Abstrak

Penelitian ini bertujuan untuk menganalisis faktor-faktor kesuksesan supply chain management melalui variabel *performance expectancy, effort expectancy, social influence, information quality, system quality, service quality, use, user satisfaction,* dan *net benefit*. Populasi penelitian ini adalah manajer dan setingkat manajer, dan karyawan atau staff yang bekerja pada PT. X, yang menggunakansupply chain management. Metode statistik yang digunakan untuk menguji hipotesis adalah Structural Equation Model (SEM) dengan bantuan software SmartPLS 3.0. Hasil analisa menunjukan dua dari dua belas hipotesis tidak berpengaruh positif signifikan, yaitu *social influence* terhadap *use* dan *use* terhadap *user satisfaction*.

Kata kunci: *performance expectancy, effort expectancy, social influence, information quality, system quality, service quality, use, user satisfaction,* dan *net benefit*.

Abstract

This study aimed to analyze the factors of supply chain management success through performance expectancy variables, effort expectancy, social influence, information quality, system quality, service quality, use, user satisfaction, and net benefits. The population of this studies were managers and managers' level, and employees or staff working at PT. X, which has used supply chain management. The method of statistic to test the hypothesis was Structural Equation Model (SEM) with SmartPLS 3.0 software. The analysis showed that two of the twelve hypotheses were not significant positive effect, social influence on use and use on user satisfaction.

Keywords: performance expectancy, effort expectancy, social influence, information quality, system quality, service quality, use, user satisfaction, and net benefit.