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The Influence of Service Quality on SINTA Acceptance Using the TAM Method: A Case Study of Lecturers at X University

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Abstract

LPPM X University is responsible for managing administration and providing research and community service data for both internal and external purposes. One of the databases managed by LPPM X University is SINTA. However, an evaluation has yet to be conducted to assess the acceptance of X University lecturers regarding the use of SINTA. This research aims to analyze the extent of X University lecturers' acceptance of SINTA. It also aims to examine the mediating effect of service quality on the acceptance of SINTA. The study employs the Technology Acceptance Model (TAM) with service quality as a mediating variable. The research method used is quantitative, with data collection using questionnaires and data processing using SMARTPLS 4. All variables meet the validity criteria and fulfill the construct reliability based on the collected data. The results of this study show that service quality significantly impacts the acceptance of SINTA by lecturers.

Keywords: entrepreneurship, service quality, SINTA, TAM

INTRODUCTION

Information technology refers to a type of technology that serves to process data, including processing, obtaining, organizing, storing, and manipulating data in various ways to produce high-quality information. In recent years, the use of information technology has seen remarkable growth in the services industry, especially in educational institutions. This is reflected in the use of products related to information technology, such as academic information systems and learning management systems (Al-Taai, 2022; Ahmad, Rashid, Abdullah, & Abdulla, 2018). In Indonesia, the government has launched the SINTA program. According to the definition on the Ristekdikti website, SINTA (Science and Technology Index) is a portal that compiles information regarding performance evaluations in the fields of science and technology. The information collected includes various aspects, such as the performance of researchers, writers, authors, journals, and institutions of science and technology. In addition, SINTA also helps in monitoring and measuring the quality of scientific publications. However, the acceptance and adoption of this system by lecturers play a crucial role in the success and benefits gained (Rochmyaningsih, 2019; Fry, Lynham, & Tran, 2023).

One of the main tasks of lecturers is conducting research. Publication should be the goal of every research conducted. However, in reality, not all lecturers have published their research results, even though the condition of

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scientific publications in Indonesia has improved. In carrying out the responsibilities of the Tri Dharma of higher education, lecturers need to be continuously monitored and evaluated, especially in terms of research and community service. The results of these research and community service activities can be archived in the form of reports or scientific work, and can even be published in scientific journals. Therefore, lecturers in business education should be motivated and supported (Anamofa & Nanuru, 2019; Winarno & Hermana, 2019; Mohammed et al., 2023). By doing this, data regarding the implementation of Tri Dharma by lecturers will be well recorded on the SINTA web portal, supported by the Lembaga Penelitian dan Pengabdian Masyarakat or LPPM (Institute of Research and Community Development) of University X (a private university in East Java) (Harianja et al., 2023).

In this way, the administrative process for lecturers during research and community service will be facilitated. However, until now, there has not been an evaluation of user acceptance, especially by lecturers, of the use of SINTA. Therefore, measuring lecturers' acceptance of SINTA with the mediation of LPPM service quality needs to be conducted. This study will analyze lecturers' acceptance of SINTA at University X by applying the Technology Acceptance Model (TAM), first introduced by Davis (1989), considering the mediating role of service quality. TAM is designed to explain the factors that influence people's acceptance of technology in general and to understand how a system within that technology can impact user adoption (Davis, 1989; Susanto et al., 2021).

SINTA is an information technology-based platform, and TAM is specifically designed to assess user acceptance of such systems. TAM focuses on two primary constructs: Perceived Ease of Use (PEU) and Perceived Usefulness (PU), which are critical in understanding how users interact with technology. This model has been extensively validated across various contexts, demonstrating its robustness in predicting technology adoption behaviors. TAM effectively captures individual acceptance of SINTA while accommodating external factors that influence user perceptions (Rondan-Cataluña et al., 2015; Salim & Suryani, 2023). University policies, such as mandatory research indexing in SINTA, can enhance Perceived Usefulness (PU) by making the platform essential for academic recognition. Publication incentives, including financial rewards or career advancements, may further strengthen researchers' motivation, indirectly influencing both Perceived Usefulness (PU) and Perceived Ease of Use (PEU). Additionally, social pressure from colleagues, supervisors, or academic communities can shape attitudes toward adopting SINTA.

