ABSTRACT

In the increasingly intense and dynamic competition era today, information system plays a strategic role in fostering corporate competitiveness. One of the ways is by integrating an information system into a form of Enterprise Resource Planning (ERP). However, many companies failed in implementing information system, whereas an implementation of information system is an expensive investment and spends lots of company resources. Therefore, companies strive to conduct an evaluation on the implementation of the information system they use.

To meet the business need of a measuring instrument of the success of an information system, researchers are continually developing information system measurement model, one of them was developed by DeLone and McLean. Based on literature review, DeLone and McLean's information system success model is an appropriate model to measure the success of an information system, where user satisfaction is the proxy of the success of an information system. According to Jogiyanto (2008:2), DeLone and McLean's model is a parsimony model, i.e., simple and valid.

Data collection was carried out by spreading questionnaire to 195 valid respondents, and data processing was conducted by an aid of SmartPLS 3.0 tool. In this research, it is known that Enterprise Resource Planning (ERP) information system's user satisfaction in this model could be explained by the system quality, information quality, and service quality by 60.5% with the ranking of influences from the greatest was information quality (path 0.361), system quality (path 0.260), and finally service quality (path 0.253). In addition, the net benefits of implementing an Enterprise Resources Planning (ERP) information system, both the benefits for individuals as well as benefits for the company, could be explained by user satisfaction variable in the amount of 61.8%.

Keywords *: Information System, Enterprise Resources Planning, DeLone and McLean's Information System Success Model*