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Evaluation of The Success of Business Travel Management System Using Delone & McLean Approach

Stephen Adrianto, Ahmad Nurul Fajar

Information Systems Management Department, BINUS Graduate Program – Master of Information System Management, Bina Nusantara University, Indonesia

stephen.adrianto@binus.ac.id, afajar@binus.edu

Abstract. XYZ Group is an education-based company that has several branches spread across Indonesia. In supporting business needs, especially in terms of business trip, XYZ Group developed an application called eTravel. During the use of eTravel, several problems found in the system. This has resulted in many complaints from eTravel users such as slow application performance, errors that occur in the approval process, incomplete information in the system, etc. Since implementing the eTravel system, there has been no evaluation process to determine the success rate of the eTravel system. This study aims to evaluate the success rate of the eTravel system using the DeLone & McLean method. The variables used in this study are system quality, service quality, information quality, use, user satisfaction, and net benefits. This study uses SEM-PLS and SmartPLS 3. Questionnaire data was collected from 214 eTravel users. Then data collected was analyzed using SmartPLS 3. The result of this research shows seven of the eight research hypotheses are categorized as valid. There were significant effect of System Quality and Information Quality to Use of eTravel System. On the other hand, Service Quality does not have significant effect to Use. System Quality, Information Quality, and Service Quality have significant effect on User Satisfaction. Use and User Satisfaction have significant effect on Net Benefit given by eTravel System. It is expected from this study to be a good reference for XYZ Group which depends on eTravel to organize their business trip information. This will help to optimize the eTravel's support and benefits for XYZ group. This study recommends for organizations to give attention to their system's information quality, service quality, system quality to give more benefits for the organization.

Keywords: Information System, IS Success Model, Business Travel System, Delone and McLean Model

1. Introduction

Information become one of supporting fundamental for companies in this globalization era (Köylüoğlu et al., 2015). Information comes from many sources, one of which is the daily business processes that occur within a company. As the number of daily business processes increases, the amount of information generated also increases. This makes it impossible for the information to be processed manually by humans (Cahya et al., 2021). Many organizations did not aware and optimize data and information that can be used in their companies. Information within organization is not well organized, which makes them to not be able using the information (Laumer & Weitzel, 2017).

Technological developments allow a company to have an information system that can assist in carrying out daily business processes. Information systems help to collect, store, process, and disseminate information (Stair & Reynolds, 2016). The use of information systems is crucial for improving services and gaining an advantage over competitors (Jaafreh, 2017). Information System also have been identified to be able to give advantages for companies such as improve operation quality, improve operation efficiency, process standardization, operation cost reduction also real time access to organizational information (Akin-Adetoro & Seymour, 2019).

Due to the spread of XYZ Group's business units and business partners throughout Indonesia and even from other countries, business travel is one of the business processes that occur daily at XYZ Group. Data from XYZ Group records more than 10.000 Business Travel, both locally and internationally. This number of transactions requires an information system to process it. To be able to help process information, XYZ Group has built a business travel management system called eTravel. In eTravel user can input the details of the business trip such as: date, time, destination, preferred airlines. eTravel can store the data and calculate the cost for the business trip. This calculation will be used for the finance team to assign the budget for this trip and for procurement team as a basis to purchase ticket and hotels. After the user submit the business trip request, the data will be sent to the respective approvers. eTravel user also can monitor their request status and generate some report regarding the business trip.

However, the implementation of information system does not fully guarantee that the system will works successfully. During the use of eTravel, several problems found in the system. This has resulted in many complaints from eTravel users such as slow application performance, errors that occur in the approval process, incomplete information in the system, etc. Since implementing the eTravel system, there has been no evaluation process to determine the success rate of the eTravel system. Starting from this background, this research was conducted to evaluate the success of the eTravel system.

