

ABSTRACT

One of the domains of digital transformation is information systems. PT. Serasi Logistik Indonesia has implemented an information system in its business processes called the Warehouse Management System (WMS)-Selog. However, during the implementation process, no one has analyzed the success of implementing WMS-Selog on employee work performance. The main purpose of this study is to analyze the successful implementation of the WMS-Selog information system implementation on the work performance of its employees. This research is quantitative research by adopting a modified Delone & Mclean information system success model to measure the success of the WMS-SELOG information system. The variables used are System Quality, Information Quality, Service Quality, Usage, User Satisfaction and for the net benefit variable using worker performance. The data obtained were 159 respondents based on the questionnaire screening as WMS-SELOG users. The data is processed first with Structural Equation Modeling (SEM) using Smart PLS version 3.0. The results obtained are the system quality variable and the information quality variable have no significant effect on the user satisfaction variable. However, the service quality variable on user satisfaction has a positive and significant effect. Meanwhile, the three types of quality have a positive and significant effect on job performance through the use of variables. So, with this study, it is hoped that there will be improvements made by the manager on an ongoing basis on the quality of the system and the quality of information from WMS-Selog.

Keywords — DeLone and McLean IS success model, Warehouse Management System (WMS) , System Quality, Information Quality, Service Quality, Job Performance