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User Satisfaction With Inaportnet Services at PT. Indonesian Maritime Penascop Palembang Branch

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Abstract: User satisfaction can be defined as the user's feelings resulting from comparing the user's expectations of the product with actual results, achieved through satisfaction with the information system. User satisfaction can be seen from several aspects, namely the content aspect, the accuracy aspect, the ease of use aspect, the form aspect, the time aspect according to Doll & Torkzadeh (1998). Inaportnet is a system based on an internet/web service network related to ship arrival and departure services as well as loading and unloading activities. This research uses qualitative research methods. With data collection techniques through interviews, observation and literature study. The results of this research are that the content aspect is satisfactory with access links, ship service forms and clear directions according to user needs. The accuracy aspect has been satisfactory by providing precise and accurate information and up to date services. The ease of use aspect has been satisfactory with a web address that is easy to find, helps users work and is easy to access. The form (format) aspect is not satisfactory with the appearance of the service being less attractive. The time aspect is not satisfactory for users because it does not comply with the standard reference for services using Inaportnet. Some of the obstacles that have been experienced by Inaportnet service users in carrying out the ship service process are poor service quality, network disruption, lack of science and technology, complicated usage procedures, and payment settlement problems.

Keyword: Kepuasan Pengguna, Layanan *Inaportnet*

INTRODUCTION

Indonesia is a maritime country that has thousands of islands and most of its territory is ocean. With this natural landscape, Indonesia has economic potential in the marine and fisheries sector which can support the welfare of the Indonesian people. Therefore, the role of sea transportation is very important. Apart from being a link between islands in Indonesia, sea transportation also plays a role in supporting economic growth such as export-import activities for Indonesian trade. One of the means of sea transportation is a ship.

Based on Law No. 17 of 2008 concerning Shipping, ships are water vehicles of a certain shape and type, which are driven by wind power, mechanical power, other energy, towed or

towed, including vehicles with dynamic carrying capacity, vehicles below the water surface, as well as floating equipment and floating buildings that do not move (Law 17 of the Republic of Indonesia, 2008). Ports in their activities have an important and strategic role for economic and trade growth in Indonesia and are a business segment that can contribute to national development (Gultom, 2017). This of course has an impact on port management so that it can improve operational systems and services that are more effective, efficient and professional.

Basically, one of the services provided by the port is ship services which must be adapted to current developments. One of the appropriate efforts at this time is improving the soft infrastructure side, namely providing an IT platform. Considering the very important role of ports in the maritime world, it is time for the government to pay special attention to ports in Indonesia. The government is expected to be able to improve existing facilities at the port and improve the service system at the port so that activities at the port can run safely and smoothly.

According to Yakup (2012) a system is a network of interconnected procedures, gathered together to carry out an activity or for a certain purpose. In general, the characteristics of a system are purposeful, open, composed of subsystems, interrelated and interdependent, namely a whole that carries out transformation activities, has mechanisms, and has the ability to regulate and adapt itself. Judging from this definition, a system is a combination of several elements that are related to achieve a goal. Ports must have a system that has the ability to make ship services at the port run effectively and efficiently. The system in question is a system to simplify the service process and can be used by all shipping companies and service users at ports.

Talking about an integrated system for serving ships with government agencies and stakeholders, the Ministry of Transportation has made a new breakthrough by implementing the Indonesia Port Integration System (Inaportnet), which is an electronic system using the internet network. The Inaportnet system is open and neutral to exchange data and information in an integrated manner. Inaportnet is the right system because it was created with the aim of simplifying services at ports.

Minister of Transportation Regulation Number 157 of 2015 concerning the Indonesia Port Integration System (Inaportnet) includes regulations regarding Ship and Goods Services at Ports, where Inaportnet is a system based on an internet/web service network related to ship arrival and departure services as well as loading and unloading activities. The Inaportnet system was created based on categories of application users consisting of: Shipping Agent (AP), Port Business Entity (BUP), Loading and Unloading Company (PBM), and Transportation Services Company (PJPT). After logging in, service users can see the first page of the Inaportnet system with the user name being the name when the service user logs in and the user menu displayed according to the decision of the Director General of Maritime Transportation.