In contrast, the Unified Theory of Acceptance and Use of Technology (UTAUT) incorporates additional factors such as social influence and facilitating conditions, which may be more pertinent in organizational settings where external pressures and infrastructure support significantly impact technology adoption. While UTAUT provides a comprehensive framework, its complexity can be a limitation when the primary focus is on individual user perceptions. A comparative study of technology acceptance models noted that TAM offers a more straightforward approach, making it particularly useful when the research objective is to understand the direct effects of perceived ease of use and perceived usefulness on users' behavioral intentions (Rondan-Cataluña et al., 2015; Ammenwerth, 2019). Therefore, TAM was deemed more appropriate for this study, aiming to evaluate individual acceptance of the SINTA plat-

form without the need to account for broader organizational factors.

The novelty of this study lies in its focus on SINTA, a research indexing system that has been relatively underexplored in academic research. While many studies have applied the Technology Acceptance Model (TAM) to various technologies, few have examined its relevance in the context of SINTA acceptance among university lecturers. By investigating how service quality mediates the acceptance of SINTA, this study provides new insights into the factors influencing the use of a locally significant platform that plays a critical role in academic assessment and research visibility, filling a gap in the literature.

Several institutions in Indonesia have successfully optimized the use of SINTA to enhance research performance and academic visibility. For instance, Universitas Sebelas Maret has effectively utilized SINTA to monitor researchers' performance in real time and improve research visibility. Their implementation of SINTA has facilitated easy access to research information and increased transparency in managing research data (Fry, Lynham, & Tran, 2023; Yuliatmojo & Saputri, 2024). Additionally, Universitas Amikom Purwokerto has updated and maintained accurate SINTA profiles significantly enhancing the visibility of academic programs and researchers. These institutions demonstrate that a well-structured acceptance of SINTA can lead to better research management, increased publication impact, and improved institutional rankings (Wahyudi & Berlilana, 2022).

The contribution of this research is its identification of the factors that influence SINTA acceptance among university lecturers, particularly through the integration of the Technology Acceptance Model (TAM) and the mediating role of service quality. By highlighting the importance of service quality in driving technology adoption, the study offers valuable insights for academic institutions seeking to improve the engagement and usage of SINTA or similar platforms. This research also provides practical recommendations for policymakers and university administrators to enhance support systems and service delivery, ultimately fostering greater acceptance of research indexing tools in academic environments.

METHOD

This research adopts the TAM approach and involves service quality as a mediator variable (Davis & Graniæ, 2024). The study begins with a user interview stage, where the head of the LPPM is interviewed to gather information about the issues being faced. After obtaining sufficient information, the next step is to identify and formulate the research problem. This stage is followed by a literature review of the TAM framework and methods, as well as exploring the service quality variable from sources such as national and international journals. Additionally, a literature review was conducted to determine the sample size for the data collection process. Once the literature compilation is completed, the next step involves designing the research instrument in line with the theoretical framework shown in Figure 1.

The research instrument to be used is a questionnaire that adopts variables from the Technology Acceptance Model (TAM), namely perceived usefulness and perceived ease of use, as well as the service quality variable that serves as the mediating variable. Perceived usefulness is the user's perception of how much the use of information systems will enhance their work performance. Perceived ease of use encompasses how easily the information system is perceived

by users in terms of understanding and operating it (Budiarti, 2022; Tahar et al., 2020). Intention to use is an individual's behavioral tendency to continue using the technology or information system. An individual's use of technology can be predicted by attitudes toward technology and motivation to influence others to use it (Venkatesh & Davis, 2000; Tahar et al., 2020).

Service quality is defined as the difference between users' perceptions and expectations of the service. Service quality relates to the comparison between what users expect and the actual performance of the service provided by the company (Subekti et al., 2022; Hakam & Hidayati, 2022). Additionally, Ghozali (2018) defines service quality as an attitude that arises from the comparison between expectations and perceived performance. Usage behavior includes measurable external responses from individuals in the form of actual use of the system or technology based on frequency or duration of use (Lehtinen, 1982). After designing the research instrument, data will be collected through purposive sampling, which will involve all lecturers of University X who use SINTA and teach entrepreneurship courses.

