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Digital library evaluation using the Human-Organization-Technology Fit Model

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Abstract

Purpose. This research aims to evaluate the Rumah Ilmu website which is used as digital library media at Universitas Negeri Semarang using the Human-Organization-Technology-Fit (HOT-Fit) Model.

Methodology. The method used is clause associative which functions to test the relationship between variables. The sampling technique used simple random sampling and the sample size was 62 respondents. The data collection technique uses a questionnaire distributed via Google Forms. The data analysis technique with correlation analysis.

Results and discussion. The results of the validity and reliability tests show that all question items are declared valid. The results of the correlation test show that overall the relationship between the three elements in the HOT-Fit Model is in the strong and very strong categories.

Conclusions. The research results concluded that the significance value of the HOT and net benefit shows a value of 0.00 < 5% with a correlation coefficient of 0.878. This indicated that the Rumah Ilmu website in supporting digital libraries was quite good. However, improving the quality of the system must continue to be carried out in the future so that it can provide wider benefits to users.

1. Introduction

Currently, libraries are developing in the world not only in the form of physical buildings but also in the form of digital libraries. Digital libraries enable users to access information in the form of books, journal articles, or other media more easily and flexibly with the help of information and communication technology (Bamgbade et al., 2015). Digital libraries are also useful as supporting media for physical libraries so that users can access information anywhere and anytime. Considering the enormous benefits of the future development of libraries, currently many educational institutions in Indonesia are using digital libraries, including Universitas Negeri Semarang (Unnes).

Unnes has used a digital library with website media in the form of "Rumah Ilmu" as a support for physical library services. Rumah Ilmu has quite complete features for managing a library so librarians are very helpful in carrying out their duties in managing the library. Considering that the role and function of libraries in a university is very important, one of which is to support the process of disseminating information in the form of journals, textbooks, and research results required by the academic community, it needs to be supported by a reliable library information system to manage this information. To ensure the effectiveness of the implementation and the positive impact provided by the

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Rumah Ilmu website in producing information that is accurate, timely, relevant, and economical, an evaluation of the information system is an important thing that must be carried out. One model used to evaluate a system is the Human-Organization-Technology Fit (HOT-Fit) Model.

The HOT-Fit model was first developed in 2008 which functions to evaluate a system by utilizing a combination of three factors, namely humans, organization, and technology (Yusof et al., 2008). In a system, the success of implementation in use is greatly influenced by the three factors in the HOT-Fit Model which are supported by education implementers such as universities, technology and information companies, as well as students and educators or lecturers as end system users so that it leads to the level of satisfaction or success (Perwira, 2016). In another sense, a system cannot achieve a good level of usability if these three factors do not correlate with each other.

Many previous studies have used the HOT-Fit Model to evaluate a system. Wiyati & Sarja (2019) evaluated the online attendance system using the HOT-Fit Model, while Akbar & Mukhtar (2019) analyzed the implementation of the e-tracer study using the HOT-Fit Model. Further research comes from Perwira (2016); Poluan et al. (2014); Irfan (2020); and Lestariningsih et al. (2020) which found the suitability or relationship of all HOT-Fit Model factors (human, organizational, and technological) to the implementation of technology-based systems, although several supporting aspects need to be improved. Meanwhile, previous research evaluating digital library systems using the HOT-Fit Model includes Krisbiantoro et al. (2015); Rahyadi et al. (2021); Kadarsih & Arafat (2016); Haq & Samani (2022); and Pamungkas (2019). Although research related to evaluating a system, especially a digital library system using the HOT-Fit Model, has developed, not many have done it during the COVID-19 pandemic. In fact, in this abnormal period, the use of digital libraries has become urgent due to the emergence of learning-from-home policies that force students not to access libraries directly. Therefore, evaluating the use of digital libraries becomes very important in this period.