To measure the success of a system, an evaluation process needs to be carried out. There are various model that can be used to measure an information system, namely IS-ECM which used to measure intention to continue using information systems (Bhattacherjee, 2001), TAM (Technology Acceptance Model) which used to measure the acceptance of information technology (Surendran, 2012), UTAUT (Unified Theory of Acceptance and Use of Technology) which measure the acceptance and use of Information System (Dwivedi et al, 2019), and Delone & McLean Model which used to measure the success of information system.

Amo study uses the Delone & McLean Model, as one of the most frequently used information system success measurement models (Jeyaraj & Sadeh, 2020). The Delone & McLean Model was first released in 1992 (DeLone & McLean, 1992) and was revised in 2003 (DeLone & McLean, 2003). According to the Delone & McLean Model there are 6 variables used to measure the success of an information system, namely system quality, information quality, service quality, use, user satisfaction, dan net benefit.

This study aims to evaluate the success of the eTravel system by analyzing the effects between system quality, information quality, service quality to use and user satisfaction. Followed by the effect

of use and user satisfaction on net benefits. The findings of this study will provide insights into the factors that contribute to the success of a TMS and will help travel companies make informed decisions regarding their TMS implementation and management.

2. Literature Review

2.1 Business Trip

Business Trip is defined as a journey made by an employee or employer of a company for business purposes. Business travel is seen as a work-related mobility, which has now become an important part of a company along with the growth of globalization (Ye & Xu, 2020)

2.2 Delone & McLean IS Success Model

The Delone and McLean IS Success Model (DeLone & McLean, 1992), published in 1992, is one model to measure the level of success or effectiveness of an information system implementation.
In the model, DeLone and McLean describe that there are six variables that describe the success of an information system, namely System Quality, Information quality, use, user satisfaction, individual impact, and organizational impact.

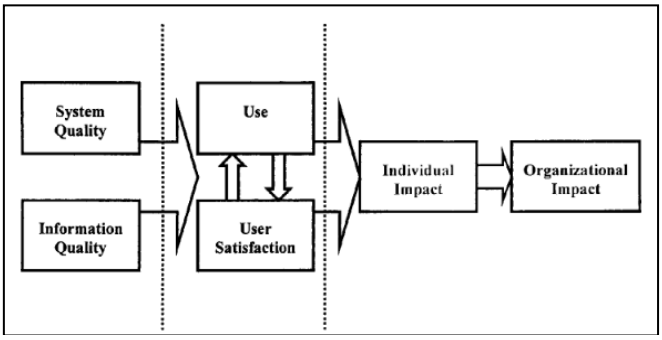

Fig.1: Delone & McLean Success Model

From the Delone and McLean model released in 1993, a new version of the information system success model was published in 2003 (DeLone & McLean, 2003). In this information system success model, the measurement of success is based on the relationship of 6 (six) variables, namely information quality, system quality, service quality, use, user satisfaction, and net benefit.

1. Information Quality
   Information Quality is concerned with the content and characteristics of the output of the information system. Information Quality can be measured by examining the results of the information system in terms of relevance, completeness, and understandable (Alzahrani & Mahmud, 2019). Information Quality also can be assessed by the accuracy of the information (Elsdaig & Nassar, 2019).
2. System Quality
   System Quality can be defined as a feature of the usability and the capability of processing information of the system (Krasniqi & Cico, 2019). System Quality can be measured by measuring the availability, ease of use, reliability, and flexibility of the system (Alzahrani & Mahmud, 2019).
3. Service Quality
   Service Quality is defined as a user's subjective assessment of the service they receive from the portal in accordance with the expected service (Alzahrani & Mahmud, 2019). Service quality can be measured by the reliability and response of technical support received by users (Al-Fadhli et al, 2018).
4. Use
   Use relates to assessing how an information system is used (Ojo, 2017). Use can be described in terms of how the system can be utilized and used by users (Viriando & Sfenrianto, 2021).

Use exists before User Satisfaction, and a good experience in Use can have a positive effect on User Satisfaction (DeLone & McLean, 2003).

