

**THE EFFECT OF INFORMATION SYSTEM UTILIZATION ON
INDIVIDUAL PERFORMANCE AT UNIVERSITAS ISLAM INDONESIA**

A THESIS

**Presented as a Partial Fulfilment of the Requirements to Obtain Bachelor's
Degree in Accounting Department**



By:

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Student Number: 14312338

INTERNATIONAL PROGRAM

BUSINESS AND ECONOMICS DEPARTEMENT

FACULTY OF ECONOMICS UNIVERSITAS ISLAM INDONESIA

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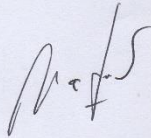
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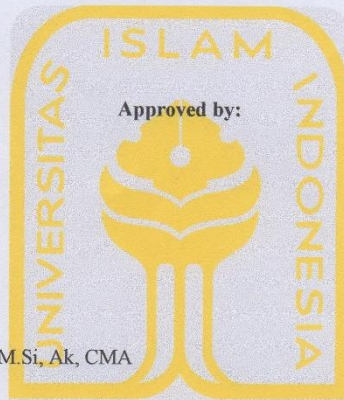
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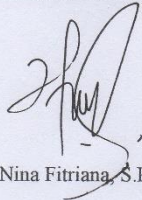


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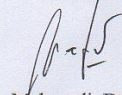
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DECLARATION OF AUTHENTICITY

Hereby I declare the originality of the thesis; I have not presented someone else's work to obtain my university degree, nor I have presented someone else's words, ideas or expectations without any of the acknowledgments. All quotations are cited and listed in bibliography of the thesis. If in the future this statement is proven to be false, I am willing to accept any sanction complying with the determined regulation or its consequence.

Yogyakarta, July 21th, 2018



Assita Multi Hasna

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ABSTRACT

This study has an objective to analyse and obtain empirical evidence whether there is effect of information system utilization on individual performance at Universitas Islam Indonesia. The effect that will be analyse are service quality, system quality and information quality towards user satisfaction and the effect of user satisfaction towards individual performance. In this research, the researcher using the structured questionnaire to collect the data. Moreover, the data that have been collected will be processed using SPSS statistic 21. The total sample of this research are 32 SAP user staff from 7 faculties in Universitas Islam Indonesia. Moreover, the researcher found that service quality, system quality and information quality have significant impact on user satisfaction, user satisfaction also has significant impact towards individual performance. This study shows that service quality, system quality and information quality are relevant for user satisfaction, and user satisfaction is also relevant for individual performance. Therefore, the SAP user staff in UII should focus on those 4 aspects in order to achieve optimal individual performance.

Keywords: service quality, system quality, information quality, user satisfaction, individual performance, information system, SAP.

ABSTRAK

Penelitian ini bertujuan untuk menganalisis dan mendapatkan bukti empiris apakah ada pengaruh dari penggunaan sistem informasi terhadap kinerja individu di Universitas Islam Indonesia. Pengaruh yang akan dianalisis adalah kualitas servis, kualitas sistem, kualitas informasi terhadap kepuasan pengguna dan pengaruh kepuasan pengguna terhadap kinerja individu. Dalam penelitian ini, peneliti menggunakan kuesioner untuk mengumpulkan data. Data yang telah dikumpulkan akan di proses menggunakan SPSS statistik 21. Total sampel dalam penelitian ini adalah 32 staf pengguna SAP dari 7 fakultas di Universitas Islam Indonesia. Kemudian, peneliti menemukan bahwa kualitas service, kualitas sistem dan kualitas informasi memiliki pengaruh signifikan terhadap kepuasan pengguna, kepuasan pengguna juga memiliki pengaruh signifikan terhadap kinerja individu. Studi ini menunjukkan bahwa kualitas servis, kualitas sistem dan kualitas informasi relevan untuk kepuasan pengguna, dan kepuasan pengguna juga relevan untuk kinerja individu. Oleh karena itu, staff pengguna SAP sebaiknya fokus pada 4 aspek tersebut agar dapat mencapai kinerja individu yang optimal.

Kata Kunci: *kualitas servis, kualitas sistem, kualitas informasi, kepuasan pengguna, kinerja individu, sistem informasi, SAP.*

CHAPTER I

INTRODUCTION

1.1 Background

The development of information technology in this era of globalization has an important role in helping human activities. Technological developments that exist today are in line with the desires needed by humans in general that are increasingly complex and dependent on information technology. According to Business Dictionary, information systems (IS) is a combination of hardware, software, infrastructure and trained personnel organized to facilitate planning, control, coordination, and decision making in an organization. The development of information system has closely related with accounting and useful for operational of an organization.

