

ANALYSIS OF THE EFFECTIVENESS OF DECISION SUPPORT SYSTEMS AND OPERATIONAL PROCESSES ON IMPROVING SERVICE PERFORMANCE AT PERUM BULOG BAUBAU BRANCH

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ABSTRACT

This research was motivated by the development of information technology which requires organizations, especially public institutions, to improve the quality of decision-making and operational effectiveness in supporting service performance. At Perum Bulog Baubau Branch, several problems were still found, such as rice stock accumulation, delays in distribution, and weak supervision, indicating that the decision support system and operational processes had not been running optimally. This study aims to determine the influence of the Decision Support System (DSS) and operational processes on service performance at Perum Bulog Baubau Branch.

The research method used was a quantitative descriptive method with a survey approach. The population of this study consisted of all partners who became permanent customers of Perum Bulog Baubau Branch in 2025 in Baubau City. The research sample consisted of 50 respondents selected using probability sampling with a simple random sampling method. Data were collected through observation, interviews, and questionnaires. Data analysis was carried out using IBM SPSS Statistics through validity tests, reliability tests, classical assumption tests, multiple linear regression analysis, t-tests, F-tests, and coefficient of determination analysis.

The results showed that partially the Decision Support System (X1) had a positive and significant effect on service performance (Y) with a t-value of $4.792 > 1.677$ and a significance value of $0.000 < 0.05$. Operational processes (X2) also had a positive and significant effect on service performance with a t-value of $2.849 > 1.677$ and a significance value of $0.006 < 0.05$. Simultaneously, the Decision Support System and operational processes had a positive and significant effect on service performance. However, the coefficient of determination test (Adjusted R Square) showed that the independent variables influenced the dependent variable by 51.2%, while the remaining 48.8% was influenced by other variables outside this study.

INTRODUCTION

The development of information technology in the era of globalization requires organizations, both public and private sectors, to be able to improve the quality of decision-making and operational effectiveness in supporting service performance. Decisions will be made quickly, in accordance with and equipped with data as a crucial foundation to support the improvement of an organization's efficiency. In complex and uncertain conditions, organizations need technological support in the form of Decision Support Systems (SPK) so that decisions taken can be implemented effectively and efficiently. Based on the opinions of Alavi and Napier, if the Decision Support System is a series of procedures in the realization of data and information processing to assist management in making decisions on problems that are structured or not. In addition, a good operational process also plays an important role in creating quality services through optimal resource management (Heizer et al., 2017).

Service performance is one of the main indicators of organizational success, especially in institutions engaged in public services. Quality service shows the organization's ability to meet the needs of the community effectively, efficiently, and responsively (Cendana and Oktariyanda, 2022). One of the political institutions that has a strategic extortion in food services in Indonesia is the Public Company (Perum) BULUG. One of the public institutions that has a strategic role in food services in Indonesia is the Public Company (Perum) BULOG. Referring to the existence of SOEs which are

State-Owned Enterprises, with their position in the field of food logistics, in this case highlights that BULOG which is under the auspices of it, has the responsibility to maintain stability as well as prices and distribution of foodstuffs. Therefore, the effectiveness of decision support systems and operational processes is an important factor in supporting the improvement of service performance within BULOG.

This research is important because the effectiveness of decision support systems and operational processes has a crucial position in supporting the quality of effective public services in Perum BULOG. If the decision-making system and operational processes do not run optimally, it can have an impact on delays in food distribution and decrease in public satisfaction with the services provided. As a strategy sought to support good service performance at Perum BULOG, optimizing the implementation of the Decision Support System and improving the organization's operational processes. In this case, measuring its effectiveness can be based on a decision support system that can support decisions faster and more accurately, while a good operational process can improve the efficiency of distribution and service to the community. Thus, the implementation of these two aspects is expected to improve the quality of service optimally.