Based on the research background and supported by previous studies, this research aims to test the feasibility of the Rumah Ilmu website used at Universitas Negeri Semarang using the HOT-Fit Method. Apart from that, the urgency of this research is that the research was carried out in the early period of the COVID-19 pandemic so the use of the Rumah Ilmu website is urgent and important to accommodate student library services at Semarang State University. At the beginning of the COVID-19 pandemic period, Unnes implemented a learning-from-home policy so that use of the Rumah Ilmu website increased rapidly. By using four elements or variables in the HOT-Fit Model, namely technology, human, organization, and net benefit, this research develops 7 hypotheses as follows:

H1: Is there a strong or very strong relationship between technology and organization variables?
H2: Is there a strong or very strong relationship between technological and human variables?
H3: Is there a strong or very strong relationship between human and organizational variables?
H4: Is there a strong or very strong relationship between human variables and net benefits variables?
H5: Is there a strong or very strong relationship between organizational variables and net benefits?
H6: Is there a strong or very strong relationship between the technology variable and net benefits?
H7: Is there a strong or very strong relationship between the HOT model and net benefits?

2. Methods

The type of research carried out is clause associative. Clausal associative research is a type of research that aims to test the relationship between one variable and another variable or how one variable can influence other variables (Ghozali, 2016). Specifically, this research aims to analyze the suitability (relationship) between variables in the HOT-Fit Model.

This research uses the HOT-Fit Model which is a combination of human, organizational, and technological elements to assess the suitability of a system. More specifically, these three elements are explained through various variables as follows: humans assess in terms of system use and user satisfaction, organizations assess in terms of structure and organizational environment and technology assesses in terms of system quality, information quality, and service quality (Yusof et al., 2008). In general, the HOT-Fit Model can be described in Figure 1:

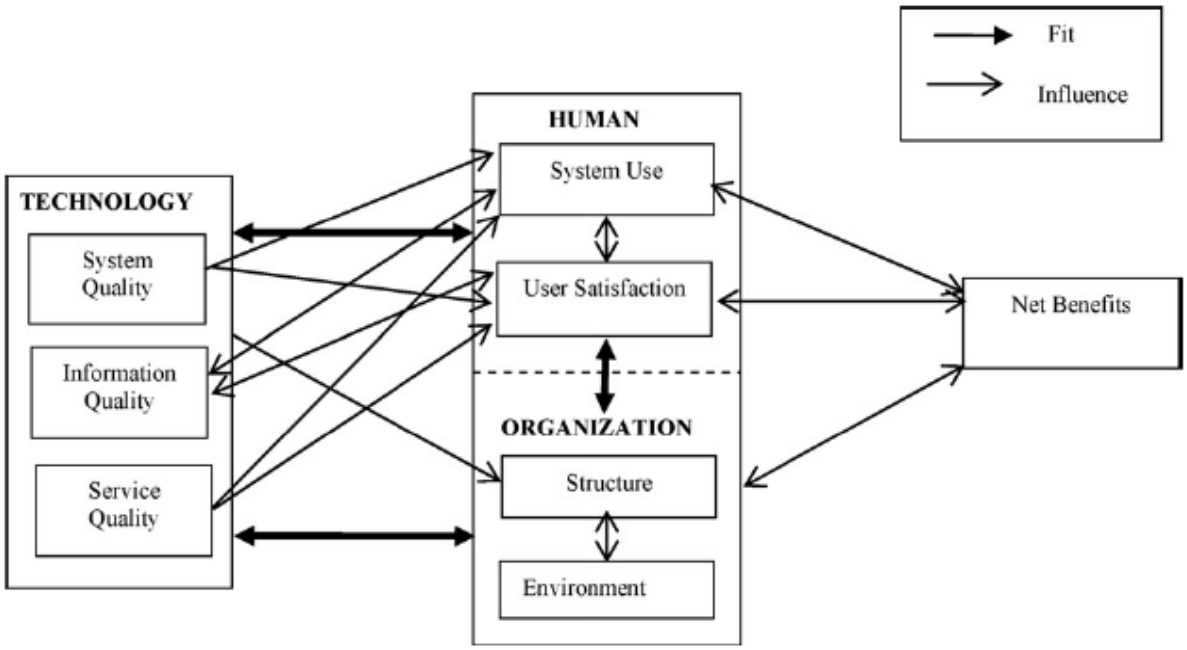

Figure 1. HOT-Fit Model (Yusof et al., 2008)

The population of this study were all students at Universitas Negeri Semarang. Meanwhile, the sampling technique in this research used simple random sampling. In this technique, samples are taken from members of the population randomly without paying attention to strata. After carrying out the sampling process, it was concluded that there were 62 students used as samples in this research. The data collection technique used is a questionnaire type. In this research, the questionnaire contains 24 questions derived from indicators or aspects in the HOT Fit Model component. The questionnaire was distributed using a Google form to respondents who were the research targets.