5. User Satisfaction
   User Satisfaction can be recognized as one of the most important factors in measuring the success of a system and is often measured by the overall level of user satisfaction (Ojo, 2017). User satisfaction is a key issue in the industry as it relates to a variety of performance expectations that customers have from companies (Zhang & Kim, 2020).
6. Net Benefit
   Net Benefit is also one of the most important in measuring the success of IS and Net Benefit also describes how big the role of IS in contributing to the success of stakeholders, both positively and negatively (Ojo, 2017).

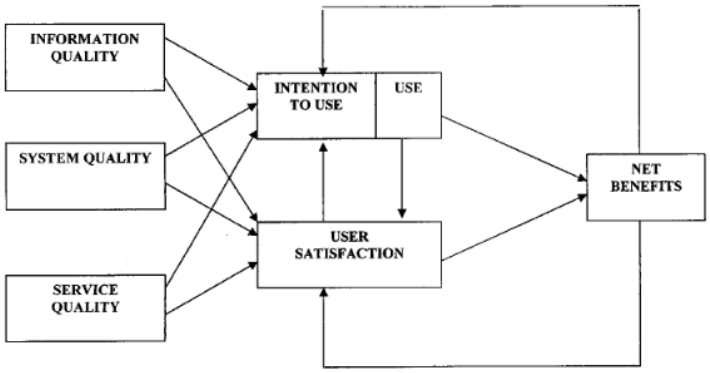

Fig.2: DeLone & McLean Updated Success Model

2.3 Prior Research

From previous research conducted by Gozali and Supranto (Gozali & Supranto, 2020), regarding the success of ERP implementation in manufacturing companies. This research is intended to examine the factors that influence the success of ERP implementation in winning competitive advantage. The study evaluated the information systems of 200 user samples from different manufacturing organizations. The results of the study stated that of the 7 (seven) hypotheses tested to determine the effect of significance, all hypotheses got significant results. Among information quality, service quality and system quality, system quality is the most influential factor on user satisfaction of the ERP system.

In a study on e-commerce in Indonesia conducted by Angelina, Hermawan, and Suroso, the study examined the connections between system, information, and service quality, along with related levels of use and user satisfaction. This study also analyzes the relationship between the level of use and the level of user satisfaction with the net benefit. This research was conducted in 3 (three) large e-commerce sites in Indonesia, namely Bukalapak, Lazada, and Shopee using a survey form of 110 users in each of these e-commerce sites. According to the study's findings, there is a substantial relationship between system quality and user satisfaction, service quality and use, service quality and user satisfaction, and user satisfaction and net benefits. While system quality has an insignificant effect on the level of use and information quality on the level of use (Angelina et al, 2019).

In research on the Virtual Education system conducted by Mahmoodi et al., This research was conducted on students in the Nursing and Midwifery Department of Alborz University of Medical Sciences in 2016-2017. From the results of this study, it was found that the System Quality has the greatest influence on the overall Net Benefit, either directly or indirectly through its influence on User Satisfaction and Intention to Use. System Quality should be further focused, so that this system can be used more efficiently. (Mahmoodi et al., 2017)

In a previous study conducted by Purwati et al, researchers evaluated the level of satisfaction and benefits from using the banking system, in this case m-Banking using the DeLone and McLean approach model. This research was conducted on 200 customers of BCA bank. Data were analyzed

using SEM and AMOS. The results of this research show that System Quality, Information Quality, and Service Quality have a significant impact on user satisfaction using M-Banking BCA.

3. Methods

3.1 Research Approach

This research uses quantitative approach which gathers and analysis data. Data collected using online questionnaire on google form. The questionnaire is distributed to eTravel system user. After collection, data is processed using Microsoft excel and Smart PLS 3.

3.2 Research Model

The model for this research is based on Updated Delone & McLean, the difference is this research model is not using "intention to use" variable on the model. Because the use of eTravel system in business travel process in XYZ Group is mandatory.