In more detail, it has been proven from previous research that varies regarding the influence of Decision Support Systems and operational processes on service performance. Research by Amelia and Randa (2024) shows that the implementation of SPK based on the Profile Matching method shows a positive and significant influence on the quality of public services that increase. Similarly, the findings of Dahria et al. (2020) show that the application of SPK based on Fuzzy Associative Memory is able to improve the quality of company services. However, research by Zein et al. (2024) has found that the implementation of SPK has not been proven to have a significant effect on public servants at the Religious Affairs Office of Rawang Panca Arga District. Meanwhile, the study by Anugrah and Wahyudi (2025) shows that operational efficiency has a significant effect on service performance, while Nugraheni et al. (2014) provide the view that the implementation of standard operating procedures has a positive influence on employee performance to be more regular.

In line with the previous phenomenon and differences, there is a research gap regarding the influence of Decision Support Systems and operational processes on service performance. Therefore, the urgency to be studied will help show knowledge and understanding in a concise manner related to the relationship between decision support systems, operational processes, and service performance at the Baubau Branch of Perum BULOG. The novelty of this research lies in the combination of the variables of the Decision Support System and operational processes in measuring their influence on service performance in the food logistics sector. The implementation of this study will contain an analysis of the influence of the Decision Monitoring System and Operational Process which focuses on service performance at Perum BULOG Baubau Branch.

METHODS

The implementation of the research will be through a descriptive quantitative method, by linking the population to all partners in the coverage of Perum Bulog Baubau Branch in 2025 in the city of Baubau. This study will involve 50 respondents who have been determined in line with their characteristics measured in *probability sampling techniques* by means of *simple random sampling*. obtained, then it will be analyzed with the SPSS application through validity, reliability, and classical assumptions tests which also include normality, multicollinearity, heteroscedasticity, and multiple linear regression analysis, in more detail including t-tests, f tests, and determination coefficients (Haryanto, 2022).

RESULTS & DISCUSSION

Validity Test

It can provide certainty related to data that is actually experienced by objects through data that can be summarized by researchers. In the view of Sugiyono (2017), if this validity test has the provision of equality of each data collected with the actual data (Rita & Cahya, 2024). The basis of the statement provisions can be said to be valid based on the Item Total Statistics table. It is proven valid if the value of r is greater than the r of the table with the provision of 0.05 as its significance.

Table 1. Validity Test Results

Yes	Statement	r count	R table	Remarks
	Keput Support System	Used (X1)		
1	Data availability and accuracy	0,720	0,278	Valid

2	The ability of the system to present alternative decisions	0,863	0,278	Valid
3	Ease of interaction with users	0,898	0,278	Valid
4	System knowledge to support decisions	0,728	0,278	Valid
Operational Poses (X2)				
5	Efficient planning of operational activities	0,788	0,278	Valid
6	Clear division of tasks and coordination	0,698	0,278	Valid
7	Execution of work according to procedures	0,881	0,278	Valid
8	Evaluation of supervision of work results	0,778	0,278	Valid
Service Performance (Y)				
9	neatness and completeness of service facilities	0,688	0,278	Valid
10	punctuality and accuracy of service	0,819	0,278	Valid
11	Speed of Officers Responding to the Needs of the Community	0,860	0,278	Valid
12	Knowledge and courtesy of the officers	0,653	0,278	Valid
13	Caring and caring for customers	0,611	0,278	Valid

Source: Data By With SPSS.2026

According to the scope and scope of the table above, which proves that all statements in all variables used in this study have a calculated r whose value is greater than the r of the table, which is 0.278. Thus it is understood if all statements are proven valid for use.

Reliability Test

It also relies on the tests used to prove that the scope of the instrument can show measurement results consistently when used repeatedly (Prambudi & Imantoro, 2021). Further this test involves Crowbach's Alpha coefficient. It is classified as reliable when the value of α is above 0.60.

Table 2. Reliable Test Results

Indicator	Cronbach's Alpha	Remarks
Decision Support System	0,818	Reliabel
Operational Process	0,792	Reliabel
Service Performance	0,775	Reliabel

Source: Data processed with SPSS.2026

In line with the findings of the Reliability value above, it can be understood that all the variables of the study results have a Cronbach's Alpha value that is more bearish than the stipulation, which is 0.60, thus the research instrument is proven to be reliable.

