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The Influence of System Quality, Information Quality, and Service Quality on User Satisfaction with the Follow-up Monitoring Information System (SIPTL) in East Java Province

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Article Info

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ABSTRACT

In accordance with technological developments, the BPK has developed a Follow-up Monitoring Information System (SIPTL) application that is utilized by audited entities (auditees) to submit supporting evidence documents for follow-up on BPK audit recommendations more quickly, well documented and produce more up-to-date, accurate and informative TLRHP data. This study aims to determine and analyze the effect of system quality, information quality and service quality on SIPTL user satisfaction in East Java Province. The method used is a quantitative method, data collection using purposive sampling techniques through questionnaires. Data analysis using SEM-PLS with the help of Smart-PLS software. With the test resultsβsystem quality=0.382,βinformation quality=0.229 andβservice quality = 0.318. The value of R = 0.791, R2 = 0.626, f2 information quality = 0.065, f2 service quality = 0.174 and f2 system quality = 0.201, t-test system quality = 4.371, t-test information quality = 2.723 and t-test service quality = 4.245 and Q2 Predictive Relevance = 0.592. Based on the test results, H1 is accepted that there is a significant influence of system quality on user satisfaction of 38.2%, there is a significant influence of information quality on user satisfaction of 22.9% and there is a significant influence of service quality on user satisfaction of 31.8%. Efforts that can be made to increase the influence of system quality, information quality and service quality on SIPTL user satisfaction in East Java Province are improving compatibility on mobile devices, optimizing system performance, increasing the responsibility of the SIPTL support team, periodic evaluation and monitoring and developing interactive features for users.

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INTRODUCTION

To improve the monitoring process of Follow-up Recommendation Audit Result (TLRHP), since January 6, 2017, BPK has gradually implemented the Follow-up Monitoring Information System (SIPTL). This system can be utilized by audited entities (auditees) to submit supporting evidence documents for follow-up to BPK audit recommendation results more quickly and well documented. The SIPTL application is expected to accelerate the

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process of determining recommendation status. In addition, the use of the SIPTL application can produce more up-to-date, accurate, and informative TLRHP data.

Table 1.1 Results of Monitoring of the Implementation of TLRHP on LHP issued for the Period 2005-Semester I 2024

No	Follow Up Status	Number of Recommendations	Percentage	Mark
1.	As per recommendations	578,471	78.0%	Rp172.62 trillion
2.	Not in accordance with recommendations	125,844	17.0%	Rp122.04 trillion
3.	Not yet followed up	29,441	4.0%	Rp18.09 trillion
4.	Cannot be followed up	7,390	1.0%	Rp25.29 trillion

Source: IHPS Semester I 2024

As explained above, the use of the SIPTL application is expected to improve the TLRHP monitoring process through a faster and well-documented document submission process, accelerate the recommendation status determination process, and produce more up-to-date, accurate, and informative TLRHP data. However, the contribution of the use of the SIPTL application to the level of completion in accordance with BPK recommendations will not be easy to measure or prove. This is because there are too many factors that influence the suitability of follow-up with BPK recommendations and SIPTL is only a follow-up documentation system.

Based on IHPS data for Semester I of 2024, the results of monitoring the implementation of TLRHP on LHP issued in 2020 to Semester I of 2024 according to Figure 1.2 show that the value of BPK recommendations for Regional Government entities (IDR 14.95 trillion) is smaller than that of Central Government entities (IDR 39.65 trillion), but the number of recommendations for Regional Government entities (143,420 recommendations) is much greater than that of Central Government entities (28,143 recommendations). Thus, BPK recommendations for Regional Government entities are greater (although in terms of value they are lower), but on the other hand the level of completion is better than that of the Central Government.

