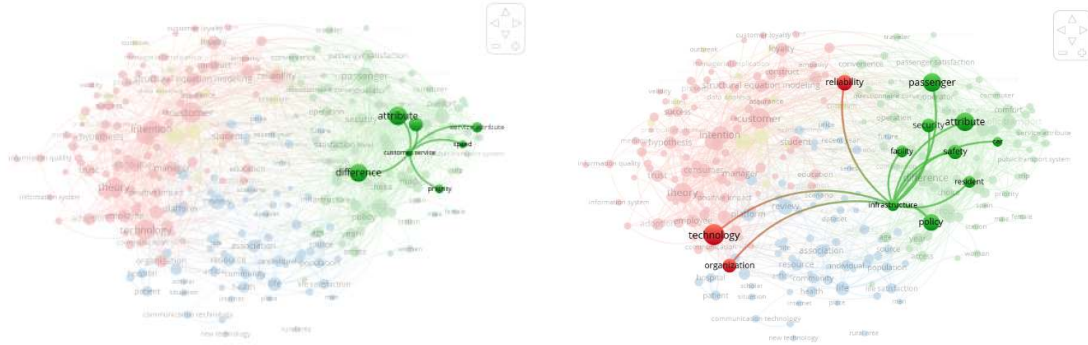
Below are presented the results of a systematic literature review sourced from the Scopus journal link using 1,500 citations with research titles relevant to research issues regarding determinant factors that influence public service user satisfaction. Based on a literature search with the help of the statistical application software VOSviewer version 1.6.20 using several keywords, the following results were obtained.



Source: Output of VosViewer version 1.6.20, 2023.

Figure 3. Network Visualization of SLR Analysis on Scopus Journal Links

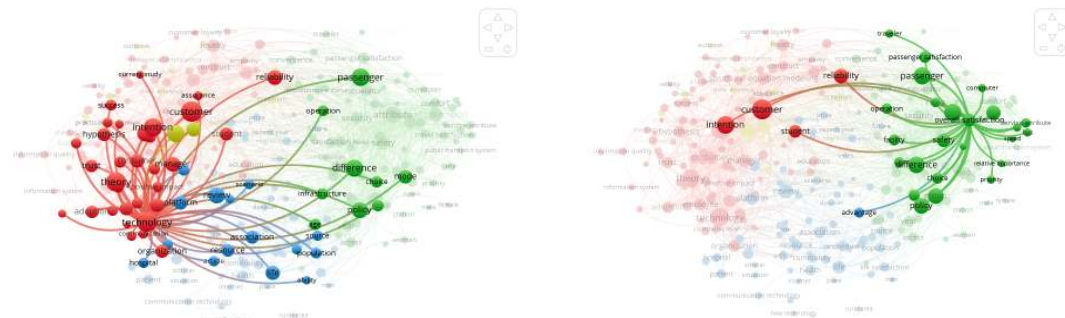
Based on Figure 3 above, it can be explained that there are various determinant factors that can explain variations in their influence on public service user satisfaction, including the most dominant variables in explaining variations in their influence on public service user satisfaction are the variables of service quality and information technology development. To obtain comprehensive and holistic research results, the researcher describes the research analysis in detail regarding the ability to vary the influence of sub-variables from the service quality variable which consists of reliability, responsiveness, credibility, sense of security and understanding of the community.



Source: Output of VosViewer version 1.6.20, 2023.

Figure 4. Network Visualization of Service Quality Variables (left) and Public Infrastructure (right)

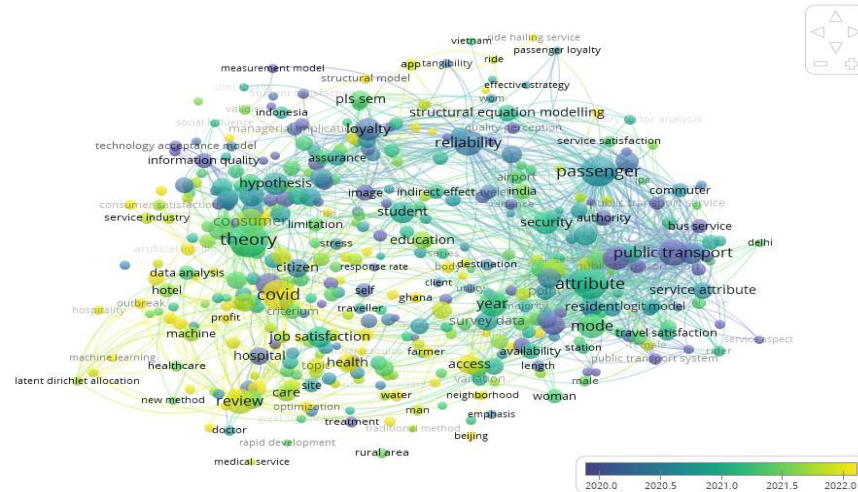
Based on Figure 4 above, it can be seen that several previous researchers formed service quality variables from several dimensions and indicators including service attributes, service speed, service priority and diversification of services provided. Furthermore, previous researchers explained that service quality must be supported by adequate infrastructure development, namely the existence of policies that form a legal basis, the organization that manages it, the information technology used, the reliability of the service, facilities and infrastructure, the level of service security promised to service users, service attributes and so on.



