ABSTRACT

Study on Information Quality and User Satisfaction in the Implementation of Human Resources Management Information System at National Land Agency Republic of Indonesia

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This study was accomplished to analyze the information quality and user satisfaction including factors influencing the overall satisfaction in the implementation of Human Resources Management Information System at National Land Agency Republic of Indonesia. A good information quality and service quality of information system in the implementation of human resources management information system is expected to be able to provide user satisfaction. This study was conducted using analytical description and survey method with end user in human resources management information system at National Land Agency Republic of Indonesia. The information systems quality assessment replicating Kettinger and Lee’s USISF/SERVQUAL combination. This concept is combining measurement of information quality and service quality information system and user satisfaction that involved some aspect, namely: time, content, and form aspect to information quality. Reliability, service of information product, and support aspect to service quality of information system, and information quality, service quality of information system, support of service information product and product of information delivery aspect to user information satisfaction. And last, the overall satisfaction levels are measured by four satisfaction indicators at human resources management information system. The data were analyzed using structural equation model (SEM) approach with LISREL software, diagonal split analyze and customer satisfaction index. Results of the study show the correlation between information quality, service quality information system and user satisfaction. Every attributes of this model give positive contribution at each dimension for service quality and user satisfaction. The analysis result on this study showed that the overall satisfaction were influenced by time dimension and support dimension. The overall satisfaction could be improved by time period and brainware aspect. It is recommended that National Land Agency to improve the overall satisfaction in human resources management information system and needs to change paradigm, culture and behavior of organization to face the growth of information technology.

Keywords: Human Resources Management Information System, National Land Agency Republic of Indonesia, Information Quality, User Satisfaction, Diagonal Split Analysis, Customer Satisfaction Index, Structural Equation Model.