Normality Test

In line with the provisions of this test, we want to find out if the use of data is classified as normal distribution or not. So in this case, the measurement is assisted by SPSS software. In order to review data that is classified as a normal distribution if the significance is greater than 0.05 (Sudarman et al., 2021).

Table 3. Normality Test Results

Kolmogorove Smirnov	Asym. Sig	Criteria	Krterangan
0,067	0,200	> 0.05	Normal distributed data

Source: Data processed with SPSS.2026

According to the above foundation which focuses on Kolmogorov-Smirnov as a method using the help of the SPSS program, it shows that the statistical value is 0.067 with a significance value (*Asym. Sig*) which is at 0.200 as the basis of the *Asymp value*. The *sig* indicating 0.200 is above 0.05. So it has been proven that the data is distributed normally.

Multicollinearity Test

Furthermore, the existence of this test will lead to a strong correlation or approach perfection in every variable that is classified as independent in a regression model. It can also be recognized if the regression model experiences multicollinearity when parts of the independent variable or all of which refer to the linear function have high relevance to each other. It is also based on this multicollinearity reviewed by the involvement of *variance inflation factor* (VIF) and tolerance value. If the VIF is below 10 and the *Tolerance* is greater than 0.10, it can be understood that multicollinearity does not exist, but if the value produces the opposite, then multicollinearity occurs in the regression model (Sukrin et al., 2023).

Table 4. Multicolonial Test Results

Variabel	Tolerance	VIVID	Remarks
Decision Support System	0,807	1.240	Multicollinearity Does Not Occur
Operational Process	0,807	1.240	Multicollinearity Does Not Occur

Source: Data processed with SPSS.2026

According to the scope of the above value, which proves that the tolerance of the Decision Support System and Operational Process variables contains a value of 0.807 which is higher than 0.10, then reviewing the VIF contains 1,240 which is lower than 10. This can be understood if the regression model is not based on the existence of multicollinearity.

Heteroscedasticity Test

This test was also realized to prove that the regression model does not contain similarities in the residual variance (the rest of the observation) which refers to the observations of one and the surrounding ones. Heteroscedasticity can occur when the residual variance in one observation and the other is different, while the residual variance between observations is the same, thus the condition is classified as homocedasticity (Sudarman et al., 2024).

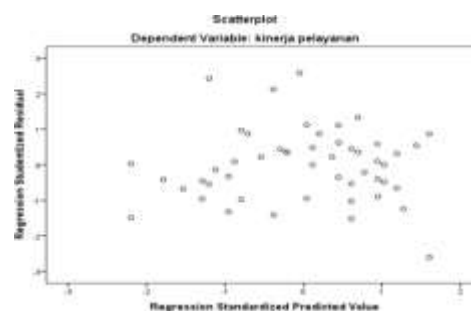


Figure 1. Heteroscedasticity Test Results

(Source: Data processed with SPSS.2026)

In line with the above view, it is possible to prove that the dots on the graph are scattered irregularly and the patterns that are not arranged at the top and bottom of the zero are focused on the Y axis.

Multiple Linear Regression Analysis

Based on the perspective of Ghozali (2013), if this analysis is realized in order to show a strong correlation between the two variables or more than that, as well as ensure the clarity of the relationship between independent and dependent variables. Reviewing the intended dependent variables is service performance and the independent variable is the decision support system and operational processes.

Table 5. Multiple Linear Regression Analysis

Table 1. Multiple Linear Regression Analysis						
Coefficientsa						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.172	2.086		2.479	.017
	SPK (X1)	.544	.114	.532	4.792	.000
	operational process (X2)	.360	.126	.317	2.849	.006

Source: Data processed with SPSS.2026

Based on the results of the regression analysis above, the following equations are obtained:

$$Y = 5.172 + 0.544X_1 + 0.360X_2$$

According to this formula, it can be seen that the variables Decision Support System (X_1)

and Operational Process (X_2) have a positive effect on service performance (Y). It is proven by the regression coefficient X_1 which contains a value of 0.544 and X_2 0.360 which is a positive sign. Then, for the regression coefficient X_1 is higher than X_2 , with this we can understand if X_1 has a high influence on Y.