Source: Output of VosViewer version 1.6.20, 2023.

Figure 5. Network Visualization of Information Technology Variables (left) and Public Satisfaction (right)

Based on Figure 5 above, it can be seen that several previous researchers formed information technology development variables from several dimensions and indicators including the use and selection of infrastructure in the form of software and hardware, the reliability of the application system built, the level of security, the use and processing of data into information, the platform used. used in the form of web or desktop and so on. Apart from that, previous researchers also identified several dimensions and indicators that form the variable satisfaction of public service users, including hopes and expectations regarding the performance of public services, differentiation from other application systems, user needs for application system performance, ease of use, security in maintaining data. user data, service speed and so on.



Source: Output of VosViewer version 1.6.20, 2023.

Figure 6. Overlay Visualization

Based on Figure 6 above, it can be explained that the overlay results from 1,500 citations show that researchers who raised the issue of public service users in relation to service quality and information technology development were most researched in 2020, but this issue has started to be raised less by researchers since 2022. This is novelty for researchers to conduct research with the latest data and environmental changes related to the above issues by producing comprehensive and holistic research results. Researchers also compared the search analysis of the results of related and relevant systematic literature reviews regarding public service satisfaction from various international journal links, resulting in the following findings.

Table 1. Systematic Literature Review from Various International Journal Links

Researcher and Research Title	Research result
<i>Modeling quality of service in a fixed route shared taxi (Jitney)</i> Halakoo, Meeghat & Moataz (2022)	Reliability, responsiveness, credibility, sense of security and understanding the community can explain variations in their influence on user satisfaction.
<i>Application of crowdsourced data to infer user satisfaction with mobility as a service</i> Aman & Janille (2022)	Information technology can explain variations in its influence on user satisfaction.
<i>Unpacking the digitalization of public service: configuring work during automation in local government</i> Andersson, Anette & Chris (2022)	Reliability, responsiveness, credibility, sense of security and understanding society can explain variations in its influence on information technology.
<i>Satisfaction with crowding and other attributes in public transport</i> Borjesson & Isak (2019)	Reliability, responsiveness, credibility, sense of security and understanding the community can explain variations in their influence on user satisfaction.
<i>Experiences of innovation in public services for sustainable urban mobility</i> Cruz & Sonia (2022)	Information technology can explain variations in its influence on user satisfaction.
<i>Information technology, its impact on society and its future</i> Deb (2014)	Information technology can explain variations in its influence on user satisfaction.

<i>Problems of introduction of digital technologies in the transport industry</i> Duganova & Nikolai (2022)	Information technology can explain variations in its influence on user satisfaction.
<i>Effect of community communication technology (ICT) usage on community satisfaction: case study in Nanjing, China</i> Feng, Qin, Jiang & Chen (2019)	Information technology can explain variations in its influence on user satisfaction.
<i>The alternative infrastructure that supports digital counter publics: digital inequality in an Australian public housing estate</i> Holstein, Nicole & Alice (2023)	Information technology can explain variations in its influence on user satisfaction.
<i>Enhancing the adoption of digital public services: evidence from a large-scale field experiment</i> Hyytinen, Jarno & Markus (2022)	Information technology can explain variations in its influence on user satisfaction.
<i>Service quality, perceived value and citizens' continuous-use intention regarding e-government: empirical evidence from China</i> Li & Huping (2020)	Reliability, responsiveness, credibility, sense of security and understanding society can explain variations in its influence on information technology.
<i>Natural resources, financial technologies and digitalization: the role of institutional quality and human capital in selected OECD economies</i> Li, Asif & Arshian (2023)	Reliability, responsiveness, credibility, sense of security and understanding society can explain variations in its influence on information technology.
<i>Influence of information technology on service delivery among the public customer care centers in Switzerland</i> Lichtsteiner & Siddique (2022)	Reliability, responsiveness, credibility, sense of security and understanding society can explain variations in its influence on information technology.
<i>Close encounters of the digital kind: a research agenda for the digitalization of public services</i> Lindgren, Christian & Ulf (2019)	Reliability, responsiveness, credibility, sense of security and understanding society can explain variations in its influence on information technology.
<i>Building trust through quality of service mediated with satisfaction to acceptors of family planning in the province of South Kalimantan</i> Misransyah & Roosganda (2023)	Reliability, responsiveness, credibility, sense of security and understanding the community can explain variations in their influence on user satisfaction.
<i>A user-centred virtual city information model for inclusive community design: state-of-art</i> Najafi, Masi & Pascale (2023)	Information technology can explain variations in its influence on user satisfaction.
<i>The cause effect relationship model of service quality in relation to overall satisfaction</i> Naveen & Anjula (2020)	Reliability, responsiveness, credibility, sense of security and understanding the community can explain variations in their influence on user satisfaction.
<i>Determinant of customer satisfaction of service quality: city bus service in Kota Kinabalu, Malaysia</i> Noor & Juri (2014)	Reliability, responsiveness, credibility, sense of security and understanding the community can explain variations in their influence on user satisfaction.
<i>The role of involvement with public transport in the relationship between service quality, satisfaction and behavioral intentions</i> Ona (2020)	Reliability, responsiveness, credibility, sense of security and understanding the community can explain variations in their influence on user satisfaction.
<i>First-/last-mile experience matters: the influence of the built environment on</i>	Information technology can explain variations in its influence on user satisfaction.