After using the Inaportnet system, users will be satisfied with the benefits they get from the system. System user satisfaction can be used as a central part of the system development technique itself, but also serves to capture the advantages and disadvantages of the system that is functioning or the system that will be implemented. User satisfaction can be defined as the level of user feelings resulting from comparing user expectations for the product with actual results, achieved through satisfaction with the information system.

Using Inaportnet has benefits such as information about the effectiveness and efficiency of on-site operations, such as permit control, loading and unloading, mooring plans, tugboat operators, and others. Inaportnet currently provides INSW (Indonesia National Single Window) with single time information. Because the system implemented must support simple standard applications.

There are several previous research results that are relevant or related to the research conducted by the author, namely as follows:

1. Dwi Fitri Novitasari (2022) entitled "Inaportnet analysis of service user satisfaction with employee performance as an intervening variable in shipping companies". The results of the research show that system quality (X1), information quality (X2), service quality (X3) have a partially significant effect on user satisfaction (Y) and employee performance (Z). As well as the influence of intervening variables through employee performance which influences user satisfaction of the Inaportnet system.
2. Wahyu Hati (2021) entitled "Analysis of the Use of the Inaportnet Information System on User Satisfaction and its Impact on the Performance of Shipping Company Employees in Batam City". The first research results: System quality has a direct and significant effect on user satisfaction, Information quality has a significant effect on user satisfaction, Service quality has a significant effect on user satisfaction, System quality has a significant effect on employee performance, Information quality has a negative and significant effect on employee performance, Service quality has a significant effect on employee performance. System quality, information quality and service quality have a significant effect on employee performance. System quality, information quality and service quality simultaneously have a significant effect on user satisfaction. System quality, information quality, service quality and user satisfaction simultaneously have a significant influence on employee performance.

From the results of relevant previous research, it can be concluded that there are similarities in the results of research conducted regarding user satisfaction of Inaportnet services, namely that Inaportnet has an influence on employee performance.

PT. Penascop Maritm Indonesia uses the Inaportnet system which is used and has the benefit of providing convenience for agency companies in ship clearance services, however there are still weaknesses in the Inaportnet system as a system that is still used by agency companies such as poor service quality, network disruption, knowledge Inaportnet users' knowledge and technology are still lacking, usage procedures are complicated and there are problems in completing payments

Therefore, the author feels it is necessary to conduct research on agency company satisfaction with Inaportnet services which is outlined in the final report entitled "USER SATISFACTION OF INAPORTNET SERVICES AT PT. INDONESIAN MARITIME PENASCOP PALEMBANG BRANCH".

In accordance with the title and problems raised, the aim of this research is to determine the satisfaction of Inaportnet service users at PT. Indonesian Maritime Penascope Palembang Branch.

METHOD

Research is a systematic investigation to increase a certain amount of knowledge, it is also a systematic and organized effort to investigate certain problems that require answers. According to Sugiyono (2017), research methods are a scientific way to obtain data with specific purposes and uses. Research Method is also a theoretical analysis of a method or method.

In this research, the author used qualitative research methods. According to Moleong (2017:6) qualitative research is research that intends to understand phenomena about what is experienced by research subjects such as behavior, perceptions, motivations, actions and so on holistically and by means of descriptions in the form of words and language, on a special natural context by utilizing various natural methods. Qualitative research emphasizes quality, not quantity, and the data collected does not come from questionnaires but comes from interviews, direct observation and other related official documents.

Qualitative research methods aim to explain a phenomenon in depth and are carried out by collecting data in as much depth as possible. Qualitative methods prioritize observing phenomena and researching more into the substance of the meaning of these phenomena.