Accounting information system (AIS) is a formal process for collecting data, processing the data into information, and distributing that information to users. The purpose of an accounting information system (AIS) is to collect, store, process financial and accounting data and produce informational reports that managers or other interested parties can use to make business decisions. Although AIS can be done in a manual system, along with advances in the field of computer technology and information, today more accounting information systems have evolved into computer-based. Computer-based accounting information systems enabled financial reporting user to read financial reporting every time promptly and accurately. Use of software package in AIS, in the form of computerized accounting systems can improve organization abilities in accuracy, ease of use, reliability,

timeliness, content, format and satisfaction hence these factors matrix consist of various item device to increase management performance and data quality (Amiri & Salari, 2013).

According to Amiri & Salary (2013) the computerized accounting standards plays important roles in performing accounting data processing and accounting information utilization for standardized electronic information technology, improving the accounting standard and quality, playing accounting function, promoting the research and development of accounting theory and technology. Financial and non-financial reporting can be presented more easily supported by accounting information system software package with more variations that can be obtained easily on the market.

Organizations have the alternative to choose accounting information systems software package that is ready to uses or the organization can customize it first in accordance with the characteristic of the company or organization. There are many variations available in the market such as capability of each program. The software ranges from low capability accounting information system program with limited application to the program that have high capability integrated with Enterprise Resource Planning (ERP). It will help the implement the program that is suitable with characteristic of the organization or company.

Implementation of information technology program is not cheap and it requires a lot of cost. Because of that users who will use the ERP program should consider the impact of implementing this program. They must examine whether this

program provides many benefits or not for the users. The users also should consider about the costs for implementing the program. It is proportionate or not compared with the benefits gained.

Mohan Rao (2006) interpret user satisfaction as the degree to that IS fulfils user needs. In general, if the users are satisfied with the IS, they will use it. Otherwise, they do not. Many students imply user satisfaction as a measure of IS success, IS effectiveness, and IS acceptance. A study by Geldman (1998) indicates that user satisfaction directly and significantly relates to IS performance. Improved IS performance could mean reduced costs and increased revenues or income. Information system user satisfaction can be a reference to the successful or unsuccessful use of the information system. Therefore, the satisfaction of the end-user of an information system plays a significant role in determining the use of application systems.

Research regarding instruments on information system user satisfaction also had been done in Indonesia by Istianingsih (2007) ,Istianingsih & Wijanto (2008) and Istianingsig & Utami (2009). They used service quality variables, system quality, information quality, user satisfaction and individual performance. The result of this research is service quality, system quality and information quality have positive and significant effect on user satisfaction. While user satisfaction of information systems has positive effect on individual performance. These considerations encourage researchers to focus on how much the influence of the service quality, system quality, information quality to IS user satisfaction, so that

an organization can examine the influence of IS user satisfaction to individual performance (Istianingsih & Utami, 2009).

This research uses research object of Universitas Islam Indonesia, this is because almost all the current organizational activities have been using application and automation system technology using system application product (SAP). System Application Product (SAP) is an Enterprise Resource Planning (ERP) software product that can integrate a variety of business applications, where each application represents a specific business area. In this case, Universitas Islam Indonesia was implemented SAP system since 2007. As a long-time customer of SAP, Universitas Islam Indonesia use SAP as a solution to improve the business. Universitas Islam Indonesia uses the SAP ERP application to gain accountability and transparency in organizational management processes, thereby encouraging companies to achieve efficiency and effectiveness in improving organizational performance. According to Wahid & Setyono (2010) there are three main reasons why UII adopted the ERP system: (a) changes business environment; (b) desires to give the better services to the stakeholders; and (c) needs to have supporting system to improve business processes.

Based on the background, this research takes the title **“The Effect of Information System Utilization on Individual Performance at Universitas Islam Indonesia”**.

1.2 Problem Formulation

Based on the description above the problems that arise in this research is:

1. Does the quality of services have a positive effect on information systems user satisfaction?
2. Does the quality of the system have a positive effect on information systems user satisfaction?
3. Does the quality of information have a positive effect on information system user satisfaction?
4. Does the satisfaction of users of information systems have a positive effect on individual performance?

1.3 Research Objective

According to problem formulation above, the objective of this research is:

1. To analyse and obtain empirical evidence of the effect quality of service towards information system user satisfaction.
2. To analyse and obtain empirical evidence of the effect quality of system towards information system user satisfaction.
3. To analyse and obtain empirical evidence of the effect quality of information towards information systems user satisfaction.
4. To analyse and obtain empirical evidence of the effect information system user satisfaction towards individual performance.