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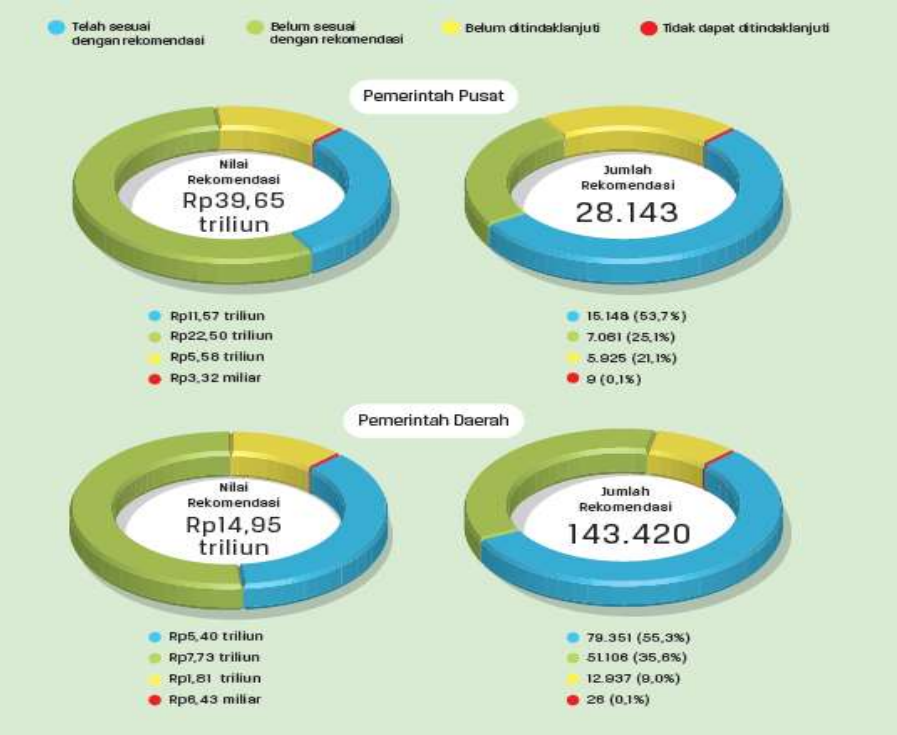

Figure 1.1 Results of Monitoring the Implementation of TLRHP 2020 to Semester I 2024 in the Central Government and Regional Governments
Source: IHPS Semester I 2024

This interesting fact is the reason why this study focuses on the phenomenon of BPK's TLRHP monitoring results in the Regional Government. The selection of East Java Province as the locus in this study was based on several considerations, namely that the Regional Government has implemented SIPTL for seven years, but there has been no research that specifically discusses the implementation of SIPTL in the Regional Government, so its implementation needs to be empirically evaluated. In addition, BPK's recommendations for Regional Government entities are more (although the value is lower), but on the other hand the level of completion is better than the Central Government.

Based on data from the East Java Province website, administratively East Java is divided into 1 Province, 29 Regencies and 9 Cities, with Surabaya as the Capital of East Java Province. This makes East Java the province with the largest number of regencies/cities in Indonesia. The population reaches around 41.149 million people (2022), the second largest in Indonesia after West Java Province. The number of users in East Java Province is also greater than other Provinces of the BPK RI entity. In addition, ease of access to information is also another consideration for East Java Province as the object of this research.

An information system can be said to be successful in its implementation if it is able to achieve the objectives that have been determined at the beginning, and is able to provide benefits such as improving the performance of its users. There are two points of view in

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viewing the failure of implementation in an information system. First, seen from a technical point of view where there is a mismatch in the stages, series or information that is processed. Second, from a non-technical point of view where it is influenced by the initial view of the user due to reluctance or lack of knowledge to know the benefits of using an information system or user behavior as a human resource that is not yet optimal.

Based on the evaluation of the many contributions, ten years after the publication of the first model, Delone & McLean proposed the Updated Information System Success Model (2003). This latest model adds service quality variables, adds intention to use variables to measure user attitudes as an alternative to usage variables, and combines individual impact variables and organizational impact variables into net benefits variables, and also makes some improvements to the measurements used. This model helps analyze or evaluate the use of information systems by examining the overall influence of the quality of both systems, information and services on user satisfaction and usage or intention to use, which will ultimately affect its overall benefits on user and organizational performance.

Research conducted by Muhammad FS et al (2023) conducted tests and obtained empirical evidence regarding the influence of system quality, information quality, and service quality on user satisfaction of the E-learning System in learning at the Islamic Religious Education Study Program at Muhammadiyah University of Yogyakarta. The results of the study showed that system quality, information quality and service quality had a significant positive effect on user satisfaction.

Lorenzia Ida Ayu et al (2023) conducted a study with the aim of analyzing individual perceptions regarding system quality, information quality, service quality, and net benefits on user satisfaction of SAKTI rollout application users within the scope of the Ministry of Religion Office of Banyumas Regency. The results of the study showed that system quality had no effect on user satisfaction, while information quality and service quality had a positive and significant effect on user satisfaction of the SAKTI application at the Ministry of Religion Office of Banyumas Regency.

