

# Task Technology Fit and Information Quality System through the Study of Naturalistic Research Characteristics Education in PPMD Gontor

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**Abstract.** The purpose of this study is to discern the direct or indirect influence of Task Technology Fit, System Information Quality through the study of the characteristics of a research at Gontor Modern Islamic Boarding School (PPMD). Using a sample of students in the PPMD Gontor Putra 3 Kediri, East Java. Sampling of purposive sampling totaling 50 respondents, carried out through the management of the characteristics of naturalistic arts education and culture. Research planning, which is a research program containing outlines, is carried out from questions to the final data analysis. This research is contrary to the assumption that social reality is unique, complex, and multiple, meaning that the research is the right approach to reveal the phenomena in the PPMD Gontor environment. The test results prove that Task technology, fit system quality has a significant influence on the naturalistic characteristics of education. Naturalistic research from concrete detailed observations on empirical social reality, so that grounded theory is built. Subsequently developed into substantive theory, middle-range theory, formal theory, finally became a theoretical frame work. This research wants to gain an understanding of educational management efforts related to Information Quality System but in collaboration with the characteristics of naturalistic theories of education.

## 1. Introduction

Research examined in this study has the aim to describe, study, analyze, modify data and facts so as to obtain a picture of the influence of task technology fit, system quality and information quality through the study of research characteristics and assimilate them with Islamic teachings in Islamic Boarding Schools in Dontalam Gontor. , focus on PPMD 3 Putra in Kediri, East Java. This is also done with a planning perspective using a naturalistic inquiry approach, which is a research procedure that produces descriptive data in the form of written or oral words from people and observable behavior . This research approach is also called natural Published by CV Publishing Sukawening Ciwidey Bandung naturalistic approach because the research field situation is natural or, as is, and not manipulated (Lincoln and Guba. 1995: 1889).



The social situation chosen for this is the situation of the Task Technology Fit, System Quality and Information Quality system through the study of the characteristics of educational management research in activities carried out by students with the guidance and study of experts / clerics / stakeholders in a coordinated activity of integrity. Therefore this research emphasizes aspects related to the development of one of the strategic management studies of Extracurricular activities in the Gontor Darusalam Modern Islamic Boarding School, one of which is in the book "Laskar Santri Seni Budaya Gontor" (Rosa ATR, 2018) which based on :

- The Naturalistic Study revealed by Lincoln & Guba (1985: 39-42) consists of fourteen characteristics, namely: (1) Natural setting (natural context); (2) Human instruments (human beings as instruments); (3) Utilization of tacit Knowledge (utilization of unspeakable knowledge); (4) Quality methods (qualitative methods); (5) Purposive sampling (purposive sampling); (6) Inductive data analysis (inductive data analysis), (7) Grounded theory, (8) Emergent design (design is temporary), (9) Negotiated outcomes (results are negotiated and agreed between researchers and respondents), (10) Case Study reporting mode (11) Idiographic interpretation (idiographic interpretation in the sense of special applicability, (12) Tentative application) (13) Focus on Determined Boundaries (context-focused bonding), (14) Special criterion for Assessment of trust worthiness (criteria of trustworthiness).
- Assessment of Task Technology Fit (TTF) The quality of information in education management through naturalistic research according to some experts measured based on research by Ali and Boujelbene (2013) are: (1) Helping to get accurate information (2). Provide relevant information; (3). Help provide the right information in a short time; (4). The information contained in the computer is updated regularly and in a timely manner; (5). Can improve the quality of work; (6). Can find complete information if needed; (7). Enough to get the job done; (8) Can be accessed easily; (9) It's easy for you to get; (10). Save time in completing work
- Based on education in the era of the industrial revolution 4.0 through the study of the classification of aspects and the direction of research development based on research by Hoedi Prasetyo and Wahyudi Sutopo, namely: Standardization, modeling; Communication network, safety and security; Resource; Law; Resource efficiency; CPS technology; Smart Factory; Business; Work Design; Service; management and organization; Product and end engineering.