Types and Sources of Data

a. Data Type

According to Sugiyono (2017) there are 2 types of data, namely qualitative and quantitative data. Qualitative data is data in the form of words, sentences or images. Meanwhile, quantitative data is data in the form of numbers or qualitative data that is numbered or scored. In this research, the author uses qualitative data in the form of information used to discuss problem formulation.

b. Data source

According to Arikunto (2013: 172) the data source is the subject where the data is obtained, an inappropriate data source results in the data collected being irrelevant. The data sources obtained in this research are as follows:

1) Primary data. namely data obtained directly from the source, This data was obtained by direct work practice through activities carried out at the PT research location. Indonesian Maritime Penascope Palembang Branch. In this research, primary data was obtained through interviews with parties related to the problem to be studied (informants).
2) Secondary data. namely research data obtained by the author indirectly, which was obtained through institutional profiles, reference books, scientific articles and statutory regulations.

c. Research Object

According to Sugiyono (2017: 41) the object of research is a scientific target to obtain data with a certain purpose and use about something objective, valid and reliable about something (certain variables). In preparing this final report, the object that was the target of observation for preparation was PT. Penascop Maritim Indonesia Palembang Branch as an agency company that uses Inaportnet services. PT. Penascop Maritim Indonesia Palembang Branch is located on Jl. Bambang Utoyo, Ruko Bugis No. 5C RT.12 RW.05 Ex. 3 Ilir. Tel: +62711719287. Email: palembang@penascop.com

d. Data Collection Techniques

According to Sugiyono (2017: 194), data collection methods or techniques can be carried out using interviews, questionnaires, observations and a combination of the three. In this research the author used data collection techniques in the form of interviews, observation and library research. The following is an explanation of the data collection techniques in this research.

1. Interview
   According to Esterberg in Sugiyono (2015:72) an interview is a meeting held by two people to exchange information or ideas by means of questions and answers, so that it can be narrowed down to a conclusion or meaning on a particular topic.
2. Bservatio
   Observation is an observation or activity carried out to find out something about a phenomenon that is based on knowledge and ideas which aims to obtain information related to a phenomenon or event that has or is happening in the environment.
3. Literature Research
   Research carried out in an office space to collect and analyze data sourced from the office, in the form of books, scientific magazines published periodically, documents and other library materials, which can be used as a reference source for a scientific report.

e. Data Analysis

Data analysis according to Sugiyono (2018:482) is the process of systematically searching and compiling data obtained from interviews, field notes and documentation, by organizing data into categories, describing it into units, synthesizing it, arranging it into

patterns, choose what is important and what will be studied, and make conclusions so that they are easily understood by yourself and others.

The data analysis technique in this research uses qualitative data analysis. According to Sugiyono (2019), data analysis in qualitative research is carried out during data collection, and after completing data collection within a certain period. At the time of the interview, the researcher had analyzed the interviewee's answers. So qualitative data analysis is the process of analyzing non-numerical data into information according to needs.

RESULTS AND DISCUSSION

Research Results

User Satisfaction of Inaportnet Services at PT. Indonesian Maritime Penascope Palembang Branch

From the results of interviews with respondents, it can be seen that users feel helped by the services provided by the Harbor Master's Office and the Port Authority, but there are still several aspects that need to be paid attention to by Inaportnet service providers to further optimize user needs. The following is an explanation of user satisfaction with Inaportnet services at PT. Indonesian Maritime Penascope Palembang Branch.

a. Content Aspects

Inaportnet services are very easy to access with the link https://inaportnet.dephub.go.id on any web page. This service is in the form of a single network, making it easier for users without having to have an application.

There are forms of ship and goods services in the Inaportnet service includes ship services and PNBP services.