Partial test (t test)

Relying on the view of Sugiyono (2018) to find out if the independent variables being studied have a significant influence on the dependent variables, then the t-test can be realized to help accurate calculations, as well as the t-values of the calculation and t-tables or by reviewing their significance in the results of data processing (Moha et al., 2023).

Table 6. Test Results t

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
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		B	Std. Error	Beta		
1	(Constant)	5.172	2.086		2.479	.017
	SPK (X1)	.544	.114	.532	4.792	.000
	operational process (X2)	.360	.126	.317	2.849	.006

Source: Data processed with SPSS.2026

Based on Table 6. The partial test (t-test) obtained that:

- The Decision Support System variable (X_1) has a calculated t value of 4,792 while the table t-value is 1,677. because the calculated t value is greater than the table t ($4.792 > 1.677$), and has a significance value of $0.000 < 0.05$, H_0 is rejected and H_1 is accepted. Thus, it can be concluded that the Decision Support System has a significant effect on Service Performance.
- The Operational Process variable (X_2) has a calculated t value of 2,849 while the table t-value is 1,677. because the calculated t-value is greater than the table t ($2.849 > 1.677$), and has a significance value of $0.006 < 0.05$, H_0 is rejected and H_1 is accepted. This shows that the Operational Process has a significant effect on Service Performance.

Simultaneous Test (F Test)

Furthermore, this test is also carried out to review if it is true that there are independent variables as stimulants that can channel a significant influence on dependent variables., then further the provisions of the criteria for decisions to be taken, are covered in the following:

H_0 is rejected and H_1 is accepted if $f_{\text{calculates}} > f_{\text{table}}$ at a significant level $\alpha = 0.05$

H_0 is accepted and H_1 is rejected if $f_{\text{calculates}} < f_{\text{table}}$ at $\alpha = 0.05$

H_a is rejected and H_0 is accepted if the significant value $f > 0.05$

H_a is accepted and H_0 is rejected if the significant value of $f < 0.05$

Table 7. F Test Results

ANOVA						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	234.908	2	117.454	26.706	.000b
	Residual	206.712	47	4.398		
	Total	441.620	49			

Source: Data processed with SPSS.2026

In line with the view above, it is found that the value of F is calculated at 26.706, while for F the table contains 3.20 which proves that F calculates a higher value than F table, and is also supported by significance with a value of 0.000 which is below 0.05, with this proving that H_0 is not accepted, while H_1 is accepted. Therefore, it can be understood that if the decision support system on X_1 , the operational process for X_2 through stimulants shows significance on service performance as Y. Referring to this value which shows $0.000 > 0.05$ as a benchmark H_0 is rejected, while H_1 is acceptable. Therefore, it is understood that the Value System of 0.544 and 0.360 is a regression coefficient that shows the magnitude of the influence of the variables of Decision Support System (X_1) and Operational Process (X_2) on Service Performance (Y).

Determination Coefficient Analysis (R^2)

In this analysis, it will be a foothold to prove the magnitude of the variation of dependent variables that can describe independent variables in a stimulant manner. Referring to the study that was realized as a benchmark for the level of influence pioneered by the decision support system and operational performance simultaneously on service performance at Perum BULOG Baubau branch. The formula for the coefficient of determination is:

$$D = R^2 \times 100\%$$

Description:

D = Determination coefficient (percentage of the influence of independent variables on dependent variables)

R^2 (R Square) = Determination coefficient obtained from the output of SPSS (Model Summary Table)

Table 8. Determination Coefficient Test Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.729 ^a	.532	.512	2.09717

Source: Data processed with SPSS.2026

As per the skilled testing clearly above, it has shown that *the Adjusted R Square* is at 0.512 equal to 51.2%. It has been directly proven that the dependent variable as service performance can be influenced by the independent variable which is a decision support system and operational process in this study, by racing at 51.2%, while the remaining 48.8% are influenced by outside the study.