## 2. Theoretical Review

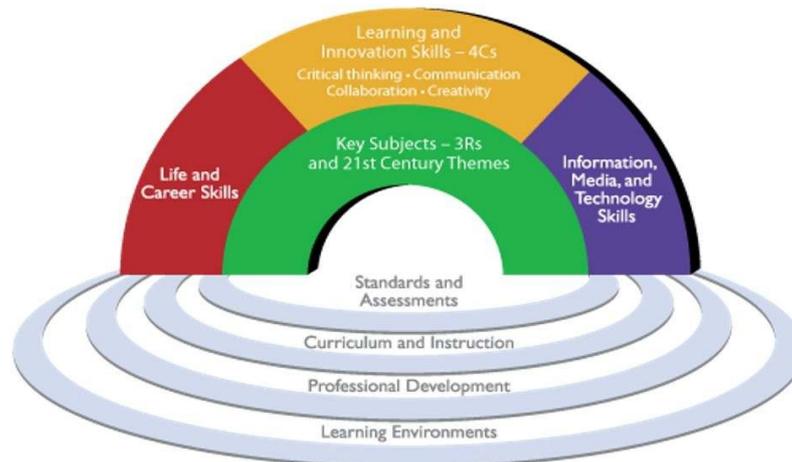
The First, Task Technology Fit (TTF) is the suitability of technological capabilities for the needs of the task at work, namely the ability of information technology to provide support for an activity (Dishaw et al, 2002). The TTF model has four key constructs namely task characteristics, technology characteristics which together affect the construct of three TTFs which in turn influences the outcome variable, namely performance or utilization. The TTF model posits that information technology will only be used if its functions and benefits are available to support user activities. A theoretical framework is established in information systems research that enables the investigation of issues of fit of technology for tasks as well as performance. One significant focus of the TTF has been on individuals to assess and explain the success of information systems and the impact on individual or group performance (Goodhue & Thompson, 1995).

TTF is concerned with the extent to which technology meets the requirements related to the tasks of a construction that is conceptually related to TAM (technology acceptance model) builds on what users feel. TTF can provide guidance for technology or task design. TTF explores the relationship between individual tasks and profile technology fit by measuring user performance and technology utilization. Task Technology Fit (TTF) is a correspondence between tasks, individual or group abilities, and technology functions. This means that the ability of individuals to complete these tasks is supported by the function of technology. Teoti TTF holds that information technology has a positive impact on individual performance and can be

used if technological capabilities information matches the tasks that must be generated by employees (Furneaux, 2006). Task Technology Fit (TTF) is a theoretical framework established in information systems research which allows investigation of the issue of fit of technology for tasks as well as performance or activities.

Second based on Education Management in the Industrial Revolution 4.0 era, it has introduced flexible mass production technology (Kagermann et al, 2013). The machine will operate independently or coordinate with humans (Sung, 2017), an approach to control the production process by synchronizing time by integrating and adjusting production (Kohler & Weisz, 2016). Furthermore, Zesulka et al (2016) added, education in the industrial revulsion 4.0 era was used on three interrelated factors namely; 1) digitalization and interaction of education, economics with simple techniques leading to economic networks with complex techniques; 2) digitization of products and services; and 3) new market models. "Hermann et al (2016) added, there are four industrial design principles 4.0. First, interconnection (connection), namely the ability of machines, devices, sensors, and people to connect and communicate with each other through the Internet of Things (IoT) or the Internet of People (IoP). This principle requires collaboration, security and standards. Second, information transparency is the ability of information systems to create virtual copies of the physical world by enriching digital models with sensor data including data analysis and information provision.

Third, technical assistance which includes; (a) the ability of an aid system to support people by consciously combining and evaluating information to make the right decisions and solve urgent problems in a short time; (b) the ability of the system to support humans by performing various tasks that are unpleasant, too tiring, or unsafe; (c) includes visual and physical assistance. Fourth, decentralized decisions which are the ability of virtual physical systems to make their own decisions and carry out tasks as effectively as possible. Simply stated, the principle of education in the industrial era 4.0 according to Hermann et al (2016) can be described as follows.



**Figure 1.** *Core Subject 21<sup>st</sup> Century Skills* (Trilling dan Fadel, 2009)

The elements that interact in the chronosystem must integrate the focus of the industrial era 4.0, namely, physical, digital, and biological. Existing elements in education as part of the chronosystem must strengthen the new literacy movement (digital literacy, technological literacy, and human literacy). Strengthening was done to provide added value and competitiveness of educational graduates in the industrial era 4.0. Interaction and integration between elements with the content of Education in the industrial era 4.0

### 3. Assessment Method

The aspects that will be examined through this research are those that relate to the actual situation in the Gontor Islamic Boarding School, and efforts to improve the quality of education, quality development through the activities of the students and students with a planning approach in the analysis of essential Muslim personalities. These aspects include; basic framework of scientific planning, curriculum planning foundation, analysis of internal external environmental factors that influence the management of education. Strategic steps in the journal and research guidelines and a description of the planning concept at the Darusalam Gontor Modern Islamic Boarding School.