1.4 Research Contribution

This research is conducted to provide benefit information that can be used for organization and science. The advantages of this research are as follows:

1. To give benefit for Universitas Islam Indonesia organization to consider the impact of using information system on individual performance and encourage each of organization to implement information system that provided to increase the performance of organization.
2. To provide advice for the writer about the importance of understanding utilization of information system and how far utilize the information system technology and the effect on the individual performance if information system technology applied in working activities.
3. To provide references for research in the future which is related with utilization of information system technology take effect on individual performance.

1.5 Systematic of Writing

Basically, the outline of writing systems in this research divided into 5 chapters:

Chapter I: Introduction

This chapter consists of background, problem formulation, research objective, the advantages of research and systematic of writing.

Chapter II: Theoretical Review

This chapter consists of theory used as a basic for doing the research such as the review about SAP, service quality, system quality, information quality, user satisfaction and individual performance.

Chapter III: Research Methodology

This chapter consists of variable of research, population and samples, type and data sources, method of collecting data, and method of analysing data.

Chapter IV: Data Analysis and Discussion

This chapter will discuss the description about the result of the research according to data collected along with the result of research discussion that has been analysed.

Chapter V: Conclusion and Recommendation

The last chapter will discuss about the conclusion obtained from the result of the analysis in the previous chapter, research limitation, suggestion for the further research and the implication of the research result.

CHAPTER II

THEORETICAL REVIEW

2.1 Theoretical Basis

2.1.1 Theory of Reasoned action (TRA)

Theory of Reasoned Action (TRA) developed by Ajzen & Fishbein (1980) is a theory that deals with the attitudes and behaviours of individuals in carrying out activities or actions that are reasonable in the context of the use of information technology. People will utilize information technology or information systems because the technology or the system will produce benefits for themselves. Behavioural users of the system along with social norms and other situational factors motivate to the intention or interest to utilize information systems and ultimately increasing the use of such information systems.

Theory of Reasoned action (TRA) is a theory related to the attitude and behaviour of individuals in carrying out activities. Someone will use information system because the system will produce benefits for himself (Handayani, 2007) . Theory of Reasoned Action (TRA) states that individuals will use computer if they know of any advantages or positive results in the use of the computers.

2.1.2 Theory of Planned Behaviour (TPB)

Theory of Planned Behaviour (TPB) is a development of TRA. Icek Ajzen develops a construct that does not exist yet in the TRA. The construct is the control of perceived behavioural control. This construct is used to control the shortcomings and limitations of the lack of resources power used to perform behavior. According

to (Ajzen, 1991) a central factor in theory of planned behaviour is the individual's intention to perform a given behaviour. Intentions are assumed to capture the motivational factors that influence a behaviour; they are indications of how hard people are willing to try, how much an effort they are planning to exert, to perform the behaviour. As a rule, the stronger the intention to engage in a behaviour, the better the performance likely to be. It should be clear, however, that a behavioural intention can find expression in behaviour only if the behaviour in question is under volitional control for example if person can decide at will to perform or not perform the behaviour.

In addition, Ajzen (1991) also stated that theory of planned behaviour distinguishes between three types of beliefs behavioural, normative, and control and between the related constructs of attitude, subjective norm, and perceived behavioural control. The necessity of these distinctions, especially the distinction between behavioural and normative beliefs (and between attitudes and subjective norms) sometimes have been questioned.

Theory of Planned Behaviour can be used to explain the attitude towards usage (Attitude), subjective norms (norm norms), and behaviour control perception (perceived behavioural control) affects the intention or desire for using technology.

2.1.3 Technology acceptance Model (TAM)

TAM argues that the acceptance of a worker (individual) of the information technology system is determined using perceptions and the ease of use of the perceptions. TAM deals with technology variables and utilization variables,

for example where a person feels that the use of technology will improve his performance, then he will continue to use the technology. One of the benefits using TAM is that it provides a framework for investigating the impact of external variables on individual intentions in information technology acceptance.

The Theory of Acceptance Model (TAM) is adopted from the Theory of Reasoned Action (TRA), by substituting the attitudinal determinants, separated into usage behaviours by two perceived usefulness and perceived ease of use applied to the various context of computer technology acceptance. Same as TRA, TAM explains that computer usage is determined by behavioural objectives, but the difference is that behavioural objectives are reviewed collectively by individual attitudes towards the system usage and usability perceptions. The relationship between the use of the system and the behavioural objectives described in TAM indicates that indirectly the forms of individual goals for positive action. The relationship between perceived usefulness and behavioural objectives is based on the idea which the preparation of an organization, people form goals against behaviours that they believe will improve their performance.