Entrepreneurship education in Indonesia is growing rapidly, with an increasing number of institutions incorporating entrepreneurship programs into their curriculum including X University (Constantine et al., 2024). Data collection will be carried out by posing a series of written questions to the respondents, which have been structured based on the existing theoretical framework. At the data collection stage, the researcher will distribute the questionnaire to all lecturers of University X who have a SINTA account. Once the data is collected, the next step is to analyze the data.

Based on the discussion of the previous findings, a total of twelve (12) hypotheses are proposed in this study as follows (including indirect hypothesis):

H1: Intention to use affects service quality
H2: Intention to use affects usage behavior
H3: Perceived ease of use affects intention to use
H4: Perceived usefulness affects the intention to use
H5: Service quality affects usage behavior
H6: Intention to use mediates the influences of perceived ease of use on service quality
H7: Intention to use mediates the influences of perceived usefulness on service quality

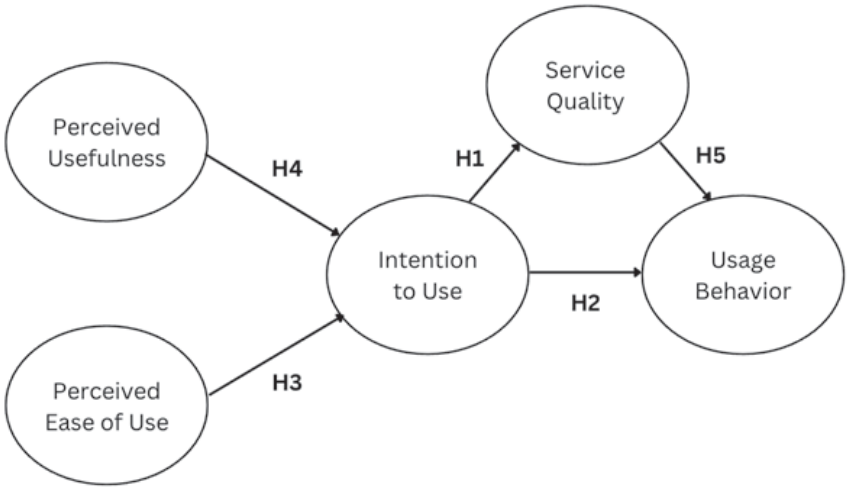

Figure 1 Research Framework

H8: Intention to use mediates the influences of perceived ease of use on usage behavior
H9: Intention to use mediates the influences of perceived usefulness on usage behavior
H10: Intention to use and service quality mediate the influences of perceived ease of use on usage behavior
H11: Service quality mediates the influences of intention to use on usage behavior
H12: Intention to use and service quality mediate the influences of perceived usefulness on usage behavior

RESULTS

In analyzing the acceptance of SINTA among lecturers at University X, the method used was a questionnaire focusing on the TAM analysis model. The questionnaire represents five variables consisting of 19 questions and was distributed to 40 respondents. These five variables include intention to use (IU), perceived usefulness (PU), perceived ease of use (PEU), and usage behavior (UB), as well as the service quality (SQ) variable, which acts as a mediating variable.

The measurement model and structural model were analyzed using PLS-SEM. The analysis calculations were performed using the PLS algorithm, which shows the path analysis relationships in the structural equation modeling (Hair, Ringle, & Sarstedt, 2011; Jaesung & Fornell, 1994).

The convergent validity test was conducted to determine the relevance and coverage of the statements in the questionnaire as the basis for research on each variable (Subekti et al., 2022). In this measurement, validity is indicated by the outer loading value. This value is useful for measuring the correlation between the indicators and the value of each construct. If the outer loading value reaches 0.7 or 70% or more, it can be considered valid. The measurement model is shown in Table 1 below where two instruments do not meet the criteria, namely PEU4 and SQ4. Thus, both instruments must be removed due to not meeting the validity criteria.