Thus in this research approach using procedures that produce descriptive data in the form of words written or spoken from people or behaviors that can be observed about the influence of task technology fit, system quality and information quality through the study of naturalistic characteristics of research in order to know the data holistically by the researcher blends in with the object directly. With this, it is expected to know the ins and outs of the field and write it down in research data while analyzing it descriptively, meaning that this research's main objective is to explain what it is or what was at the time of research. And in a negative way, it means that from the phenomenon of one place and another place it is generalized to become a general phenomenon. The approach used is the study of various definitions and framework models as well as mapping and analysis of a number of publications

Some information technology-themed publications are sorted according to research methods, aspects of studies and industry. The results of the study show that the study of characteristics has fourteen aspects. Judging from the research methods, most research is done through descriptive and conceptual methods. In terms of aspects, the aspects of activities and technology are the focus of the researchers' research. Judging from the field of industrial application, most research is carried out in the field of education. Judging from the amount, research related to information technology experiences a significant upward trend. This article is expected to be able to give an idea of the influence of task technology fit, system quality and information quality through the study of naturalistic characteristics in the Industrial Revolution 4.0 era, developments and research potential within.

### 4. Discussion of Study Results / Research Study

First, the results of the research on aspects of the Task Technology Fit (TTF) assessment based on Ali and Boujelbene (2013) in Islamic religious institutions namely the Gontor Modern Islamic Boarding School in Extracurricular (Exschool / Arts and Culture) Islamic management activities are as follows:

**Table 1.** the results of the research on aspects of the Task Technology Fit (TTF) assessment

No	Variable / Dimension	Indicator	Research
1	Helps get accurate information	Quality system has an influence on the user performance of students in PPMD 3 Putra Kediri. The test results prove, system quality has an influence on the user	The performance of the students can increase the system quality will be followed by an increase in user performance in extracurricular activities (Science, arts and culture) that exist. If the quality of the system is high quality, it will directly increase the user performance of the students' performance in various activities carried out. .

2	Provide relevant information;	Reliable system quality "has the highest value compared to other indicators	The quality of the system used can be trusted, shown by the data needed by the students in various activities that are always updated and implementing cybercampus to facilitate the connection between the students and the campus. Updating data from each of the students shows the high user performance in PPMD Gontor Putra 3.
3	Help provide the right information in a short time	The quality system has an influence on the user performance of the students in PPMD for 3 sons of Kediri through perceived usefulness	It means that it has a smaller value than the direct effect of system quality on the user performance of students. The relationship of quality system to the students' performance of students through perceived usefulness is a partially mediated relationship.
4	The information contained in the computer is updated regularly and on time	The test results prove, perceived usefulness cannot mediate the relationship between system quality and user performance of students. Perceived usefulness has not been able to mediate the relationship between system quality and user performance	The low perceived usefulness is caused, basically already has a computer system but has not been connected between parts. The existence of a cybercampus system makes it easy to connect between sections in PPMD Gontor 3 Kediri ...
5	Can improve the quality of extracurricular activities in other fields	Measurement of the quality of information systems is a multi-dimensional process that focuses on extracurricular activities in education management (Science, Arts and Culture) in the Islamic Perspective	This is because the system has many aspects such as aspects of the system, aspects of quality and other aspects related to technical problems. However, several studies have examined the benefits and use of the system and efficiency.
6,7	to complete work in activities. Can be accessed easily	on different aspects, Generally speaking, size the quality of the system concentrates on the specifications of the target system.	This means that from the users of the information system to be able to work better their effectiveness in accessing information in the Pondok environment.
8,9,10	Save time in completing work	Several studies have used reliability, response time and ease of use as mentioned in various studies to support the improvement of performance / activities	

Secondly, the results of the research study are based on the Naturalistic aspects (Lincoln & Guba (1985)) in Islamic education institutions, namely the Gontor Modern Islamic Boarding School Campus in Extracurricular (Exschool / Arts and Culture) Islamic management activities, including the following:

**Table 2.** The results of the research study are based on the Naturalistic aspects (Lincoln & Guba (1985)) in Islamic education institutions, namely the Gontor Modern Islamic Boarding School