<i>satisfaction and loyalty among public transit riders</i> Park & Shuolei (2021)	
<i>Personal experiences of digital public services access and use: older migrant's digital choices</i> Safarov (2021)	Reliability, responsiveness, credibility, sense of security and understanding society can explain variations in its influence on information technology.
<i>Transparency and accountability in digital public services: learning from the Brazilian cases</i> Saldanha, Cleidson & Siegrid (2022)	Reliability, responsiveness, credibility, sense of security and understanding society can explain variations in its influence on information technology.
<i>The relationship between transit service availability and productivity with customer satisfaction</i> Shbeeb (2022)	Reliability, responsiveness, credibility, sense of security and understanding the community can explain variations in their influence on user satisfaction.
<i>Implementation of standard operational procedure (SOP) for service, government policy and information technology of communication on improving public satisfaction of the Medan Class II Agricultural Quarantine Center</i> Situmorang & Sugiharto (2022)	Reliability, responsiveness, credibility, sense of security and understanding society can explain variations in their influence on information technology and user satisfaction
<i>Technologies for digital twin applications in construction</i> Tuhaise, Joseph & Fonbeyin (2023)	Reliability, responsiveness, credibility, sense of security and understanding society can explain variations in its influence on information technology.
<i>A new perspective to elevate the antecedent path of adoption of digital technologies in major projects of construction industry: a case study in China</i> Zhang, Meirong & Simon (2023)	Reliability, responsiveness, credibility, sense of security and understanding society can explain variations in its influence on information technology.



Source: NVivo 12 Plus data output, 2023.

Figure 7. Query Analysis in Previous Research Journals

Based on Figure 7 above, it is known that the use of previous research journal references used in this research is in accordance with the issues raised, namely issues related to public service satisfaction, public service quality and information technology development. Thus, it can be interpreted that in terms of document testing, researchers have used previous research

journal references that are relevant to the issue raised, namely mapping what determinant factors can explain variations in their influence on public service user satisfaction. Thus, referring to various previous journal reference sources, it can be concluded that the use of service quality variables and information technology development can be used as determining factors to explain variations in their influence, both direct and indirect.

7. Key Finding

Based on the results of the analysis using the SLR approach, it was found that several determinant factors that were able to explain variations in their influence on the variable satisfaction of public service users were the variables of service quality and use of information technology. To obtain more comprehensive and holistic research results, you can also analyze the dimensions that form service quality variables including the sub-variables of reliability, responsiveness, credibility, sense of security and understanding of society in addition to the variable use of information technology.

8. Conclusion

The conclusion of this research is that the most dominant factors in explaining variations in their influence on public service user satisfaction include service quality variables (including sub-variables of reliability, responsiveness, credibility, sense of security and understanding of the community) and the use of information technology. The implications of the results of this research include two theoretical and managerial aspects. Theoretical implications relate to service quality theory, public service user satisfaction and information technology development theory from experts where the theoretical implications provide an overview of the references used in research, both problem reference theory, modeling, results and previous research agendas. Meanwhile, managerial implications relate to policies that can be linked to the findings produced in research where managerial implementation provides practical contributions to management, especially the development of the Sehati application system versions 3.0, 4.0, 5.0 and so on for public organizations in the Port Directorate of the Ministry of Transportation of the Republic of Indonesia.

9. Recommendations

Researchers can use service quality variables (including sub-variables of reliability, responsiveness, credibility, sense of security and understanding of the community) and the use of information technology to analyze the ability of these variables to explain variations in their influence on public service user satisfaction. Researchers who are interested in raising the issue of public service user satisfaction can consider the variables above into their research design framework both as intervening variables and as moderating variables.

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