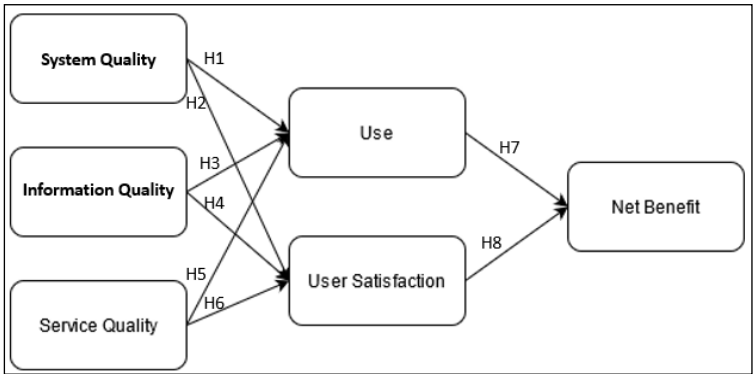

Fig. 3: Research Model

3.3 Population and Sample

Based on data from eTravel system, number of users recorded in the system as per May 2022 is 463 users. This research use slovin formula to determine the minimum number of samples. As per calculation 214 is the minimum required sample. For determine the sample, this research use simple random sampling which every level on the population has the same chance.

$$n = \frac{N}{1 + Ne^2}$$

$$n = \frac{461}{1 + 461(0.05)^2} = \mathbf{214}$$

Fig.4: Slovin Formula

3.4 Variables and Indicators

The variables and its indicators that used in this research can be seen in Table 1 below. These indicators will then be measured using likert scale.

Table 1: Variables and Indicator.

Variable	Indicator
System Quality (X1)	Flexibility
	Availability
	Reliability
	Ease of Use
	Accuracy

Information Quality (X2)	Relevance
	Completeness
	Understandable
Service Quality (X3)	Fast Response
	Reliability
Use (Y1)	Use Frequency
	Willing to Use
User Satisfaction (Y2)	Ease of Use
	Overall Satisfaction
Net Benefit (Z1)	Improved Performance
	Time Efficiency
	Decision Quality

Table 2: Likert Scale

Category	**Value**
Strongly Disagree	1
Disagree	2
Neutral	3
Agree	4
Strongly Agree	5

3.5 Hypothesis

Based on the research model in Figure 1, here is the hypothesis for this research:

H1: System Quality (X1) has significant effect on Use (Y1)
H2: System Quality (X1) has significant effect on User Satisfaction (Y2)
H3: Information Quality (X2) has significant effect on Use (Y1)
H4: Information Quality (X2) has significant effect on User satisfaction (Y2)
H5: Service Quality (X3) has significant effect on Use (Y1)
H6: Service Quality (X3) has significant effect on User Satisfaction (Y2)
H7: Use (Y1) has significant effect on Net Benefit(Z1)
H8: User satisfaction (Y2) has significant effect on Net Benefit (Z1)

4. Results

The distribution of the questionnaire was carried out by using an online questionnaire via google form. The questionnaire was sent by email to the email address of the user of the eTravel system. The time span for distributing the questionnaire was from April 24, 2022, to May 18, 2022. The number of questionnaires sent via email was 453 questionnaires and from the distribution there were 216 respondents. The response rate of the questionnaire was 47%. Based on these data, the analysis below is carried out.