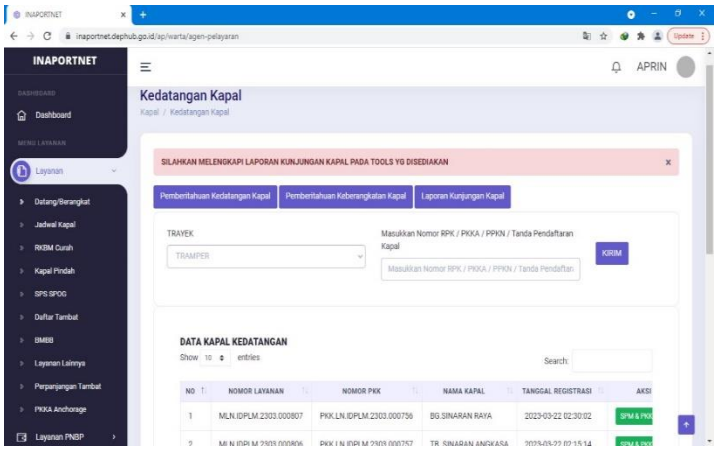

Figure 1. Form of ship service

Source: PT. Indonesian Maritime Penascope in 2023

PT. Penascop Maritim Indonesia is an agency company so the forms of Inaportnet services that users often use include ship departure/arrival services, moving ships, SPOG, mooring lists and BMBB. Based on several forms of service above, it has met user needs.

PNBP Services

Boat Service

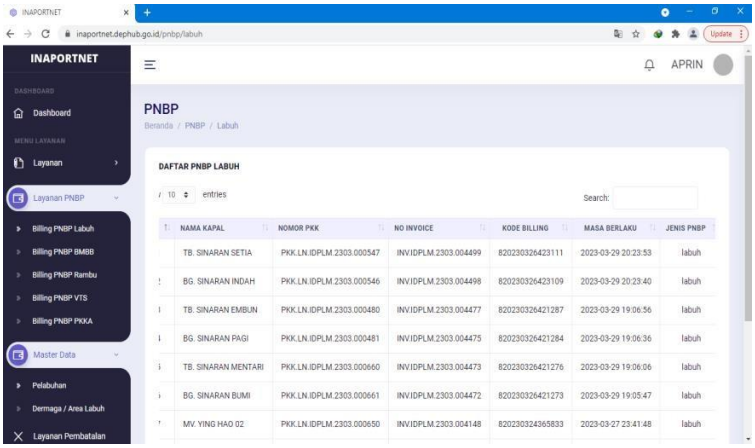

Figure 2. Forms of PNBP services
Source: PT. Indonesian Maritime Penascope in 2023

The first time Inaportnet came into effect at Boom Baru Port, Palembang, Inaportnet service providers introduced/socialized network/web-based services to facilitate ship and goods services to Inaportnet service users or shipping companies. The Inaportnet service makes it easier for users to carry out the ship service process because in each form of service directions or instructions are given to the user to complete the process. For example, if there are requirements that have not been uploaded then the data cannot be sent or processed so the user must complete the requirements first and upload them in file form. on the Inaportnet service. New users need approximately one week to understand how to operate the Inaportnet system properly and correctly.

With the explanation above, users are satisfied with the content available on the Inaportnet service. Users think that the content of the Inaportnet service is very helpful in their work and meets user expectations.

b. Aspects of Accuracy

Information related to ship and goods services is in accordance with user expectations and is accurate according to what has been processed by the user. Apart from that, to obtain information, monitor/monitor the ship service process that is being processed, you can use the Inaportnet monitoring system that has been provided.

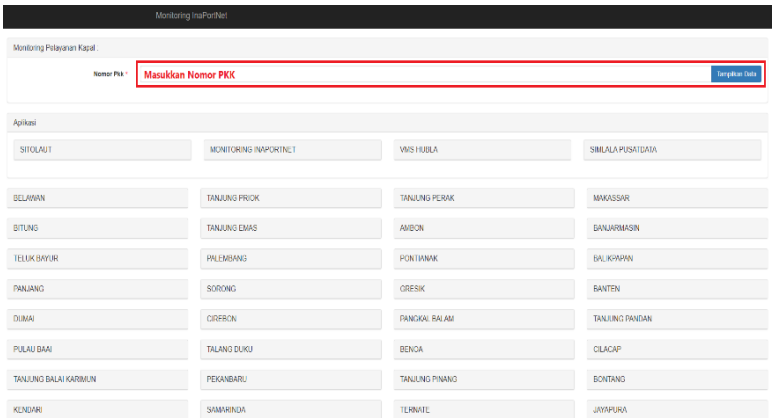

Figure 3. Home Monitoring Inaportnet
Source: PT. Indonesian Maritime Penascope in 2023

To monitor Inaportnet, you must enter the PKK (Notification of Ship Arrival) number in the column provided on the website page https://monitoring-inaportnet.dephub.go.id/.