2.1.4 Unified Theory of Acceptance and Use of Technology (UTAUT)

The UTAUT model is based on technological acceptance models such as Theory of Reasoned Action (TRA), Theory of Planned Behavior (TPB), Task-Technology Fit Theory, and especially the Technology Acceptance Model (TAM) (Venkatesh, Morris, Davis, & Davis, 2003). UTAUT aims to explain the user's interest in using IS and the subsequent user behavior of (Venkatesh, Morris, Davis,

& Davis, 2003). This theory argues that four major factors (performance expectations, business expectations, social influences and facilitating conditions) are direct determinants of the intentions of use and behavior (Venkatesh, Morris, Davis, & Davis, 2003).

Gender, age, experience, and voluntary use are utilized to mediate the impact of the above four major factors on interest in use and behavior. This theory was developed through the review and consolidation of eight previous research models used to explain the use of IS. The eight models are grounded action theories, models of acceptance technology, motivational models, planned behavioral theories, a combined theory of planned behavior / acceptance of model technology, PC utilization model, innovation diffusion theory, and social cognitive theory (Venkatesh, Morris, Davis, & Davis, 2003)

The theory of acceptance of information technology (Unified Theory of Acceptance and Use of Technology) is based on theories of behavior of technology use and technology acceptance. The four factors may not be mutually influential, but each factor has a causal relationship with use behavior.

2.1.5 Measuring the Success of Information System Development

Information Systems (IS) is something that has parts that interact to achieve certain objectives including input, processing, and output. Input is a collection of raw data from within the organization and from outside the organization to be processed in an IS. Processing is the transfer of manipulation and analysis of raw inputs into more meaningful forms for humans. Output is the distribution of

information that has been processed to members of the organization where the output is immediately used.

Many organizations are spending hundreds of millions of dollars every year on information technology (IT) hoping to become more efficient and effective. A computer Information System (IS) is a system composed of people and computers that processes or interprets information. The term is also sometimes used in more restricted senses to refer to only the software used to run a computerized database or to refer to only a computer system (Khan, 2016). More specifically, it is the study of complementary networks of hardware and software that people, and organizations use to collect, filters, and process, create and distribute data. Every information system is designed to accomplish one or more goals or objectives. So that information systems can be said as a computer-based system that provides information for some users with similar needs, usually the user forms a formal organizational entity company / sub-unit under it. In the information system, there is information processing control that includes the preparation of a master plan for the development of information systems. It can be said that an economically powerful entity is an entity that controls information. With that information, can take an objective decision, so the results will be in accordance with the expected goals. Now it can be said that the superior in the competition is the party who controls the information. With this principle, all parties involved in the competition will compete to improve the ability of the information system.

Mohan Rao (2006) on his research states that user satisfaction is the most prevalent measure of IS success due to its applicability and ease of use. He defined

user satisfaction as the degree to that IS fulfills user needs. In general, if the users are satisfied with the IS, they use it. Otherwise, they do not. Many studies imply user satisfaction as a measure of IS success, IS effectiveness, and IS acceptance. A study by Geldman (1998) indicates that user satisfaction directly and significantly relates to IS performance. Improved IS performance could mean reduced costs and increased revenues or income.

2.1.6 Information Technology

Information technology is defined as capabilities offered to organizations by computers, software applications, and telecommunications to deliver data, information, and knowledge to individuals and processes (Onn & Sorooshian, 2013). Information technology (IT) is the use of any computers, storage, networking and other physical devices, infrastructure and processes to create, process, store, secure and exchange all forms of electronic data (Rouse, 2015).

Information technology is an important aspect in business organizations (companies). Information technology will be valuable when used within an organization to achieve the organization's strategic and operational objectives. Like the concept of accounting information system, information technology is a media tool that can be used to support decision making. Therefore, many companies spend their funds to make adequate information technology. The development of information technology also affects the knowledge and skills of a person.

Information technology infrastructure is a set of physical devices and software applications needed to operate the entire company. Or interpreted as a set

of firmwide services budgeted by management and comprises both human and technical skills. Below is a relationship between companies, information technology infrastructure, and business capabilities (Yulianti, 2016). The infrastructure consists of computers, information technology, technical programs and databases. This infrastructure will support the company's position so that the company can improve the activity cycle, cross-functional process and cross selling opportunities. This can be a source of competitive advantage if the company performs better than competitors who have the same assets. Information technology infrastructure cannot be a competitive advantage if a competitor can buy it and imitate it. For that need, an integrated infrastructure that is difficult to imitate by competitors. The development of integrated infrastructure takes time, effort and involves experiential learning. Information technology infrastructure enables companies to quickly identify and develop key applications, this will create different technology costs and innovation values.