Table 3: Variable Loading Factor and AVE

Variables	Items	Loading Factor	AVE
System Quality (X1)	eTravel is easy to be learned (X1.1)	0.928	0.829
	eTravel is easy to use (X1.2)	0.926	
	eTravel is free of errors (X1.3)	0.859	
	eTravel has a fast response (X1.4)	0.915	
	eTravel has supporting features (X1.5)	0.921	
Information Quality (X2)	Information that provided by eTravel is accurate (X2.1)	0.932	0.852
	Information provided by eTravel is meet my needs (X2.2)	0.910	
	Information provided by eTravel is easy to find (X2.3)	0.926	
	Information provided by eTravel is complete (X2.4)	0.933	
	Information provided by eTravel is easy to understand (X2.5)	0.915	
Service Quality (X3)	eTravel system can be accessed anywhere and anytime (X3.1)	0.837	0.848
	eTravel's support team quickly response when resolving trouble in eTravel(TMS)(X3.2)	0.944	
	eTravel support team understand the problem that occured in eTravel (X3.3)	0.954	
	The eTravel support team can be relied on to solve problems on the eTravel system (X3.4)	0.943	
Use (Y1)	I often use the eTravel system at business travel process (Y1.1)	0.869	0.802
	I don't mind using the eTravel system (Y1.2)	0.921	
User Satisfaction (Y2)	I am satisfied with the features of the eTravel system (Y2.1)	0.926	0.859
	The use of the eTravel system makes it easier for me to process business travel applications (Y2.2)	0.938	
	I am satisfied with the interface of the eTravel system (Y2.3)	0.917	
	I am satisfied with the support from the eTravel support team (Y2.4)	0.896	
	Overall, I am satisfied with the eTravel system (Y2.5)	0.956	
Net Benefit (Z1)	The eTravel system improves the quality of decision making (Z1.1)	0.952	0.918
	eTravel system saves my work time (Z1.2)	0.961	
	eTravel system increases the effectiveness of my work (Z1.3)	0.962	

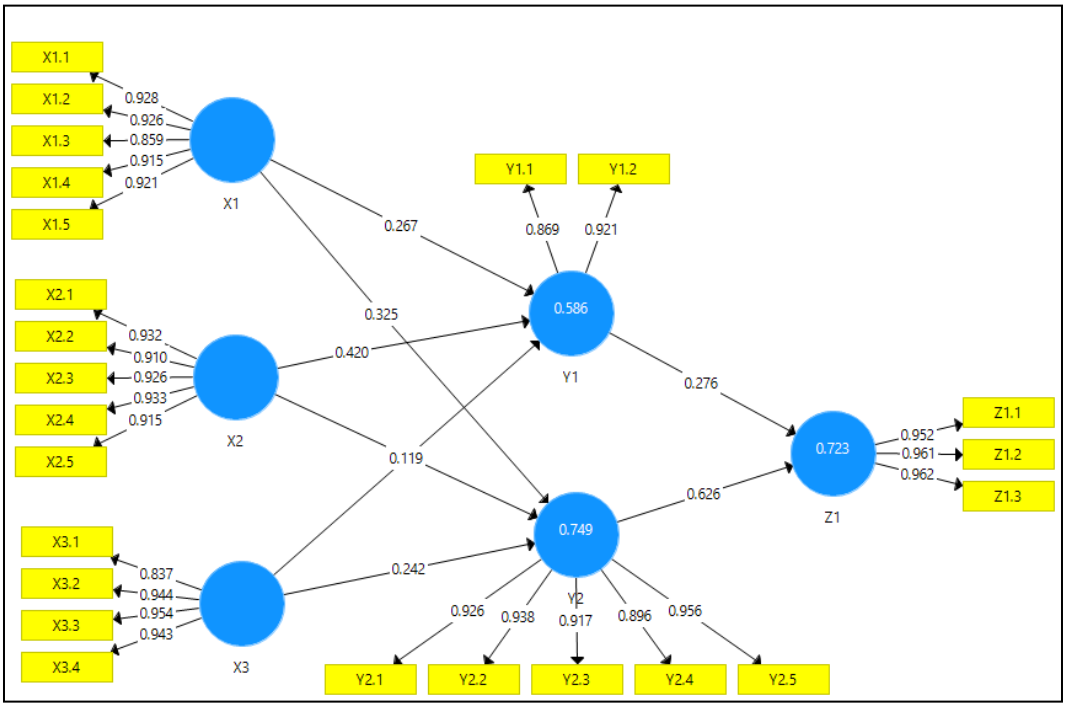

Fig. 5: Variable Loading Factor and AVE

4.1 Convergent Validity Test Result

Convergent validity test was carried out by the author on each indicator. Convergent validity test is done by assessing the loading factor indicator of the latent variable. The AVE (Average Variance Extracted) value is used to measure the amount of variance collected by the construct in comparison to the variance caused by errors in the measurement. To be categorized to be valid, the loading factor and AVE (Average Variance Extracted) values are recommended to be greater than 0.5 (Hair et al., 2011).