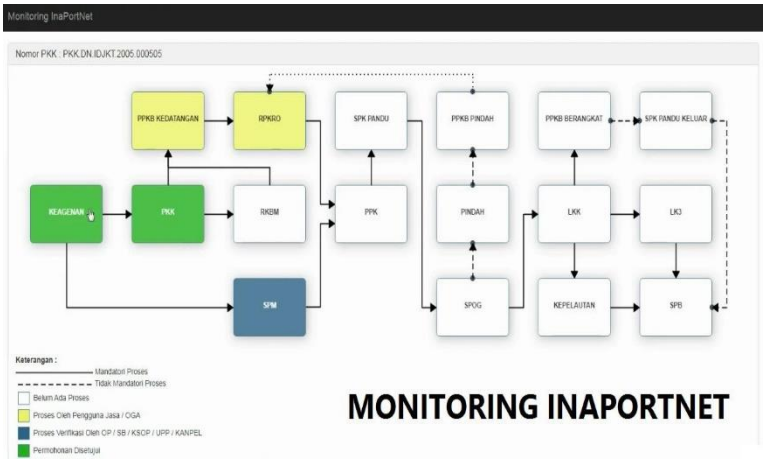

Figure 4. Monitoring Inaportnet
Source: www.kapaldanlogistik.com (2020)

In this Inaportnet monitoring, users can get information or status whether it has been successful, has an error and so on. Apart from that, the Inaportnet service provides new or upgraded information, for example the LKK (Ship Departure Report and manifest reporting).

c. User-friendliness aspect (Ease of Use)

Inaportnet is a single system in the form of a network/web so it doesn't require a special application to access it, users only need to search on search sites such as Google Chrome, Mozilla Firefox or others.

With the Inaportnet service, users find it easier to carry out the ship service process. Users do not need one day to carry out the ship departure process, if the network supports it and all documents are ready then it will not take long for the clearance process. Apart from shortening time, Inaportnet also reduces costs, companies do not incur much transportation costs for employees in processing clearance because users can carry out clearance just by sitting in front of a laptop or computer and do not spend too much paper in the clearance application process.

Inaportnet services may experience disruption due to updates, this can occur within 1-2 hours at most. Apart from renewal, maintenance can also occur within a maximum of 4 hours, but this rarely happens, maybe once a month. In this case, the person responsible is the central party. Usually before carrying out updates/maintenance there is a circular first to notify you that there will be an update to the system.

Inaportnet services can be accessed via laptop, computer or cellphone, making it easier for users to access them anywhere and anytime as long as they have the electronic device and a network that allows it.

d. Form Aspects (Format)

Users feel less interested in the appearance or page design of Inaportnet because the logo design is simple.

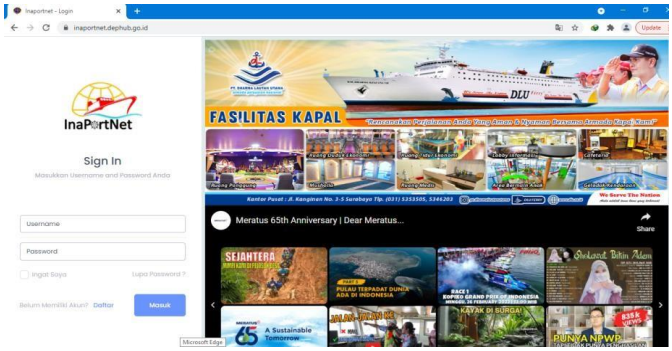

Figure 5. Inaportnet Service login page
Source: PT. Indonesian Maritime Penascope in 2023

According to the user's format or service features on Inaportnet meets your needs and is easy to find.

