SUMMARY

BAYU DEWANTORO. 1Office Integration System Evaluation Using Adaptation DeLone and McLean Success Model: (Case Study 1Office System at PT Grundfos Indonesia). Supervised by IRMAN HERMADI and JOKO RATONO.

In line with the development of the Information System and its use in communication technology, a communication system was introduced that can be integrated with information systems, namely IP-based communication technology. IP PBX or Internet Protocol Private Branch Exchange is a PABX that uses IP (Internet Protocol) technology.

PT. Grundfos Indonesia is a company that has implemented an IP PBX communication system along with the facilities needed such as: Voice mail, Voice Conference, Video Conference, Contact Center, and other features considered necessary and in accordance with the needs of PT. Grundfos Indonesia. The system that has been implemented is also integrated with one of the information technology applications, namely Customer Relationship Management. All system integration is named 1Office. The background of the 1Office system implementation is due to the direction and instructions from the Grundfos Head Quarter as part of the rolled out and must be implemented in all Grundfos companies where local conditions in each country have differences such as: working culture, maturity of users, infrastructure quality, and language used. Therefore, it is deemed necessary to conduct an evaluation that focuses on the acceptance of users at PT Grundfos Indonesia against the 1Office system.

This study uses an adaptation of the DeLone and McLean model which is a popular model that focuses on successful implementation at the organizational level. DeLone and McLean model has 6 measurement variables: service quality, system quality, information quality, usage, user satisfaction and net benefits. This study uses a quantitative approach with questionnaires as data collection techniques, data analysis using SEM PLS (Structural Equation Modeling Partial Least Square) and purposive sampling of 60 users. The results showed that service quality has a positive effect on user usage and satisfaction, the quality of the system has a positive effect on satisfaction for users. Furthermore, user satisfaction has a positive influence on net benefits which is the effectiveness in using information systems and can have an impact on groups of users, organizations, suppliers and customers at PT. Grundfos Indonesia.

Keywords: Delone and McLean model, Grundfos Indonesia, SAP CRM, Skype for Business, Trio Enterprise, 1Office