Based on the results in Table 3, the results of the Loading Factor and AVE (Average Variance Extracted) have met convergent validity with the value of each indicator and variable greater than 0.5. So, for these results can be categorized as valid.

4.2 Discriminant Validity Test Result

From the results of the discriminant validity test, it can be seen the effect of the indicator on each latent variable. Each indicator must be able to measure its own latent variable more accurately than other latent variables for it to be considered valid. To measure this, it can be seen through the loading value of the variable.

Based on Table 4, it shown that every used indicator can measure its own latent variable better than to measure other latent variables. So, the result can be categorized as valid.

Table 4: Cross Loading Factor

	X1	X2	X3	Y1	Y2	Z1
X1.1	0.928	0.791	0.713	0.680	0.760	0.766
X1.2	0.926	0.799	0.708	0.697	0.759	0.771
X1.3	0.859	0.723	0.620	0.570	0.673	0.710
X1.4	0.915	0.765	0.687	0.632	0.724	0.764
X1.5	0.921	0.802	0.716	0.668	0.763	0.784
X2.1	0.795	0.932	0.784	0.686	0.773	0.747
X2.2	0.768	0.910	0.778	0.646	0.753	0.685
X2.3	0.778	0.926	0.798	0.742	0.776	0.719
X2.4	0.780	0.933	0.779	0.669	0.770	0.740
X2.5	0.818	0.915	0.798	0.711	0.789	0.771
X3.1	0.691	0.766	0.837	0.610	0.661	0.606
X3.2	0.698	0.804	0.944	0.607	0.736	0.666
X3.3	0.690	0.781	0.954	0.646	0.756	0.649
X3.4	0.714	0.791	0.943	0.639	0.751	0.659
Y1.1	0.561	0.580	0.511	0.869	0.573	0.580
Y1.2	0.707	0.746	0.689	0.921	0.730	0.727
Y2.1	0.782	0.801	0.714	0.703	0.926	0.794
Y2.2	0.751	0.793	0.744	0.691	0.938	0.789
Y2.3	0.731	0.760	0.677	0.677	0.917	0.734
Y2.4	0.696	0.735	0.780	0.639	0.896	0.707
Y2.5	0.787	0.786	0.744	0.696	0.956	0.812
Z1.1	0.782	0.730	0.654	0.695	0.780	0.952
Z1.2	0.819	0.787	0.679	0.712	0.821	0.961
Z1.3	0.797	0.764	0.682	0.711	0.782	0.962

4.3 Reliability Test Result

The reliability test on a latent variable is carried out by testing internal consistent reliability which can be seen through the value of Cronbach's Alpha and Composite Reliability for each latent variable. To be categorized reliable, the value of Cronbach's alpha and composite reliability must be more than or equal to 0.7 (Hair et al, 2011).

Table 5: Cronbach's Alpha and Composite Reliability

Variable	CA	CR
X1	0.948	0.960
X2	0.957	0.967
X3	0.939	0.957
Y1	0.757	0.890
Y2	0.959	0.968
Z1	0.956	0.971

From the results of the Table 5, the results of the reliability test of each latent variable can be categorized as reliable. This is because each latent variable has a Cronbach's alpha value and

composite reliability of more than 0.7.

4.4 R Square

The value of R Square = 0.75 is categorized as strong, R Square = 0.50 is categorized as moderate and R Square = 0.25 is categorized as weak (Hair et al, 2011). Based on Table 6, the value of R Square variable has a good coefficient effect.

Table 6: R Square

Variable	R-Square
Y1	0.586
Y2	0.749
Z1	0.723

4.5 Hypothesis Test

In the Hypothesis Test, a check is made on the effect of the dependent variable on the independent variable. If the effect is not significant, then the hypothesis can be categorized as rejected. On the other hand, if the effect is significant, then the hypothesis can be categorized as accepted. To assess the significant effect between variables, it can be done by using the P Value. The assessment criteria using the P Value are as follows:

1. If the P Value is <0.05, then the hypothesis is categorized as having a significant effect and the hypothesis is accepted.
2. If the P Value > 0.05, then the hypothesis is categorized as having an insignificant effect and the hypothesis is rejected.