The reliability test was conducted to determine whether a questionnaire was reliable or not. According to Ghozali (2018), a research variable is considered reliable if the Cronbach's Alpha value is > 0.6. As shown in Table 2, all variables, including intention to use, perceived usefulness, perceived ease of use, service quality, and usage behavior, have values > 0.6, making them reliable variables.

Discriminant validity serves to measure the extent to which an evaluation instrument functions correctly. Discriminant validity can be determined from the Average Variance Extracted (AVE) value and the square root of the Average Variance Extracted (AVE). The AVE values for all variables are above 0.5, thereby meeting the standard. The square root of the AVE values for each variable is greater than the square root of the AVE correlations with other variables, thus meeting the standard. With the AVE values and the square root of the AVE values meeting the standard, it can be interpreted that the discriminant validity is fulfilled (Jaesung & Fornell, 1994).

After going through several stages of outer model testing, it can be concluded that all indicators can accurately and representatively measure the research variables (see Table 3 and Table 4). Therefore, it can proceed to the next stage, namely inner model testing. At this stage, the test focuses on whether or not there is an influence between variables following the previous research hypotheses. Nonetheless, an evalu-

Table 1 Convergent Validity Test Results

Variable & Indicator	Instrument	Outer Loading
Intention to Use		
IU1	I plan to regularly use SINTA in the process of reporting research performance	0.850
IU2	I plan to frequently use SINTA in the process of reporting my research performance in the future	0.852
Perceived Ease of Use		
PEU1	Through SINTA, I find it easier to report research performance	0.886
PEU2	It is easy for me to become skilled in using SINTA	0.892
PEU3	SINTA is easy for me to use	0.852
PEU4	Learning SINTA is easy for me	**0.539**
Perceived Usefulness		
PU1	By using SINTA, the process of reporting research performance becomes more effective	0.928
PU2	With SINTA, I have more time to be productive in research activities	0.929
PU3	SINTA is useful for the research performance reporting process	0.898
PU4	By using SINTA, I can boost the research performance percentage in the study program	0.869
Service Quality		
SQ1	SINTA's interface is user-friendly and appealing	0.921
SQ2	The research staff of LPPM conducts regular outreach regarding SINTA	0.944
SQ3	SINTA must continue to evolve to meet user needs	0.924
SQ4	The research staff of LPPM resolves lecturers' issues thoroughly	**0.238**
Usage Behavior		
UB1	The process of reporting research performance becomes more efficient with SINTA	0.897
UB2	The process of reporting research performance becomes more enjoyable with SINTA	0.910
UB3	I like using SINTA for reporting research performance	0.948

ation of the model's quality was conducted in the first phase. R-Square, R-Square Adjusted, and Q-Square are the three metrics used in this study to evaluate the model's quality. The coefficient of determination is the R-Square value, and the R-Square Adjusted value is the R-Square value that has been adjusted for the standard error. As a result, R-Square Adjusted is typically more accurate when evaluating the model's quality. The model's quality is also assessed using the Q-Square criterion, however, it places greater emphasis on the model's ability to provide good observed values and parameter estimates (Ghozali, 2018).

Table 2 Reliability Test Results

Variable	Cronbach's Alpha
Intention to Use (IU)	0.840
Perceived Ease of Use (PEU)	0.862
Perceived Usefulness (PU)	0.885
Service Quality (SQ)	0.921
Usage Behavior (UB)	0.907

R square is a value that indicates how much the independent (exogenous) variables influence the dependent (endogenous) variables. The R-squared (R2) value is used to assess the extent to which certain independent latent variables affect the dependent latent variables. There are three categories of grouping for the R square value which are strong, moderate, and weak (Hair, Ringle, & Sarstedt, 2011). Based on Table 5, it is evident that the R square value for the Intention to Use variable is 0.578, the R square value for the Service Quality variable is 0.271, and the R square value for the Usage Behavior variable is 0.627. Therefore, it can be interpreted that the Perceived Ease of Use and Perceived Usefulness variables can explain the Intention to Use variable by 57.8%.