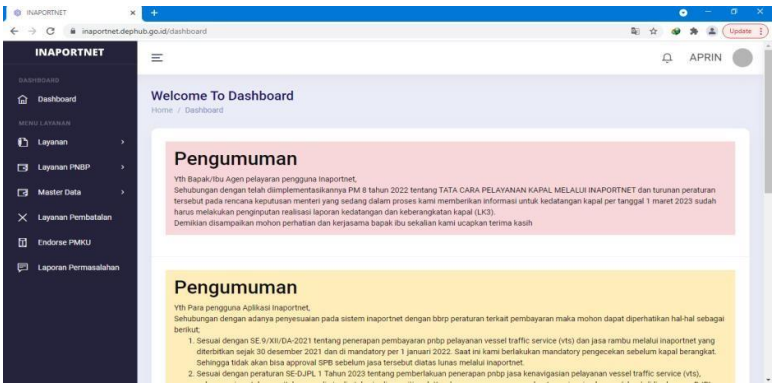

Figure 6. Inaportnet service homepage
Source: PT. Indonesian Maritime Penascope in 2023

e. Time aspect

Based on circular number UM.003/87/17/DJPL-16 concerning service standard references (Service Level Standard/SLS), using Inaportnet for ship and goods services at ports has the following time conditions.

1) SLS for incoming vessels is:
   a. The time limit after the complete ship arrival notification documents are approved until the Ship Arrival Notification (PKK) is issued is 30 minutes.
   b. The time limit after the ship's arrival notification documents are approved until the Entry Approval Letter (SPM) is issued is 30 minutes.
   c. The time limit after the complete documents for the Loading and Unloading Activity Plan are approved until the RKBM is issued is 20 minutes.
   d. The time limit after the decision to determine the anchoring of the ship until the issuance of the Determination on the anchoring of the ship is 10 minutes.
   e. The time limit after the complete documents for the movement application are approved until the SPOG is issued is 10 minutes.

2) SLS for outbound vessels is:
   a. The time limit after the complete ship departure notification documents are approved until the Ship Departure Report is issued is 30 minutes.
   b. The time limit after the applicant makes payment of the PNBP for docking services using the Billing Code from Inaportnet and after the complete documents for the ship's arrival and departure report are approved until the LK3 is issued is 20 minutes.

c. The time limit after the sailing application documents are approved, the SPK Pandu is issued by Pelindo, LKK, and LK3 are issued until the Sailing Approval Letter is issued is 30 minutes.

According to users, in the process of issuing a Sailing Approval Letter the exact time cannot be ascertained, sometimes it can be fast and it can also take a long time, but if the departure documents are complete then the Clearance process can take 1 hour to complete. However, in reality, what often happens or is often experienced by users during the clearance process exceeds 1 hour. It can be seen that the punctuality aspect is not yet in accordance with the Service Standards because delays often occur. This is not just caused by the system, but for example, there are officers who are less responsive so they have to wait until the application is approved. Apart from that, according to users, the harbormaster is still asking to re-check/re-check the ship documents which are clearly listed in the system. Documents that have expired will definitely be colored red in the system and cannot continue the process, but the harbormaster still wants to check directly. This makes the clearance process less efficient in terms of time.

Obstacles for Inaportnet Service Users at PT. Indonesian Maritime Penascope Palembang Branch

In this Inaportnet-based online service, there are still several obstacles in the Standard Operating Procedure and Service Level Agreement as well as the form of the Inaportnet system implemented by shipping agents, thus hampering the work of sea transportation service users. Problems that often occur include:

1. Service quality is still lacking

   The lack of quality of service can affect the Operational Procedures of the Inaportnet system. Good public services are the main facilities that the Directorate General of Public Relations should provide to Inaportnet service users. In fact, in the Inaportnet system, sometimes services are still found that are not in accordance with the wishes of service users. In this case, the main focus must be directed to the Director General of Transportation in implementing maximum services to users of sea transportation services through the Inaportnet system. In its own development, the service system apparently still has not achieved the desired results. Various responses from sea transportation service users tend to show that the Inaportnet service sometimes makes their work difficult.
2. Network Disruption

   Frequent disruptions to the service network can affect the operational procedures of the Inaportnet system. Internet network disruptions are caused by weak internal servers in the Inaportnet system. In implementing online services, disruption to the network is one of the factors that can become a major obstacle for service users. Apart from slowing down work, disruption to the network will cause losses to Inaportnet service users, thereby slowing down the processing of permits for a ship.
3. Science and Technology are still lacking

   Lack of Science and Technology in shipping agents. Science and Technology are important things in an Inaportnet online service. Shipping agents who do not know how important science and technology are will find it difficult to carry out online services based on Inaportnet, because all Inaportnet services are connected directly to the internet system and computer technology. In the Inaportnet application, starting from the Ship Arrival Notification until the Sailing Permit is issued, a ship will be connected to internet and computer technology.
4. Complicated Usage Procedures

   Systems and Procedures for Use that are still considered complicated. In the Inaportnet application, not a few shipping agents complain about the difficulty of using the application,

which is convoluted and complicated. For beginners, using procedures is an obstacle because the many services in the application have too many flows, causing confusion.

5. Payment Settlement Issues

Handling Fees for the Ship Creance In/Out Process at the Palembang Class II Harbormaster and Port Authority Office, these fees are PNBP fees. The costs that must be paid and are required when Operational Clearance In and Clearance Out of Inaportnet at the Port are:

a. Docking Fees
   Anchoring services in the network include an activity before the ship enters the port pool area, namely the ship is at the anchorage area before the shipping company or ship operator or agent sends the RKSP (carrying facility arrival plan).
b. Sign Fees
   Fees when the ship enters the port. This fee arises when the ship is being guided in a shipping channel in a mandatory pilotage area, so that the ship can pass through a safe route and avoid channels with shallow water.
c. VTS fees
   Vessel Traffic System (VTS) is the cost of monitoring ship traffic at the port. VTS is needed so that ships in a port can monitor their movements.

Based on user experience in completing PNBP payments above, there are still delays which can affect the issuance of the Sailing Approval Letter. This can also be caused by network conditions or billing codes that have not been released.

Discussion of Research Results

1. User Satisfaction of Inaportnet Services at PT. Indonesian Maritime Penascope Palembang Branch

User satisfaction can be seen from several aspects in accordance with the End User Computing Satisfaction (EUCS) theory developed by Doll and Torkzadeh (1998). These aspects include content aspects, accuracy aspects, format aspects, time aspects and user-friendliness aspects of the system.

Table 1. Discussion of Research Results

No	Aspects / Indicator	Discussion	Result
1.	**Content** a. Users are satisfied with the access link https://inaportnet.dephub.go.id	Inaportnet services are very easy to access with the link https://inaportnet.dephub.go.id on any web page. This service is in the form of a single network, making it easier for users without having to have an application.	Satisfying
	b. The form of ship and goods services in the Inaportnet system is complete according to user needs.	The forms of ship and goods services in Inaportnet services include ship services and PNBP services.	Satisfying