The Influence of Decision Support Systems on Service Performance

According to the findings derived from the t (partial) test which proves the independent variable, a regression coefficient value of 0.544 is obtained, then the t calculation contains 4.792. This has proven that if t is calculated above the t table showing $4.792 > 1.677$, it is also based on the significance level at $0.000 < 0.05$. So for the decision support system, it shows that the partial foundation has a significant positive impact on service performance, with this foundation proving that if the implementation of the Decision Support System is good, then the service performance will increase. The existence of a decision support system can support decisions to be taken quickly, appropriately and in detail, thus being a foothold for improving service quality. Reviewing previous findings as studied by Turban et al. (2018) also found that the decisions taken were based on a decision support system that was considered effective, based on existing information and aligned and timely. Then it was also corroborated by findings that are in line with Sari & Wibowo (2019) and Rahmawati (2021) who gave a statement that the existence of a decision support system has a significant influence to support improved service performance.

The Effect of Operational Processes on Service Performance

Referring to the t (partial) test which focuses on the operational process as X2, it has a regression coefficient value of 0.360 and t is calculated at 2.849. This shows that t is larger than t in the table, which is shown from $2.849 > 1.677$ and its significance contains $0.006 < 0.05$. Then on the partial basis, it has a positive and significant influence of the operational process aimed at service performance. Therefore, it has been proven that a good operational process in realization, will show service performance that is in line with a positive reference to improvement. The services provided are formed based on a good operational system, this can also minimize errors and become a benchmark for customer satisfaction as a sign of good service provided. This finding also relies on the theory in the study of Heizer et al. (2017) in their explanation to provide an understanding of the importance of operations management in producing quality services through effective process management. Furthermore, it is also proven by Putra & Dewi (2020) and Rahman (2021) that the operational process has shown a significant influence on improving performance in the services studied.

The Influence of Decision Support Systems and Operational Processes on Service Performance

In line with the F test that has been implemented by highlighting decision support systems and operational processes that contain stimulants, it has a significant influence on service performance. This has become an accurate proof that shows that F calculation contains a value of 26.706, while f table ($26.706 > 3.20$), supported by a significance that gets a value of $0.000 < 0.05$, proves that H_0 is not accepted while H_1 is acceptable. So this can be understood, if all the independent variables studied show an influence on the dependent variables. This shows that the combination of Decision Support Systems and Operational Processes is very important in improving Service Performance, so companies need to pay attention to both factors at the same time.

CONCLUSION

According to the complete description of the constitution that has proven that the Decision Support System and Operational Process that highlights service performance if Perum BULOG Baubau Branch, can contain a conclusion if the existence of the Decision Support System contains a significant

and positive influence on service performance. This is proven in the results of the t-calculation test which produces a value of 4.792 more than the t table which only contains a value of 1.677 ($4.792 > 1.677$), although the value of the regression coefficient is also at 0.544. These results are the basis if the best service will support the decisions that can be taken, also have an impact on the performance of the service that will also be better. The effectiveness of operational processes is also a reference for the existence of a positive significance aimed at service performance with a reference t calculation containing a value of 2.849 has been proven to be high rather than then racing on the regression coefficient which shows a value of 0.360. So, it can be understood that if the operational process improves well, the quality will have an impact on service performance which will also increase at the Baubau Branch BULOLOG Perum. Simultaneously, Decision Support Systems and operational processes have a significant effect on service performance. Furthermore, in F the calculation has obtained a value of 26.706, which is relatively large than the F table which only contains 3.20, then for the significance of $0.000 < 0.05$. Continuing with *the Adjusted R Square* which shows a value of 0.512 which is equal to 51.2% in the variation in service performance can be described by the variables of Decision Support System and Operational Processes, while the rest is 48.8% which is an influence from outside the study. Thus, this study shows that the implementation of an effective decision support system and high-quality operational processes have a crucial position that highlights the increased service performance at the Baubau Branch BULOLOG Perum.

The limitation of this study lies in the process of collecting data through questionnaires, because most of the resource persons are traders or entrepreneurs who have limited time in filling out questionnaires. This condition causes researchers to experience obstacles in obtaining data more quickly and in depth. In addition, the limited time of respondents also affects the data collection process so that it takes longer to conduct research.

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