From the three studies above, it can be concluded that system quality, information quality, and service quality have a significant influence on user satisfaction in various contexts. Good system quality ensures that the system functions reliably and is easy to use, which increases user convenience and efficiency. High information quality ensures that the data presented is accurate, relevant, complete, and timely, which supports informed decision making. Good service quality, including responsive and competent technical support, increases user trust and satisfaction with the system. Thus, these three aspects are very important to increase user satisfaction and the effectiveness of information system use.

In relation to the above research objectives, the objectives of this research are: To determine and analyze how much influence system quality has on SIPTL user satisfaction in East Java Province. To determine and analyze how much influence the quality of information has on SIPTL user satisfaction in East Java Province. To determine and analyze how much influence service quality has on SIPTL user satisfaction in East Java Province.

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METHOD

The research design used is a quantitative approach. The quantitative approach in this study was used to see the influence between variables, are system quality, information quality, and service quality through SIPTL user satisfaction in East Java Province. Judging from its objectives, this study is classified as explanatory research. Explanatory research is research with a quantitative approach that is based on a positivist paradigm and aims to test or provide explanations of the (causal) relationship between variables through hypothesis testing (Sugeng, 2020). The method used in this study is a survey method with an instrument in the form of a questionnaire.

So in this study the technique that will be used is the Non Probability Sampling technique with purposive sampling. Based on the number of populations that have been obtained from SIPTL User Data in East Java Province, to determine the number of samples, the formula that will be used is the Slovin formula:

$$n = N/N(d)2+ 1$$

Information:
n = sample;
N = population;
d = 95% precision value or sig. = 0.05.
When applied to a population of 116 users, the calculation results are as follows:
n = 116/116 (0.05)2+1
n= 116/116(0.0025)+1
n=116/1.29
n=89.92 rounded up to 90 users

So for the population number obtained using the Slovin formula with a population of 116 users, a sample of 90 users was obtained. Data collection was carried out using survey techniques using research instruments in the form of questionnaires. Data collection techniques according to (Karimuddin, 2021:173) can be done through questionnaires, interviews, observations, tests, documentation and others.

The scale used in this research instrument is the Likert scale. The Likert scale is used to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomena (Sugiyono, 2018: 152). The data analysis technique used in this study is 2 (two) stages, namely descriptive analysis and quantitative analysis with the Structural Equation Model (SEM) method using SmartPLS software.

RESULTS AND DISCUSSION

Structural Model Evaluation (Inner Model)

Structural Model Testing is used to determine the relationship of influence between variables in the research model. Structural Model Testing is carried out to determine the R-Square value of endogenous variables, path coefficients, direct influence significance tests, and to answer research hypotheses.

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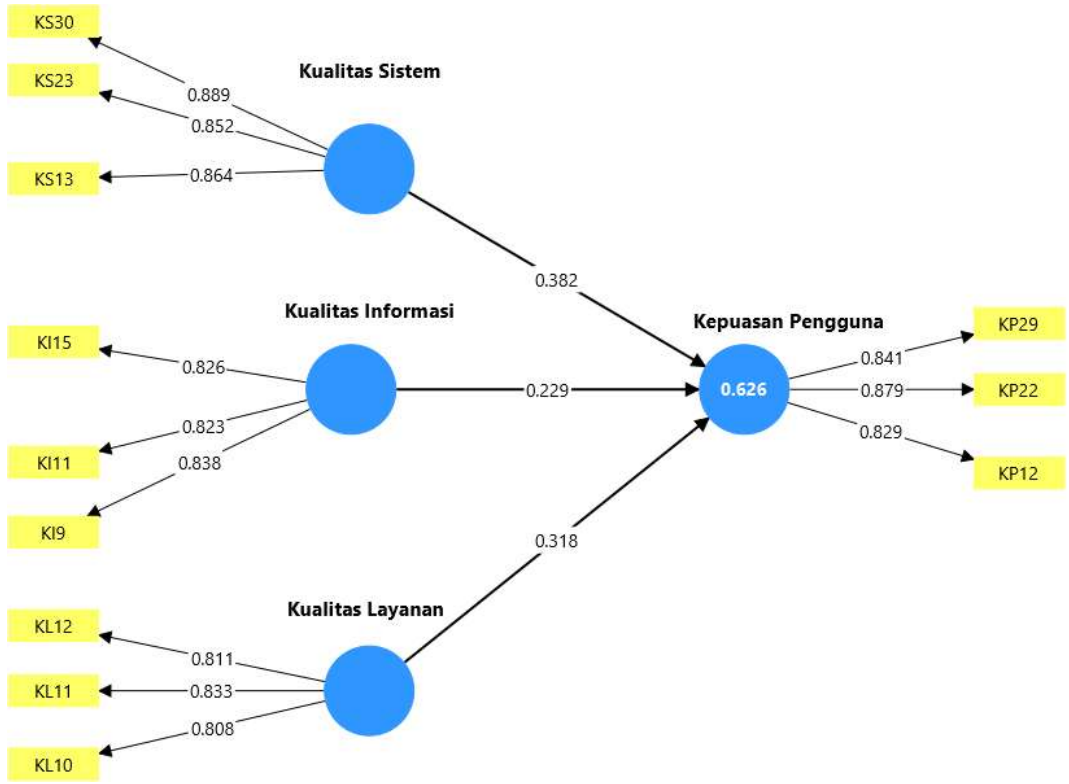
The following is a diagram of the path that has passed the evaluation of the measurement model or model suitability that will be carried out in Structural Model Testing:



