

ABSTRACT

ANALYSIS OF THE INFLUENCE OF ERP SYSTEMS ON EMPLOYEES PERFORMANCE AT PT. TIKI JALUR NUGRAHA EKAKURIR BANDUNG USING MODEL OF INFORMATION SYSTEM SUCCESS

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This research aims to find out what factors affect the performance of employees at PT. JNE.

JNE is a company engaged in the field of shipping and logistics based in Jakarta, Indonesia with its official name is Tiki Jalur Nugraha Ekakurir. The current PT. JNE have information system that managed transactions and information delivery that is called ERP MyOrion. Before using MyOrion, JNE do the whole transaction process manually so that business processes become ineffective and inefficient. Evaluation of a system on the companies that have implemented ERP system is indispensable to improve the performance of the system. The evaluation was also carried out to know the performance, effectiveness, service systems, and measure the success of the implementation of such a system.

In this study, the evaluation using model of information system success. This type of research is descriptive research with quantitative approach. The primary data sources come from the spread of the closed questionnaire which contains 23 questions using Likert scale with 5 alternative answers. The population in this research are all employees of PT. JNE that working in Bandung, and a sample taken from an employee that using ERP system MyOrion. The data obtained are then processed using the software SmartPLS.

Based on the analysis of data obtained the following results:

Factor quality system and service quality have a positive affect towards user satisfaction, while information quality do not affect positive toward user satisfaction. Factors of information quality, service quality and system quality has no effect towards use. Factors use (usage) and user satisfaction have a positive effect on performance.

Keywords : Model of information system success, JNE, MyOrion, performance.