No	Variable / Dimension	Indicator	Research
1	Natural setting (natural context);	Planning (Planing): program plans and strategic plans; monitoring / supervision plan and Evaluation Plan., related to the development of various Extracurricular Activities carried out by students in the PPMD Gontor 3 Putra Kediri environment - a context of wholeness (entity) where phenomena can only be captured and understood in their meaning and cannot be released from the context-	The students at Gontor PPMD, can integrate all the existing educational management components, the Science, Charity, and Faith can synergize with management education (science, arts and culture) as education outside the learning curriculum that is as extracurricular activities / Exschool, which all managerial (from planning, organizing, implementing, evaluating, monitoring, yielding, reaching infrastructure, budgeting, staging, collaboration, collaboration, information, publications and others) is carried out by santri. The students are able to carry out all extracurricular activities that are very speculative to foreign countries received various awards and honors from various countries
2	Human instrument (human as an instrument)	Making media for research; Making devices for data retrieval; Make observation guidelines; schedule activities, analyze data; interpretation of data and designing models and techniques needed in the field This is done because humans are able to adapt to a variety of reality meanings, and capture meaning while other instruments such as tests and questionnaires will not be able to do it.	In line with the purpose of education in PPMD Gontor is the realization of the ideal values desired and generated from the educational process. The ideal value is reflected in the personality of the educational output. Education includes a part of normative science; aspire to noble values and which are considered good by a person and and society. Good norms and values, and those reflected in the formulation of educational goals. These norms and values are the basis of how educational goals are formulated.

- 3 Utilization of tacit Knowledge Implementation (Action): (1) Orientation and socialization with top management and all components of education (HR and other resources related to research objectives, (2) Observing the activities of students / students and teachers during learning, (3) Taking response data students towards the use of theory to be developed Collecting data, Processing and Analyzing data, Using SWOT analysis; Setting Decisions / Policies, Setting Goals, Setting Programs, Setting Strategies, Involving all Civitas
- 4 Quality methods Evaluate: all activities are described in analysis, trials, Implementation of Research Activities; Documentation of data on research results Research, reflection and analysis reporting programs are carried out after data collection, the results are used to answer research problems, and draw conclusions.
- 5 Purposive sampling Supervision; Goal Setting, Swot Analysis; Strategic Plan; Action Plan; and Quantification (quantitative quantification, figures to be achieved, both quantitative data of substance, and costs required. Metrics in the Action Plan are added to the cost column to
- It is possible to reveal things that are unsaid. Naturalistic nature that can enrich the things expressed by respondents. Gontor Modern Islamic Boarding School is a Miniature of Islamic Society: A mini society consisting of students, teachers, and caregivers / clerics. This is a real small society. In the pesantren tradition, students are the subject of the educational process, they organize their own lives (self government) through various activities, creativity, and social interactions that are very important for their education. Religion 100% General 100%: There is no dichotomy between the science of religion and general science, because the orientation of education and teaching is the cultivation of aqeedah as a principle, studying as worship, and society as a charity.
- The naturalistic nature prefers qualitative methods to quantitative ones because it is better able to uncover multiple realities, is more sensitive and adaptive to the patterns of values encountered. Strategies that are implemented to be more presentative can be described in exploring other aspects related to development in Educational Management Islamic Science, Arts and Culture in Muslim people through a study / tool of the Spectrum Analysis Spiral Dynamics System that is able to leverage deeper for the advancement of Islamic-based education and other general education especially those in Indonesia
- Naturalistic research avoids random sampling, and suppresses the possibility of deviant cases. So that it can integrate all existing educational management components, the Science, Charity, and Faith can synergize with arts and culture

- measure the activities being carried out; compare standards with reality; correct deviations from corrective actions.
- education as education outside the learning curriculum produces Gontor Modern Islamic Boarding School graduates at the center or in branches spread throughout Indonesia, able to print resources Muslim-believer human power is highly virtuous, knowledgeable, free-minded, multi-talented in science, arts and culture, and devoted to the ummah, nation and country towards the inner and outer well-being of the world-hereafter, in harmony with the balance of theory / concept of analysis as integrated Muslims as a whole.
- 6 Inductive analysis data Implementation, Appointing Staff: The Research Team made several HR related parties, in this case informants from the Islamic Boarding School and the local community for the wealth of data collection from the workforce needed by the organization, to achieve the stated goals. Through withdrawal, selection, placement, training, development and control in an appropriate and effective manner. As a determining factor in the activities of this Research to achieve its goals. Able to boost and various aspects of society as a da'wah through Science, Art and Culture which have been recognized by all nations which is amazing. Various programs are supported by the presence of students in pesantren for 24 hours.
- 7 Grounded theory Communicating and evaluating, including: (a) To obtain input as material for consideration in data collection and decision making; (b) To support the effectiveness and efficiency of work (c) To obtain facts about hardships and avoid situations that are not conducive; (d) To increase the support of interested parties with a comprehensive economic cooperative education (effective and efficient); The naturalistic nature is more directed towards the preparation of theories raised empirically, not built a priori. A priori generalization is good as a nomothetic science, but it is weak to be able to fit in an idiographic context, boarding schools have applied an adequate environment for the betterment of Muslims, as well Pondok Modern Darussalam gontor. Pondok Modern Darussalam gontor and reformer was born as an alternative system of education in Indonesia rigid. that is, by integrating the public education system and the salafi education system. It is from this unified system that the birth of a civilization plays a role and serves the destiny of the people and the nation