Source: Smart PLS4 data processing results, 2025

Figure 4.1 Path Diagram

R-Square Testing

The R-Square value is used to measure the level of variation in changes in the dependent variable. The R-Square measurement standard is > 0.67 which means strong, > 0.33 which means moderate and < 0.19 which means weak (Chin in Ghozali & Latan, 2015: 81).

Table 4.1 R-Square Calculation Results

	R-square	Information
User Satisfaction	0.626	> 0.33 = moderate

Source: Smart PLS4 data processing results, 2025

The test table above shows that the R-square value for the user satisfaction construct is 0.626. Referring to the R-square value category stated by Chin, in this study System Quality, Information Quality and Service Quality have a moderate influence on SIPTL Application User Satisfaction. The R-square value explains the influence of independent variables (exogenous) on dependent variables (endogenous). In the User Satisfaction construct as a dependent variable, the R-square value of 0.626 indicates that User Satisfaction is influenced by System Quality, Information Quality and Service Quality by

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62.6% and the remaining 37.4% is influenced by other variables not used in this research model.

Testing Effect Size/Square (f2)

In addition to knowing the R-square value, the evaluation of endogenous constructs also assesses the magnitude of the influence between variables with effect size. The effect size value can be used to explain the substantive influence of exogenous latent variables on endogenous latent variables. Effect size values of 0.02, 0.15, and 0.35 can be interpreted that exogenous latent variables have small, moderate, and large influences on structural level (Cohen in Yamin & Kurniawan, 2011:21). The results of the f square test can be seen in the following table:

Table 4.20 Calculation Results *Effect Size/Square (f2)*

	User Satisfaction	Criteria	Conclusion
Information Quality	0.065	0.02	Small
Quality of Service	0.174	0.15	Moderate
System Quality	0.201	0.15	Moderate

Source: Smart PLS4 data processing results, 2025

Path Coefficient

*Path coefficient*or path coefficient is a value used to see whether the influence between variables in the research model has a positive or negative effect. The path coefficient value ranges from -1 to +1. The closer to +1, the stronger the relationship between the two constructs. The closer the relationship is to -1, indicates that the relationship is negative (Sarstedt et al., 2017). To assess whether the variable has a positive or negative effect, it can be seen from the original sample value from the Path Coefficients results in SmartPLS. The following are the results of the path coefficient calculation.

Table 4.2 Calculation Results *Path Coefficient*

	User Satisfaction	Information
Information Quality→User Satisfaction	0.229	Positive
Quality of Service→User Satisfaction	0.318	Positive
System Quality→User Satisfaction	0.382	Positive

Source: Smart PLS4 data processing results, 2025

Based on the table above, it is known that the relationship between constructs is as follows:

a. The path coefficient value of system quality on user satisfaction is 0.382, which means that system quality has a positive effect on user satisfaction of 38.2%;
b. The path coefficient value of information quality on user satisfaction is 0.229, which means that information quality has a positive effect on user satisfaction of 22.9%;
c. The path coefficient value of service quality on user satisfaction is 0.318, which means that service quality has a positive effect on user satisfaction of 31.8%.