The data analysis technique is correlation analysis. Correlation analysis aims to find out how strong the relationship or suitability is between two or more variables (Sugiyono, 2017). The relationship or correlation of a variable can be negative or positive. The correlation value is in the range 0 to 1 for positive correlation and 0 to -1 for negative correlation. If the correlation value is close to 1, then the relationship between a variable is very strong. Conversely, if the correlation value is close to -1 then there is a weak relationship between the variables (Sugiyono, 2017).

Table 1. Pearson correlation interpretation (Sugiyono, 2017)

Corelation coeficient	Interpretation
0 – 0.199	Very weak
0.200 – 0.399	Weak
0.400 – 0.599	Strong enough
0.600 – 0.799	Strong
0.800 – 1	Very strong

In this research, the correlation analysis method used is the Pearson method. Testing is carried out with a significance level of 5%, if the correlation coefficient value is smaller than 0.05, then the two variables have a strong relationship or suitability, and vice versa. To measure how strong the relationship between variables is, the following Pearson table interpretation is in Table 1.

3. Results and Discussion

3.1 Result

3.1.1 Validity and Reliability Test Results

Before testing the relationship or correlation, each question or questionnaire item must first pass an instrument test consisting of a validity test and a reliability test. A validity test is a method used to show the extent to which an instrument is accurate in carrying out its function as a measuring tool. An instrument in a questionnaire can be said to be valid and legitimate if it can reveal something that is measured by the questionnaire (Ghozali, 2016).

In this study, the validity test was carried out by comparing the values in the Corrected Item-Total Correlation with the r table. If the Corrected Item-Total Correlation value is greater than the table r value, then the question item is confirmed to be valid and suitable for use. The results of testing the validity of each research instrument item can be seen in the following Table 2:

Table 2. Validity tests result
(Primary data 2023, processed)

Items	Corrected Item-Total Correlation	r-tabel (df=60, sig 5%)	Decision
SU1	0.504	0.2108	Valid
SU2	0.761	0.2108	Valid
SS1	0.728	0.2108	Valid
SS2	0.587	0.2108	Valid
ST1	0.608	0.2108	Valid
ST2	0.839	0.2108	Valid
EN1	0.859	0.2108	Valid
EN2	0.767	0.2108	Valid
SQ1	0.647	0.2108	Valid
SQ2	0.609	0.2108	Valid
SQ3	0.640	0.2108	Valid
SQ4	0.359	0.2108	Valid
SQ5	0.626	0.2108	Valid
SQ6	0.695	0.2108	Valid
IQ1	0.762	0.2108	Valid
IQ2	0.708	0.2108	Valid
IQ3	0.618	0.2108	Valid

Items	Corrected Item-Total Correlation	r-tabel (df=60, sig 5%)	Decision
IQ4	0.515	0.2108	Valid
IQ5	0.662	0.2108	Valid
IQ6	0.512	0.2108	Valid
SVQ1	0.790	0.2108	Valid
SVQ2	0.817	0.2108	Valid
NB1	0.818	0.2108	Valid
NB2	0.838	0.2108	Valid

The r table value for the total df = 60 is obtained from N-2, where N is the total number of respondents who filled out the questionnaire and with a significance level of 5% is 0.2108. By the basis for decision making, it can be concluded that all items are valid and suitable for use because all question items have a Corrected Item-Total Correlation value greater than the r table value.

Reliability testing is a method that measures how consistent a questionnaire is. A questionnaire is said to be reliable if the respondent's answers to questions are stable over time (Ghozali, 2016). In this research, reliability testing was carried out using the Cronbach's Alpha Based on Standardized Items method. The basis for decision-making is that the Cronbach's Alpha Based on Standardized Items value must be greater than 0.6 to meet the instrument's reliability standards (Sujarweni, 2014).

Table 3. Reliability tests results
(Primary data 2023, processed)

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0.954	0.957	24

Based on the Table 3, it can be seen that the Cronbach's Alpha Based on Standardized Items value is greater than 0.6 so the data can be said to be reliable. Because each questionnaire item is declared valid and reliable, the data can be continued to the next test, namely the correlation test which is discussed in the next section.

3.1.2 Correlation Test Result

3.1.2.1 Correlation Test Results for HOT-Fit Sub Variables

The following is a summary table of the results of correlation testing on sub-variables in the HOT-Fit model.

