Analisis dan Pengkajian IT Readiness TRI 2.0 PT XYZ dalam Penggunan International Forwarding Management System

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Abstract

The development of technology at this time is undergoing rapid changes and makes people have to adapt. One of the activities of Freight forwarding is document management in this case the company utilizes a management system to facilitate business processes. This research chose a case study of the use of the IFMS system because its use is still relatively new, so analysis and assessment are needed to determine the level of readiness to adopt new technologies. The measurement method used in this study used the Technology Readiness Index (TRI) model. This study used 9 respondents in PT Logictics as a sample. After the data was collected, data analysis was carried out with a TRI value test. The departments carried out by the TRI assessment are the *Finance and Accounting*, Sales, Customer Service Operation, and Management departments. The TRI value test in the *Finance and Accounting* department of 3.25 was in the Medium Technology Readiness category, the TRI value of the Sales department of 2.84 obtained a readiness level in the Low Technology Readiness category, in the TRI value test in the Customer Service Operation department 4.31 was in the High Technology Readiness category and in the TRI value testing that had been carried out in the Management 3.06 department was in the Medium Technology Readiness category. The TRI value obtained is the level of employee readiness in the use of the IFMS application.

Keywords: IT readiness, technology readiness index (TRI), Management Information IFMS, Freight Forwading