- 8 Emergent design Describing the impact and provide solutions on issues of implementation guidance program of extracurricular activities in promoting, developing the characteristics Pupils using the principle manajeen Theory and Education (Science, Arts, Culture} in the Islamic perspective
- Naturalistic research tends to choose temporary arrangement of design rather than construct it a priori, because multiple realities are difficult to frame. In addition, it is difficult for researchers to pre-empt what is in the field and because many associated value systems and their interactions are unexpected. Formulate, promote and determine the basis for the development of the management of Science, Art and Culture of Islam, namely the foundation of educational philosophy that examines the problems of Islamic education in particular that exist and represent PPMG Gontor found in Indonesia.
- 9 Negotiated outcomes Organizing data, getting data directly from the subject through in-depth interviews, where the data is recorded assisted by other stationery. Then the transcript is made by changing the interview results from the recorded form into written form verbatim. The data that has been obtained is read over and over again so that the writer understands the correct data or results that have been obtained.
- This is done to avoid misinterpretation of the data obtained because the respondent understands the context more than the researcher. Schools struggle with the culture and values of foreigners in Indonesia a milestone in defense of Islamic values that began to be affected by foreign culture.
- 10 Case Study reporting mode Looking for an alternative explanation for the data after the connection between the categories and data patterns with assumptions materialize, based on the conclusions that have been drawn from the relation, need to look for alternative explanations neighbor conclusions have been obtained
- From the results of the analysis, it is possible that there are things that deviate from the assumption or have not been thought of before. At this stage, it will be explained with other alternatives through references or other theories. This alternative will be very useful in the discussion section, conclusions and sara prefers the case study report mode, because thus a description of the multiple realities that emerge from the interaction of researchers with respondents can avoid obscurity. Such reports can form the basis of the transferability of other cases.

- 11 **Indiographic interpretation** Writing research results writing subject data that has been successfully collected is something that helps to re-check whether the conclusions made have been completed, the percentage of data obtained is, writing research data based on in-depth interviews and observations with the subject and significant other, read over and over times, then analyzed, so that a description of the experience of the subject is obtained. Furthermore, it is carried out as a whole interpretation, in which all conclusions are drawn from the research results.
- Not nomathetically (nomothetic in the sense of looking for laws of general validity), because different interpretations seem to give more meaning to reality that is different in context including empowering students with broad knowledge and insight, teaching moral truth and intellectual truth and developing the potential of students to have power spiritual, self-control, personality, intelligence, noble character and skills that are free and open. The liberal education curriculum is taught at KMI Gontor which covers all the basics of historical, social, literary, Arabic and English grammar, mantiq, arithmetic, natural sciences, life sciences, geometry, arts and culture and has a harmonious and balanced love.
- 12 **Tentative application** Gontor Islamic Boarding School which is the focus of the research by examining the management of value systems, to increase the support of stakeholders with education. (Comprehensive character building integrated kaffah).
- By taking focus the whole bond is not removed and its existence is maintained in context; not released from its local value system. Diagnose / identify and evaluate needs through strengthening the Islamic art and culture foundation depicted on the substance, in order to be able to design and make guidelines / models / references as models and social engineering, both micro and macro that can be utilized by Islamic religious education institutions and general education institutions in integrated and Kaffah
- 13 **Fokus Determined Boundaries** Pengelompokan berdasarkan kategori, tema dan pola jawaban. Pada tahap ini dibutuhkan pengertian yang mendalam terhadap data, perhatian yang penuh dan keterbukaan terhadap hal-hal yang muncul di luar apa yang ingin digali. Berdasarkan kerangka teori dan pedoman wawancara, tim riset menyusun sebuah kerangka awal analisis sebagai acuan dan pedoman dalam mekukan coding
- One important challenge faced by humans is how to manage a value of his life which plays a central role in the development of its resources. Having quality in life and minimum life can provide the best (psychological, socialist, integrated knowlage, science) that exist in humans is expected to have interconnection Hadlarah al-nash, hadlarah al-Ilm and Hadralah al-philosophy which is the value of