Table 4. Correlation test results for HOT-Fit sub-variables
(Primary data 2023, processed)

Sub-variable	Sign	Correlation coef.	Interpretation
System quality – System use	0.00	0.626	Strong
System quality – User satisfaction	0.00	0.656	Strong
Information quality – System use	0.00	0.675	Strong
Information quality – User satisfaction	0.00	0.528	Strong enough
System use – Net benefit	0.00	0.663	Strong
System use – User satisfaction	0.00	0.813	Very Strong
User satisfaction – Net benefit	0.00	0.667	Strong
Structure - Environment	0.00	0.805	Very Strong
Service quality – System use	0.00	0.730	Strong
Service quality – User satisfaction	0.00	0.762	Strong

Based on the results of the correlation test on the sub-variables in each component that forms the HOT-Fit Model in Table 4, it can be seen that the relationship between components is moderate to very strong. The sub-variable Information quality has a moderate relationship with User satisfaction with a correlation value of 0.528, while a very strong relationship is achieved by System use with User satisfaction and Structure and Environment with correlation values of 0.813 and 0.805 respectively. Meanwhile, the correlation between other sub-variables tends to have a strong relationship with a correlation value range between 0.626 to 0.762.

3.1.2.2 HOT-Fit Variable Correlation Test Result

The results of correlation testing on the HOT-Fit variable are presented in the table below.

Table 5. HOT-Fit variable correlation test results
(Primary data 2023, processed)

Variable	Sign	Correlation coef.	Interpretation
Technology - Organization	0.00	0.813	Very strong
Technology - Human	0.00	0.730	Strong
Human - Organization	0.00	0.613	Strong
Human – Net Benefit	0.00	0.699	Strong
Organization – Net Benefit	0.00	0.883	Very strong
Technology – Net benefit	0.00	0.828	Very strong

Based on the results of the correlation test on each of the Table 5, it shows that the significance value between the technology and organizational variables is 0.00 < 5% with a correlation coefficient of 0.813 so the two variables have a very strong relationship. Thus, the first hypothesis is declared accepted. The correlation test results show that the significance value of the relationship between technological and human variables in Table 5 is 0.00 < 5% with a correlation coefficient of 0.730 so the two variables have a strong relationship. In this case, the second hypothesis is declared accepted. Based on the results of the correlation test, it can be seen that the significance value of the relationship between human and organizational variables is 0.00 < 5%, with a coefficient of 0.613, so the two variables have a strong relationship. Thus, the third hypothesis is declared accepted.

The fourth correlation test between human variables and net benefits shows the significance value of the relationship between these two variables is 0.00 < 5% with a coefficient of 0.699 in other words humans and net benefits have a strong relationship. In this case, the fourth hypothesis is accepted. The relationship between organizational variables and net benefits can be said to be very strong. This refers to the level of significance in the relationship between the two variables which shows a value of 0.00 < 5% with a correlation coefficient of 0.883 so that the fifth hypothesis is declared accepted. The significance value of the relationship between the technology variable and net benefit in Table 5 is recorded at 0.00 < 5% with a correlation coefficient of 0.828 so the two variables have a very strong relationship. Thus, the sixth hypothesis is declared accepted.

3.1.2.3 HOT-Net Benefit Correlation Test Results

The results of correlation testing of all HOT components with net benefits can be seen in the Table 6.

Table 6. HOT-net benefit correlation test results
(Primary data 2023, processed)

Variable	Sign	Correlation coef.	Interpretation
HOT – Net Benefit	0.00	0.878	Very strong

Based on the results of the correlation test in Table 6, it can be seen that the significance value of the two variables shows a value of 0.00 < 5% with a correlation coefficient of 0.878. Thus, the two variables have a very strong relationship and in this case, the seventh hypothesis is accepted. This indicates that the Rumah Ilmu website is performing quite well in supporting the implementation of digital libraries at Unnes and providing benefits for users in terms of borrowing and returning books.

3.2 Discussion

The results of the correlation test on each variable of the HOT-Fit Model as a whole show a strong and very strong relationship. The results of this research are in line with Krisbiantoro et al. (2015); Rahyadi et al. (2021); Kadarsih & Arafat (2016); Haq & Samani (2022); and Pamungkas (2019). In these studies, the correlation between the elements of the HOT-Fit Model both shows strong and very strong relationships. In other words, the digital library with the Rumah Ilmu website as media implemented at Unnes is running quite well.