Table 7: Hypothesis Test

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values	Result
X1 -> Y1	0.267	0.264	0.087	3.067	0.002	Accepted
X1 -> Y2	0.325	0.325	0.075	4.322	0.000	Accepted
X2 -> Y1	0.420	0.421	0.130	3.235	0.001	Accepted
X2 -> Y2	0.354	0.352	0.115	3.065	0.002	Accepted
X3 -> Y1	0.119	0.118	0.112	1.064	0.287	Rejected
X3 -> Y2	0.242	0.241	0.106	2.289	0.022	Accepted
Y1 -> Z1	0.276	0.275	0.076	3.645	0.000	Accepted
Y2 -> Z1	0.626	0.627	0.069	9.027	0.000	Accepted

4.5.1 System Quality (X1) has significant effect on Use (Y1)

Based on table 7, System Quality (X1) has a significant effect on Use (Y1). This is shown through the P Value of 0.002 < 0.05 or through the T Statistic value of 3,067. Therefore, H1 can be categorized as accepted.

From the results of the research above, it can be said that the quality of the eTravel system is reflected in the ease with which the eTravel system can be learned and used. As well as the eTravel system that has a fast response, features that support and are not prone to errors can affect the level of use and make users not mind using the eTravel system.

4.5.2 System Quality (X1) has significant effect on User Satisfaction (Y2)

Based on table 7, System Quality (X1) has a significant effect on User satisfaction (Y2). This is shown through the P Value of 0.000 < 0.05 or through the T Statistic value of 4,322. Therefore, H2 can be categorized as accepted.

From the results of the research above, it can be said that the quality of the eTravel system is reflected in the ease with which the eTravel system can be learned and used. Also, eTravel system that has a fast response, features that support and is not prone to errors can affect the level of user satisfaction of the eTravel system. Good System Quality will make eTravel's user satisfied.

4.5.3 Information Quality (X2) has significant effect on Use (Y1)

Based on table 7, Information Quality (X2) has a significant effect on Use (Y1). This is shown through the P Value of 0.001 < 0.05 or through the T Statistic value of 3.235. Therefore, H3 can be categorized as acceptable.

From the results of the research above, it can be said that the quality of information presented by the eTravel system which is reflected in the accuracy, completeness, and ease of accessing information on the eTravel system can affect the level of use of the eTravel system. With good quality information from the system will increase the number of uses of eTravel

4.5.4 Information Quality (X2) has significant effect on User satisfaction (Y2)

Based on table 7, Information Quality (X2) has a significant effect on User Satisfaction (Y2). This is shown through the P Value of 0.002 < 0.05 or through the T Statistic value of 3,065. Therefore, H4 can be categorized as accepted.

From the results of the research above, it can be said that the quality of information presented by the eTravel system which is reflected in the accuracy, completeness, and ease of accessing information on the eTravel system can affect the level of user satisfaction of the eTravel system. With good quality information from the system will improve the satisfaction of eTravel's user.

4.5.5 Service Quality (X3) has no significant effect on Use (Y1)

Based on table 7, Service Quality (X3) has no significant effect on Use (Y1). This is shown through the P Value of 0.287 > 0.05 or through the T Statistic value of 1.064. Therefore, H5 can be categorized as rejected.

From the results of this study, the ease of access to the eTravel system, the fast response of the eTravel support team, the reliability of the eTravel support team in solving problems that occur in the eTravel system have no significant effect on the level of use of the eTravel system.

4.5.6 Service Quality (X3) has significant effect on User Satisfaction (Y2)

Based on table 7, Service Quality (X3) has a significant effect on User Satisfaction (Y2). This is shown through the P Value of 0.022 < 0.05 or through the T Statistic value of 2.289. Therefore, H6 can be categorized as accepted.