Based on the output of the path coefficient value calculation above, the following equation can be concluded:

$$Y = 0.382X1+0.229X2+0.318X3$$

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Information:

1. The path coefficient of X1 (system quality) has a positive value of 0.382, meaning that there is a unidirectional relationship between X1 (system quality) and Y (user satisfaction). If the system quality increases by one unit, user satisfaction will increase by 0.382, and vice versa.
2. The path coefficient of X2 (information quality) has a positive value of 0.229, meaning that there is a unidirectional relationship between X2 (information quality) and Y (user satisfaction). If the information quality increases by one unit, user satisfaction will increase by 0.229, and vice versa.
3. The path coefficient of X3 (service quality) has a positive value of 0.318, meaning that there is a unidirectional relationship between X3 (service quality) and Y (user satisfaction). If the service quality increases by one unit, user satisfaction will increase by 0.318, and vice versa.

Research Hypothesis Testing

Hypothesis testing is done by measuring the coefficient and significance of the relationship between variables by comparing the t-statistic and p-values. T-statistic testing is done by bootstrapping in a two-tailed manner. at the 95% significance level (α= 0.05), where the t value-table is 1.96. If the resulting t-statistic value is more than 1.96 or the p-value is less than 0.05, then the relationship is declared significant and the hypothesis is accepted, and vice versa. The following are the results of the t-statistic test in this study presented in the following table.

Table 4.22 t-statistic Test Results

Hypothesis	Path	T statistics (|O/STDEV|)	P values	Information	Results
H1	System Quality→User Satisfaction	4.371	0.000	Significant	Accepted
H2	Information Quality→User Satisfaction	2,723	0.006	Significant	Accepted
H3	Quality of Service→User Satisfaction	4.245	0.000	Significant	Accepted

Source: Smart PLS4 data processing results, 2025

Based on the table above, it can be concluded that there are 3 (three) accepted hypotheses, with the following details:

1. The influence of system quality on SIPTL user satisfaction in East Java Province
   H0: System quality does not have a significant effect on SIPTL user satisfaction in East Java Province.
   H1: System quality has a significant effect on SIPTL user satisfaction in East Java Province.

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The t-statistic value of the correlation of system quality with user satisfaction is 4.371. This value is more than the t-table of 1.96 at a significance of 0.05. While the p-value shows a value of 0.000 or lessthanαof 0.05.This proves that system quality has a significant effect on SIPTL user satisfaction in East Java Province. Thus, H1 is accepted with the value of the influence being 38.2%.

2. The influence of information quality on SIPTL user satisfaction in East Java Province
   H0: Information quality does not have a significant effect on SIPTL user satisfaction in East Java Province.
   H1: Information quality has a significant effect on SIPTL user satisfaction in East Java Province.
   The t-statistic value of the correlation of information quality with user satisfaction is 2.723. This value is more than the t-table of 1.96 at a significance of 0.05. While the p-value shows a value of 0.006 or lessthanαof 0.05.This proves that the quality of information has a significant effect on SIPTL user satisfaction in East Java Province. Thus, H1 is accepted with the value of the influence being 22.9%.
3. The influence of service quality on SIPTL user satisfaction in East Java Province
   H0: Service quality does not have a significant effect on SIPTL user satisfaction in East Java Province.
   H1: Service quality has a significant effect on SIPTL user satisfaction in East Java Province.
   The t-statistic value of the correlation of service quality with user satisfaction is 4.245. This value is more than the t-table of 1.96 in significance.
   0.05. While the p-value shows a value of 0.000 or less.thanαof 0.05.This proves that service quality has a significant effect on SIPTL user satisfaction in East Java Province. Thus, H1 is accepted with the value of the influence being 31.8%.

Model Suitability Evaluation (Fit Test)

The model fit test is carried out by looking at the estimated output results of SmartPLS version 4 compared to the criteria as explained in the following table.