Based on the research results, the relationship between technological factors and organizational factors is very strong. This indicates that the organization is quite successful in managing and supporting the implementation of the Rumah Ilmu website system as a digital library. On the other hand, technology provides benefits for Unnes in helping to achieve the organization's vision and mission. However, these efforts need to be increased in the future. Furthermore, the relationship between technology and net benefits even shows very strong. This shows that although it is still not perfect, the Rumah Ilmu website technology used as a digital library at Unnes is good enough for users to use. Furthermore, technology in the form of the Rumah Ilmu website has even provided benefits in the form of great convenience when used as a digital library. On the other hand, humans, in this case, namely students who use the Rumah Ilmu website, can maintain and use the Rumah Ilmu website wisely so that it has an impact on the better the Rumah Ilmu website system at Unnes.

In addition, the relationship between humans and organizations shows a strong correlation. This shows that Unnes as the organization that provides the Rumah Ilmu website system has been successful in communicating with users, in this case students, to develop a better system. This relationship is in line with the relationship between human factors and net benefits which also shows a strong relationship. This is because the use of the Rumah Ilmu website system as a digital library is quite intensive. Apart from that, organizational factors and net benefits even show a very strong relationship. This means that the services provided by Unnes to develop the Rumah Ilmu website system are quite good, although they must continue to be improved so that they can provide more benefits to users. Based on the research results, it can be seen that overall, the HOT component in creating a digital library using the Rumah Ilmu website has a very strong relationship to the net benefits provided to users. However, many things need to be improved in the HOT component so that in the future it can provide more benefits to users. Several things that need to be improved include the website frequently experiencing errors, system security, and the appearance of the website which is expected to be user-friendly.

Evaluation of the Rumah Ilmu website as a digital library media using the Hot Fit Model

approach is an important step in ensuring the effectiveness and success of the application. By using the dimensions of the Hot Fit Model, evaluation can be carried out comprehensively, appropriately, and with other relevant aspects (Mujianto et al., 2017). This approach provides a systematic guide for collecting data, analyzing user satisfaction levels, and identifying areas of improvement that need attention (Sulistyanto & Ariutama, 2018). Thus, this evaluation can help application developers to improve performance and user experience.

In evaluating the Rumah Ilmu website as a digital library, system reliability is very important, because users must not experience interference or damage that could hinder the process of borrowing or returning reading materials (Haq & Samani, 2022). The speed and responsiveness of the application must also be considered because users expect fast and smooth access to the information and features provided (Ayuardini & Ridwan, 2019). Finally, user data security must be strictly maintained, considering that various user data and profiles are stored in the application (Octaviani & Suryani, 2023). The Hot Fit Model approach provides a clear and structured framework for evaluating the Rumah Ilmu website as a digital library media. The dimensions of the Hot Fit Model can help developers understand aspects that are important in measuring the level of user satisfaction (Borman et al., 2017). By using appropriate questionnaires or assessment scales, developers can collect relevant data and analyze it to gain valuable insights (Nofikasari et al., 2016).

Evaluation of the Rumah Ilmu website as a digital library using the Hot Fit Model approach is an important step in ensuring the quality and success of the application. Implementing this evaluation allows developers to understand user needs better, improve performance and user experience, and make necessary improvements (Adila & Dahtiah, 2020). Thus, evaluating the Rumah Ilmu website as a digital library using the Hot Fit Model approach has significant benefits in building effective applications that satisfy users.

4. Conclusions

Based on the research results, it can be concluded that the evaluation of digital libraries using the Rumah Ilmu website at Universitas Negeri Semarang is quite good. From the results of the correlation test using the HOT-Fit method, almost all components show a strong and very strong relationship. However, improvements in system quality still need to be made in the future. For this reason, this research recommends suggestions for the management of the Rumah Ilmu website system at Universitas Negeri Semarang to improve the appearance and information of the website to make it simpler, fix system errors, and improve the data security system for users. This research has limitations in the form of limited sample size and data. Therefore, further research can expand and add research samples so that the results obtained can be more accurate. Apart from that, the target respondents can also be increased by not only focusing on students but also lecturers as one of the users of the Rumah Ilmu website. Apart from that, it is necessary to use other methods such as interviews to obtain a more in-depth analysis.

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