In comparison, the remaining 42.2% is explained by other variables not studied. The Perceived Ease of Use and Perceived Usefulness variables can explain the Service Quality variable by 27.1%, while the remaining 72.9% is explained by other variables not studied. Additionally, the Perceived Ease of Use and Perceived Usefulness variables can explain the Usage Behavior variable by 62.7%, while the remaining 37.3% is explained by other variables not studied. A t-statistic value smaller than the t-table value will be considered insignificant, and conversely, if the t-statistic value is greater than the t-table value, it is considered significant (Hamid & Anwar, 2019).

Based on Table 6, Intention to Use influences Service Quality and Usage Behavior, Per-

Table 3 Discriminant Validity

Variable	AVE	IU	PEU	PU	SQ	UB
Intention to Use (IU)	0.862	0.929				
Perceived Ease of Use (PEU)	0.782	0.648	0.884			
Perceived Usefulness (PU)	0.743	0.759	0.783	0.862		
Service Quality (SQ)	0.864	0.525	0.676	0.601	0.929	
Usage Behavior (UB)	0.844	0.701	0.782	0.809	0.688	0.919

Table 4 Discriminant Reliability

Variable	Composite Reliability	Cronbach's Alpha
Intention to Use (IU)	0.926	0.840
Perceived Ease of Use (PEU)	0.915	0.862
Perceived Usefulness (PU)	0.920	0.885
Service Quality (SQ)	0.950	0.921
Usage Behavior (UB)	0.942	0.907

Table 5 Results of R-Square, R-Square

Variable	R-Square	R-Square Adjusted	Q-Square
Intention to Use (IU)	0.538	0.578	0.493
Service Quality (SQ)	0.276	0.271	0.235
Usage Behavior (UB)	0.632	0.627	0.528

Table 6 Direct Test of Hypothesis

Variable	Standard Deviation	T Statistic	P Values
Intention to Use -> Service Quality	0.053	9.910	0.000
Intention to Use -> Usage Behavior	0.056	8.427	0.000
Perceived Ease of Use -> Intention to Use	0.096	1.475	0.141
Perceived Usefulness -> Intention to Use	0.095	6.848	0.000
Service Quality -> Usage Behavior	0.056	7.922	0.000

ceived Ease of Use and Perceived Usefulness influences Intention to Use, and Service Quality influences Usage Behavior. Table 7 indicates that the association between the Perceived Ease of Use variable and Service Quality through Intention to Use does not have a mediating influence. Perceived usefulness has a positive and significant impact on service quality through intention to use; perceived ease of use influences intention to use; perceived usefulness has a positive and significant impact on intention to use; perceived ease of use does not have a positive and significant impact on intention to use and service quality; and intention to use has a positive and significant impact on intention to use and service quality. Intention to Use and Service Quality are two ways that Perceived Usefulness significantly and favorably influences Usage Behavior.

DISCUSSION

In this study, service quality serves as the mediator between TAM constructs and SINTA acceptance. Based on the analysis result, it was shown that Intention to Use influences Service Quality. This is proven by the t-test results, where the p-value is 0.000, less than

Table 7 Indirect Test of Hypothesis

Variable	Standard Deviation	T Statistic	P Values
Perceived Ease of Use -> Intention to Use -> Service Quality	0.053	1.390	0.165
Perceived Usefulness -> Intention to Use -> Service Quality	0.057	6.005	0.000
Perceived Ease of Use -> Intention to Use -> Usage Behavior	0.046	1.430	0.153
Perceived Usefulness -> Intention to Use -> Usage Behavior	0.061	4.994	0.000
Perceived Ease of Use -> Intention to Use -> Service Quality -> Usage Behavior	0.024	1.353	0.177
Intention to Use -> Service Quality -> Usage Behavior	0.041	5.712	0.000
Perceived Usefulness -> Intention to Use -> Service Quality -> Usage Behavior	0.032	4.711	0.000

0.05, and the t-value is 9.910, greater than the critical t-value. Therefore, it can be said that the first hypothesis, that Intention to Use has a positive and significant effect on Service Quality, is accepted. This result is consistent with the research conducted by Venkatesh & Davis (2000); Alkhawaja et al. (2022). The higher the lecturers' intention or desire to use SINTA, the more likely they are to have a positive perception of the quality of service provided by the system. This can occur because users with a strong intention to use a system tend to be more engaged and better understand the benefits and features offered, leading them to rate the service quality higher.