	c. Inaportnet Services provide clear directions so they are easy to understand user.	The Inaportnet service makes it easier for users to carry out the ship service process because in every form of service directions or instructions are given to the user to complete the process, for example if there are requirements that have not been uploaded then the data cannot be sent or processed so the user must complete the requirements first and upload them in file form on the Inaportnet service. For new users it takes approximately one week to understand how to operate the Inaportnet system properly and Correct.	Satisfying
2.	**Keakuratan (Accuracy)** a. Inaportnet services provide precise and accurate information for users.	Information related to ship and goods services is in accordance with user expectations and is accurate according to what has been processed by the user.	Satisfying
	b. The information presented is in accordance with user needs.	To obtain information, monitor/monitor the ship service process being processed, you can use the Inaportnet monitoring system that has been provided.	Satisfying
	c. Inaportnet services provide up to date services.	The Inaportnet service provides new or upgraded information, for example with the LKK (Ship Departure Report and manifest reporting).	Satisfying
3.	**Ease Of Use** a. Web addresses are very easy to find on every search site (eg: Mozilla Firefox, Google Chrome).	Inaportnet is a single system in the form of a network/web so it doesn't require a special application to access it, users only need to search on search sites such as Google Chrome, Mozilla Firefox or others.	Satisfying
	b. Inaportnet services can save users in terms of time, costs and energy.	With the Inaportnet service, users find it easier to carry out the ship service process. Users do not need a day to carry out the ship departure process, if the network supports it and everything If the document is ready, it won't take long Clearance process. Besides shorten the time, Inaportnet also reduces costs, not many companies incur transportation costs for internal employees Clearance management due users can do clearance just by sitting on in front of a laptop or computer as well not too much take out the inner paper Clearance application process	Satisfying

	c. Inaportnet services may experience interruptions.	Inaportnet services may experience disruption due to updates, this can occur within 1-2 hours at most. Apart from renewal, maintenance can also occur within a maximum of 4 hours, but this rarely happens, maybe once a month. In this case, the person responsible is the central party. Usually before carrying out updates/maintenance there is a circular first to notify you that there will be an update to the system.	Satisfying
	d. Inaportnet services can be accessed from PCs, tablets to mobile phones.	Inaportnet services can be accessed via laptops, computers or cellphones, making it easier for users to access them anywhere and anytime as long as they bring the electronic device and network. which allow.	Satisfying
4.	**Form Aspects (Format)** a. The appearance design of the Inaportnet service is less attractive.	Users feel less interested in the appearance or page design of Inaportnet because the logo design is simple.	Not Satisfying
5.	Timeliness (Timelines) a. The process regarding the issuance of the Sailing Approval Letter is still not efficient.	According to users, in the process of issuing a Sailing Approval Letter the exact time cannot be ascertained, sometimes it can be fast and it can also take a long time, but if the departure documents are complete then the Clearance process can take 1 hour to complete. It can be seen that it is not in accordance with Service Standards because it can still be fast or late. This is not just caused by the system, but for example, there are officers who are less responsive so they have to wait until the application is approved	Not Satisfying

2. Obstacles for Inaportnet Service Users at PT. Indonesian Maritime Penascope Palembang Branch

Based on research results obtained from interviews with Inaportnet service users at PT. Penascop Maritim Indonesia Palembang Branch stated that there were several obstacles experienced by Inaportnet service users in carrying out the ship service process, namely, firstly, the quality of service was still lacking, in fact, by using the Inaportnet system, sometimes services were still found that were not in accordance with the wishes of service users. The second is network disruption, apart from slowing down work, disruption to the network will cause losses to Inaportnet service users, thereby slowing down the processing of permits for a ship. Third, namely science and technology which is still lacking, shipping agents who do not know how important science and technology are will find it difficult to carry out online services based on Inaportnet, because all Inaportnet services are connected directly to the internet system and computer technology. Fourth, the procedure for using it is complicated. For

beginners, using the procedure is an obstacle because there are many services in the application that have too many flows, causing confusion. Lastly, there is the problem of payment settlement, based on user experience in settling PNBP payments there are still delays which can affect the issuance of the Sailing Approval Letter. This can also be caused by network conditions or billing codes that have not been released.

CONCLUSION

Based on the description of the research results and discussion regarding user satisfaction of Inaportnet services at PT. Penascop Maritime Indonesia, Palembang branch, the author concludes that from the content aspect, accuracy aspect and user-friendliness aspect, satisfactory results were obtained and really helped agency companies in the ship service process with the Inaportnet service provided by the Harbor Master's Office and Class II Palembang Port Authority. However, aspects of form and timeliness need to be considered so that the system can be more comfortable, efficient and in line with user expectations.

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