From the results of this study, the ease of access to the eTravel system, the fast response of the eTravel support team, the reliability of the eTravel support team in solving problems that occur in the eTravel system have a significant effect on the level of user satisfaction of the eTravel system. With good quality of service that provided by eTravel support team will improve the level of eTravel's user satisfaction.

4.5.7 Use (Y1) has significant effect on Net Benefit(Z1)

Based on table 7, Use (Y1) has a significant effect on Net Benefit (Z1). This is shown through the P Value of 0.000 < 0.05 or through the T Statistic value of 3,645. Therefore, H7 can be categorized

as accepted.

From the results of this study, the use of the eTravel system has a significant effect on the decision-making process, increases work effectiveness, and saves working time for users of the eTravel system. eTravel support team must keep or improve the use of eTravel system so the users will get more benefits from using eTravel.

4.5.8 User satisfaction (Y2) has significant effect on Net Benefit (Z1)

Based on table 7, User Satisfaction (Y2) has a significant effect on Net Benefit (Z1). This is shown through the P Value of 0.000 < 0.05 or through the T Statistic value of 9,027. Therefore, H7 can be categorized as accepted.

From the results of this study, users of the eTravel system are satisfied with improving the quality of decision making, work effectiveness, and saving working time from users of the eTravel system. The satisfaction of the users will give a positive impact in terms of eTravel's benefit.

From 8 (eight) hypothesis in this study, 7 (seven) hypothesis is categorized is accepted and 1 (one) hypothesis is categorized not accepted. Service Quality has no significant effect on Use. This means the quality of service that provided by eTravel's support team has no significant impact on the level of use of eTravel's System. This can be caused by greater user needs in eTravel's system technical performance compared to eTravel's support team service.

5. Conclusion

This study aims to evaluate the successful implementation of the eTravel System at XYZ Group using the Delone and McLean models. Based on the results of the research that has been done and the discussion above, the following conclusions can be drawn:

1. The success rate of the implementation of the eTravel application at XYZ Group is shown by the Net Benefit. In this case, it is represented by improving the quality of decision making, saving working time, and increasing the effectiveness of the work of eTravel system users.
2. System Quality and Information Quality have significant effect on Use. On the other hand, Service Quality does not have significant effect on Use.
3. System Quality, Information Quality, and Service Quality have significant effect on User Satisfaction.
4. Use and User Satisfaction have significant effect on Net Benefit given by eTravel system.

With the completion of this study, recommendations that can be given to XYZ Group by the researchers are as follow:

1. To increase Use of eTravel, XYZ Group need to pay more attention to eTravel's system quality and information quality. The reliability, availability, and the ease of use of eTravel system will increase the number of use of eTravel system. Accuracy and completeness of the information provided by eTravel System also have an important role in increasing the use of eTravel System.
2. In User Satisfaction improvement, XYZ Group need to give attention to eTravel's system quality, information quality and service quality. Because with an error-free application, support of the technical team, and the information that provided in eTravel's system will improve the user satisfaction.
3. XYZ Group needs to increase the level of system use and the level of satisfaction with the system. This will increase the benefits felt by eTravel users.
4. XYZ Group needs to maintain the eTravel system because it can help improve the decision-making process by stakeholders in XYZ Group.

However, this research still has a lot of limitation. There are several advanced analyses that can be done to measure information system success. Therefore, there are some limitations that exist in this study:

1. Research Methods
   This research only uses quantitative approach. Data collection is done through online questionnaire form. To get deeper analysis, qualitative approach is better than quantitative approach. Qualitative approach can be done through interview to many parties that involved in the day-to-day use of the system. Qualitative approach can give more point of view for the researcher to do the analysis.
2. Research Object
   This research is done in XYZ Group, which mainly engaged in the field of education. the results may be different on different organizations sector. Because each organization sector may have their own nature and it will affect the results.
3. Sample
   This study only managed to collect data as many as 216 respondents from 463 system users spread throughout the company. Which is only 47% of the system users. Bigger amount of sample can give more accurate data.

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