Table 4.23 Model Fit Test Results

Parameter	Basic Rules	Parameter Values	Conclusion
1	2	3	4
SRMR	SRMR value < 0.10, then the Model Fit	0.082	Fit
d_ULS	≥0.05	0.522	Fit
d_G	≥0.05	0.302	Fit
Chi-square	χ^2statistics ≥χ^2	158,426>40,113	Not Fit
NFI	The NFI value is close to 1	0.732	Fit
GoF	GoF= √average AVE × average R Square	0.665	Fit

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Parameter	Basic Rules	Parameter Values	Conclusion
	0.1(small GOF) 0.25(moderate GOF) 0.36(big GOF)		
Q² Predictive Relevance	Q² > 0: The model has predictive relevance Q² < 0:The model lacks predictive relevance 0.02(Weak) 0.15 (Moderate) 0.35 (Strong)	0.592>0	Fit

Source: Smart PLS4 data processing results, 2025

Based on the model fit test table that has been carried out in this study, the data obtained is that:

1. SRMR (Standardized Root Mean Square Residual) is a measure of the difference between the observed correlation matrix and the correlation matrix predicted by the model. The SRMR value of 0.082 which is smaller than 0.10 indicates that the model has a good fit and is in accordance with the data.
2. d_ULS (Unweighted Least Squares Discrepancy) measures the discrepancy between the estimated covariance matrix and the observed covariance matrix. The d_ULS value of 0.522, which is greater than 0.05, indicates that the model is in the fit category.
3. d_G (Geodesic Discrepancy) is a measure of discrepancy based on the geodesic distance between the estimated and observed covariance matrices. With a value of 2.209 which is greater than 0.05, the model can be said to have a fit category.
4. *Chi Square Test*comparing the model with the observed data. In this case, the calculated Chi Square value (158.426) is greater than the table value (40.113) indicating that the model does not fit.
5. *NFI*(Normed Fit Index) assesses the suitability of the model by comparing the Chi Square value of the estimated model with the base model. The NFI value of 0.732 which is close to 1 indicates that the model has a fairly good fit category.
6. *GoF (Goodness of Fit)*is an overall measure of model quality, calculated based on the variance explained by the indicators. A GoF value of 0.665 is greater than the high standard of 0.36 indicating a strong fit for the model.
7. *Q2 Predictive Relevance*shows the model's ability to predict endogenous variables. With a value of 0.592 which is greater than 0, the model has a good predictive fit indicating that the model is able to represent data relevantly.

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Discussion of Research Results

As previously explained, this study aims to determine and analyze the influence of system quality, information quality and service quality on SIPTL user satisfaction in East Java Province.

The Influence of System Quality on SIPTL User Satisfaction in East Java Province

Based on descriptive statistics of the respondents' questionnaire answers reflected in each statement indicator in the SIPTL system quality variable, the respondent's answer index is 4.29, with the highest value of KS4 in the ease of use dimension of 4.58 and the lowest value in KS10 in the ease of use dimension of 3.91. This shows that Admin/Inputer in East Java Province considers SIPTL easy to operate and requires attention in terms of delays when used either directly or indirectly.

Descriptive statistics of respondents' questionnaire answers reflected in each statement indicator in the SIPTL user satisfaction variable, the respondent's answer index is 4.25, with the highest value of KP2 in the system dimension according to needs (system fit for need), which is 4.70 and the lowest value of KP3 in the system dimension according to needs (system fit for need) which is 2.83. This shows that Admin/Inputer in East Java Province can access SIPTL from a computer and requires attention in terms of accessing from a tablet.

The results of statistical testing using PLS-SEM model analysis show that System Quality has a positive effect of 0.382 or 38.2% on SIPTL user satisfaction in East Java Province. The magnitude of the effect is seen from the results of the path coefficient measurement, which is 0.382, with a t-value of 4.371 greater than the t-table of 1.96 and a p-value of 0.000 <0.05. This shows that System Quality has a large and significant effect on SIPTL user satisfaction in East Java Province.

With this influence, it shows that there is a causal relationship between system quality and SIPTL user satisfaction in East Java Province, meaning that if the system quality is improved or increased, it will have an impact on increasing SIPTL user satisfaction in East Java Province, and vice versa if the system quality is not improved, it will have an impact on decreasing SIPTL user satisfaction in East Java Province.

The Influence of Information Quality on SIPTL User Satisfaction in East Java Province

Based on descriptive statistics of respondents' questionnaire answers reflected in each statement indicator in the SIPTL information quality variable, the respondent's answer index is 4.29, with the highest value in the completeness and ease of understanding dimensions, namely 4.56 and the lowest value in the relevant dimension, namely 3.91. This shows that Admins/Inputers in East Java Province consider SIPTL to present historical and current data/information that is clear and easy to understand and requires attention in terms of presenting information in a consistent format.