- kasalehan that integrates human beings social sciences, humanities science and technology, and also can not be separated from the value of integrity and hadlral al fasafah (emancipatory ethics). The three domains are a combination of the values of Faith, ilmu and Amal (Science, Art, Culture and Love) which are united in human beings are the spirit of building an integral personal or a kaffah Muslim (Qs.Al-Baqarah (2): 208)
- 14 Special criteric for Assessment of trust worthiness
- Test assumptions or existing problems of data. After the data pattern categories are clearly drawn, the data is against the assumptions developed in this research. At this stage the categories that have been obtained through the analysis are reviewed based on the theoretical basis that has been described so that it can be matched if there are similarities between the theoretical basis with the results achieved. Although this research does not have a certain hypothesis, from the theoretical basis can be made assumptions about the relationship between the concepts and factors that exist in the teaching slogan in PPMD Gontor.
- The criteria of trustworthiness in positivistic research distinguish four criteria of trustworthiness, namely: internal validity, external validity, reliability and objectivity. Educational orientation in Gontor is social, simplicity, regeneration, and more than that is worship thalabul ilmi which has Instrumental Values Instrumental Value in Gontor PPMD are values that are constructed from the abstraction of various concepts, thoughts, and the motto of the founders of the pesantren. The spectrum of values is accumulated into institutional philosophy and motto, educational philosophy and motto, and philosophy and motto of learning, orientation, and synthesis (Syukri Zarkasyi, 2005: 4-5). The description of each of these values can be seen in the following exposures: Institutional Philosophy Modern huts stand on and for all groups; The lodge is a battlefield, not a place to make a living; The hut belongs to the people, not the kiai's. Educational Philosophy What is seen, heard, felt, and experienced by students every day must contain elements of education; High-minded, able-bodied.

## 5. Conclusion

This article presents the results of a research study on the aspects and direction of the development of the Laskar Santri Gontor research book (Rosa, ATR, 2018). Based on the results of R&D studies, ten aspects are found in Naturalistic studies. Publication data searches have been carried out to find out the direction of the research development. Judging from the research methods, most research is done through descriptive and conceptual methods. In terms of aspects, business and technology aspects are still the focus of the researchers' research. Judging from the field of industrial application, most research is carried out in the field of educational management. In terms of numbers, research related to education experiences a significant upward trend. These results indicate that the current educational research position is at the stage of concept maturation aimed at making the concepts related to education management globally not only in developed countries but also developing countries. As the concept of education in the world is maturing globally, research with applied and empirical methods is predicted to be increasingly developed to answer the challenges of the realization of Industry 4.0 technology. Research with aspects of business and technology studies in the field of education management is predicted to be the focus of development direction.

The prediction results encourage academics to further enhance collaboration with the education industry. The pattern of cooperation between academia and industry is very much needed to accelerate the realization of education in the 4.0 revolution era. The trend of increasing the amount of research each year is proof that academics are beginning to direct the focus of their research on educational science. This condition needs to be considered by the world of education, especially in developing countries so that they are immediately responsive to the changes that occur and prepare their resources in order to deal with Industry 4.0 trends. On the other hand, Industry and education are predicted to have negative impacts, especially from a social and economic perspective (Bonekamp and Sure, 2015). This impact is particularly vulnerable in developing countries where the level of social and economic inequality is still relatively high. Going forward, research related to the impact of the application of the education industry in the 4.0 revolution era also needs to be increased so that the adverse effects of its presence can be overcome. The findings of this research study indicate that there are many research opportunities related to new business models that will emerge due to the application in the education industry especially the application of smart factory and CPS technology education. Efforts to standardize have also been pursued, one of which is by Mazak and Huemer (2015) which aims to build a standard framework for the process of education management both internally and externally. Thus integrating religion, science, art, culture, Vocational Knowledge, life skills, operational skills and Value Skills. Strategic steps in management at PPM Gontor based on the characteristics of the principles of strategic management are: (1) carrying out external analysis, needs and context analysis; (2) formulating the vision and mission of the program and the objectives of integration-interconnection); (3) creating a Public Relations Strategy in Building a Visionary PPMDG with a clear and measurable Vision and Mission both direct and indirect influence on Task Technology Fit, Information Quality System through the study of the characteristics of the research.

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