Intention to Use influences Usage Behavior. This is proven by the t-test results, where the p-value is 0.000, less than 0.05, and the t-value is 8.427, greater than the critical t-value. Therefore, it can be said that the second hypothesis, that Intention to Use has a positive and significant effect on Usage Behavior, is accepted. This result is consistent with the previous research which showed that the higher the lecturers' intention or desire to use SINTA, the more likely they are to use the system. A strong intention to use a system tends to drive actual usage behavior, thereby increasing the frequency and duration of SINTA usage by the lecturers (Venkatesh & Davis, 2000; Tahar et al., 2020; Salim & Suryani, 2023).

Based on the analysis result, it was shown that Perceived Ease of Use influences Intention to Use. This is proven by the t-test results, where the p-value is 0.141, which is greater than 0.05, and the t-value is 1.475 which is less than the critical t-value. Therefore, it can be said that the third hypothesis, that Perceived Ease of Use has a positive and significant effect on Intention to Use, is rejected. This result is consistent with the research conducted by Venkatesh & Davis (2000). Even though the system is considered easy to use, this is not sufficient to increase the lecturers' intention to use the system. Other factors might have a greater influence on the intention to use, such as the perceived usefulness of the system and the quality of the services provided.

Perceived Usefulness influences Intention to Use. This is proven by the t-test results, where the p-value is 0.141, less than 0.05, and the t-value is 1.475, greater than the critical t-value. Therefore, it can be said that the fourth hypothesis, that Perceived Usefulness has a positive and significant effect on Intention to Use, is accepted. This result is consistent with the research conducted by Venkatesh & Davis (2000); Kamal, Shafiq & Kakria (2020); Salim & Suryani (2023). When lecturers perceive SINTA as useful in enhancing their work performance or achieving their goals, they are more likely to intend to use the system. In other words, the higher the perceived usefulness of SINTA among lecturers, the greater their intention to use the system.

Based on the analysis result, it was shown that Service Quality influences Usage Behavior. This is proven by the t-test results, where the p-value is 0.000, less than 0.05, and the t-value is 8.427, greater than the critical t-value. Therefore, it can be said that the fifth hypothesis, that Service Quality has a positive and significant effect on Usage Behavior, is accepted. This result is consistent with the research conducted by Venkatesh & Davis (2000). If lecturers believe that SINTA provides high-quality service, they are more inclined to use the system more frequently or for longer durations. This implies that a positive perception of service quality contributes to increased usage behavior among

lecturers.Perceived Ease of Use has an influence on Service Quality through Intention to Use. This is proven by the t-test results, where the p-value is 0.165, which is greater than 0.05, and the t-value is 1.390 which is less than the critical t-value. Therefore, it can be said that the sixth hypothesis, that Perceived Ease of Use has a positive and significant effect on Service Quality through Intention to Use, is rejected. This result is consistent with the research conducted by Venkatesh & Davis (2000); Sholikah & Sutirman (2020). Although lecturers perceive the system as easy to use, it may not directly influence their perception of the quality of service provided by the system. Therefore, there is no mediating effect in the relationship between the Perceived Ease of Use variable and Service Quality through Intention to Use.

Perceived Usefulness has an influence on Service Quality through Intention to Use. This is proven by the t-test results, where the p-value is 0.000, less than 0.05, and the t-value is 6.005, greater than the critical t-value. Therefore, it can be said that the seventh hypothesis, that Perceived Usefulness has a positive and significant effect on Service Quality through Intention to Use, is accepted. This result is consistent with the research conducted by Venkatesh & Davis (2000); Alkhawaja et al. (2022). Lecturers' intention to utilize a system may impact their perception of the quality of service provided, especially when considering the perceived usefulness of the system. This implies that lecturers who perceive SINTA as useful are more likely to intend to use it, which in turn may influence their perception of the quality of service offered by the system.