Descriptive statistics of respondents' questionnaire answers reflected in each statement indicator in the SIPTL user satisfaction variable, the respondent's answer index is 4.22, with the highest value in the system fit for need dimension, which is 4.74 and the lowest value in the system fit for need dimension, which is 2.83. This shows that

Admin/Inputer in East Java Province can access SIPTL from a computer and requires attention in terms of accessing from a tablet.

The results of statistical testing using PLS-SEM model analysis show that information quality has a positive effect of 0.229 or 22.9% on SIPTL user satisfaction in East Java Province. The magnitude of the influence is seen from the results of the path coefficient measurement, which is 0.229, with a t-value of 2.723 greater than the t-table of 1.96 and a p-value of 0.006> 0.05. This shows that information quality has a large and significant effect on SIPTL user satisfaction in East Java Province.

With this influence, it shows that there is a causal relationship between the quality of information and the satisfaction of SIPTL users in East Java Province, meaning that if the quality of information is improved or increased, it will have an impact on increasing the satisfaction of SIPTL users in East Java Province, and vice versa if the quality of information is not improved, it will have an impact on decreasing the satisfaction of SIPTL users in East Java Province.

The Influence of Service Quality on User Satisfaction in East Java Province

Based on descriptive statistics of the respondents' questionnaire answers reflected in each statement indicator in the SIPTL service quality variable, the respondent's answer index is 4.32, with the highest value in the assurance dimension, namely 4.46 and the lowest value in the reliability dimension, namely 4.22. This shows that Admin/Inputer in East Java Province considers the SIPTL support team to be polite and friendly and demonstrate a professional attitude in every interaction and requires attention in terms of reliability in providing technical support both directly and indirectly.

Descriptive statistics of respondents' questionnaire answers reflected in each statement indicator in the SIPTL user satisfaction variable, the respondent's answer index is 4.22, with the highest value in the system fit for need dimension, which is 4.74 and the lowest value in the system fit for need dimension, which is 2.83. This shows that Admin/Inputer in East Java Province can access SIPTL from a computer and requires attention in terms of accessing from a tablet.

The results of statistical testing using PLS-SEM model analysis show that service quality has a positive effect of 0.318 or 31.8% on SIPTL user satisfaction in East Java Province. The magnitude of the effect is seen from the results of the path coefficient measurement, which is 0.318, with a t-value of 4.245 greater than the t-table of 1.96 and a p-value of 0.000 <0.05. This shows that service quality has a large and significant effect on SIPTL user satisfaction in East Java Province.

With this influence, it shows that there is a causal relationship between service quality and SIPTL user satisfaction in East Java Province, meaning that if service quality is improved or increased, it will have an impact on increasing SIPTL user satisfaction in East Java Province, and vice versa if service quality is not improved, it will have an impact on decreasing SIPTL user satisfaction in East Java Province.

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CONCLUSION

Based on the results of the study and discussion on the influence of system quality, information quality and service quality on SIPTL user satisfaction in East Java Province, it can be concluded as follows: The influence of system quality on SIPTL user satisfaction in East Java Province is 38.2%. Based on the calculation of the path coefficient value, if the system quality is improved or increased by 10%, it will have an impact on increasing SIPTL user satisfaction in East Java Province by 48.2%, and vice versa if the system quality is not improved, it will have an impact on decreasing SIPTL user satisfaction in East Java Province. Thus, the hypothesis of system quality having a significant effect on SIPTL user satisfaction in East Java Province is stated as significant and accepted at 38.2%. The influence of information quality on SIPTL user satisfaction in East Java Province is 22.9%. Based on the calculation of the path coefficient value, if the information quality is improved or increased by 20%, it will have an impact on increasing SIPTL user satisfaction in East Java Province by 42.9%, and vice versa if the information quality is not improved, it will have an impact on decreasing SIPTL user satisfaction in East Java Province. Thus, the quality of information has a significant effect on SIPTL user satisfaction in East Java Province, which is stated as significant and accepted at 22.9%. There is an effect of service quality on SIPTL user satisfaction in East Java Province of 31.8%. Based on the calculation, if the quality of service is improved or increased by 30%, it will simultaneously have an impact on increasing SIPTL user satisfaction in East Java Province by 61.8%, and vice versa if the quality of service is not improved, it will have an impact on decreasing SIPTL user satisfaction in East Java Province. Thus, the quality of service has a significant effect on SIPTL user satisfaction in East Java Province, which is stated as significant and accepted at 31.8%.

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