Perceived Ease of Use influences Usage Behavior through Intention to Use. This is proven by the t-test results, where the p-value is 0.153, which is greater than 0.05, and the t-value is 1.430 which is less than the critical t-value. Therefore, it can be said that the eighth hypothesis, that Perceived Ease of Use has a positive and significant effect on Usage Behavior through Intention to Use, is rejected. This result is consistent with the research conducted by Venkatesh & Davis (2000); Baki, Birgoren, & Aktepe (2021). Even though lecturers perceive SINTA as easy to use, it doesn't directly influence their usage behavior. There may be other dominant factors or direct influences on usage behavior that are not affected by the intention to use the system.

Perceived Usefulness influences Usage Behavior through Intention to Use. This is proven by the t-test results, where the p-value is 0.000, less than 0.05, and the t-value is 4.994, greater than the critical t-value. Therefore, it can be said that the nineth hypothesis, that Perceived Usefulness has a positive and significant effect on Usage Behavior through Intention to Use, is accepted. This result is consistent with the research conducted by Venkatesh & Davis (2000); Baki, Birgoren, & Aktepe (2021). When users perceive a system as useful, it positively affects their intention to use it, which in turn influences their actual behavior or usage of the system.

Perceived Ease of Use influences Usage Behavior through Intention to Use and Service Quality. This is proven by the t-test results, where the p-value is 0.177, which is greater than 0.05, and the t-value is 1.353 which is less than the critical t-value. Therefore, it can be said that the tenth hypothesis, that Perceived Ease of Use has a positive and significant effect on Usage Behavior through Intention to Use and Service Quality, is rejected. This result is consistent with the research which implies that

despite users perceiving a system as easy to use, it does not directly influence their usage behavior through their intention to use the system and their perception of service quality (Venkatesh & Davis (2000; Hariguna et al., 2017). There may be other factors at play that have a more direct impact on usage behavior, which are not influenced by the intention to use and service quality.

Intention to Use influences Usage Behavior through Service Quality. This is proven by the t-test results, where the p-value is 0.000, less than 0.05, and the t-value is 5.712, greater than the critical t-value. Therefore, it can be said that the eleventh hypothesis, that Intention to Use has a positive and significant effect on Usage Behavior through Service Quality, is accepted. This result is consistent with the previous research which suggests that the perceived service quality plays a mediating role in how the intention to use a system affects actual usage behavior (Hakam & Hidayati, 2022; Alkhawaja et al., 2022). When users have a positive intention to use a system and perceive the service quality positively, it increases the likelihood of them exhibiting the desired usage behavior.

Perceived Usefulness influences Usage Behavior through Intention to Use and Service Quality. This is proven by the t-test results, where the p-value is 0.000, less than 0.05, and the t-value is 4.711, greater than the critical t-value. Therefore, it can be said that the nineth hypothesis, that Perceived Usefulness has a positive and significant effect on Usage Behavior through Intention to Use and Service Quality, is accepted. This result is consistent with the previous research which implies that the perceived usefulness of a system indirectly influences usage behavior through both intention to use and perceived service quality (Venkatesh & Davis, 2000; Alkhawaja et al., 2022). When users perceive a system as useful, it positively affects their intention to use it, which in turn influences their perception of service quality and ultimately impacts their actual usage behavior.

CONCLUSION

The results of the questionnaire show that the majority of lecturers agree with the study's variables, underscoring the necessity for LPPM to enhance its offerings to motivate instructors to report their research and community service endeavors through SINTA. The study offers insights into factors influencing SINTA's acceptability and utilization by confirming that perceived usefulness and service quality improve satisfaction. Two indicators (PEU4 and SQ4) did not fulfill validity criteria, indicating problems with usability and differing opinions of LPPM staff support, even though the majority of lecturers have a positive opinion of SINTA. Since many lecturers are already familiar with similar platforms, perceived ease of use has no direct effect on intention to use. However, perceived utility has a large impact on usage behavior, with service quality mediating this relationship. The report suggests required training, specialized support teams, an incentive program, and integrating SINTA with performance reviews as ways to increase SINTA usage. Usability problems should also be addressed through feedback surveys. One useful tool is a successful implementation model, like the one employed at Universitas Sebelas Maret. Future research, with a focus on enhancing system usability and service quality, should examine additional aspects influencing system adoption across various institutions and user groups, as the study is restricted to a single university.

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