2.1.7 System Application Product

System Application Product (SAP) is a German software company whose products allow businesses to track customer and business interactions. SAP is especially well-known for its Enterprise Resource Planning (ERP) and data management programs. SAP is an acronym for Systems, Applications and Products.

System Application Product is a global software company, is one of the largest vendors of ERP and other enterprise applications. SAP's ERP system enables companies to run their business processes, be they accounting, sales,

production, human resources or payment, in an integrated environment. The integration ensures that information flows from one SAP component to another without the need for redundant data entry, and it helps enforce financial, process and legal controls. SAP's ERP system also facilitates effective utilization of resources (the R in ERP), be it machines, production capacities, manpower or other assets of an enterprise (the E in ERP) through detailed planning (the P in ERP) of resources (Rouse, 2017).

In System Application Product, transactions and process transactions are performed in real time. SAP could be configured according to business needs. The purpose of SAP is to reduce the amount of cost and time spent developing and testing all existing programs within a company. For this reason, most companies will try to use the technology available in SAP. The advantage of using SAP is that SAP has a very high level of integration between individual applications to ensure data consistency with the implementer system and company. SAP is a table drive customization software, so business requirements change can be done quickly using a set of common programs.

2.1.8 Individual Performance

Organizations or companies invest large investments to improve the performance of individuals or organizations related to the implementation of technology in an information system (Iranto, 2012). In general performance (performance) is defined as the level of success of a person in performing performance. Research of (Iranto, 2012) states the achievement of individual

performance is expressed in relation to the achievement of a series of tasks of individual tasks with the support of existing information technology. These performance measures see the impact of the system on the effectiveness of task completion.

Performance appraisals relate to the completion of specific tasks, by the worker, whether successful or unsuccessful. This achievement also needs to be linked to the behavior of workers during the assessment process. Performance in this study is related to the achievement of a series of tasks by individuals. Higher performance involves a combination of increased efficiency, increased effectiveness, increased productivity and improved quality. Better performance will be achieved if individuals can meet individual needs in implementing and completing tasks (Iranto, 2012).

A high level of technological task compliance will be able to increase the performance impact of technology users regardless of the circumstances under which the technology is being used (voluntary or compulsory). At a certain level of utilization greater than zero, a technology that has a high degree of tech-task compatibility will lead to better performance because the technology is more able to meet the needs of corporate tasks. Thus, individual performance is a function of technology utilization and suitability of technology tasks.

Performance appraisals should be based on specific tasks that can or fail to be achieved by the individual (the user), and where appropriate it is necessary to identify the individual's behavior in performing the work during the assessment

period. The impact of performance in this study is related to the achievement of a series of individual tasks. Higher performance involves a combination of increased efficiency, increased effectiveness, increased productivity and improved quality. To be able to improve the performance of higher level then work activity must be able to be identified and analysed.

2.2 Preceding Research

Various preceding research have been proved that there is relationship between variable that used in the research about the successful of information system related with the user satisfaction. In fact, there is still a break to do research because among the results of previous research there is still inconsistency in the relationship pattern of the variables tested. Below are some of the results of previous research on which this research is based:

The research about the success of new information systems applied to information system's user in one organization that is mandatory had been done by Livari (2005). All dimensions in the research information system success model of Delone & Mclean (1992) are used in this study. The results of his research for the relationship between perceived usefulness variables and user satisfaction indicate there is influence of both variables. If users of the information system feel the benefits of the system used, then they will feel satisfied using the system. Based on the above description of this research hypothesize that higher perception of usefulness will improve user satisfaction accounting software.

Handayani (2007) stated that performance expectation, effort expectation and social factor have significant positive effect against interest of information system utilization. Significant and positive effect will be facilitated by the condition towards information systems implementation. But, in this research the interest of information system utilization did not have significant effect towards information system implementation.

Istianingsih & Utami (2009) use service quality, system quality, information quality, user satisfaction and individual performance as variables in their research. The result of this research is service quality, system quality and information quality have significant and positive impact towards user satisfaction, meanwhile user satisfaction also has positive impact towards individual performance.

Research related information system also has been done by Iranto (2012). He also uses service quality, system quality, information quality, user satisfaction and individual performance as variables in his research. The result is system quality and information quality have significant and positive impact towards user satisfaction. But, service quality did not have significant impact towards user satisfaction. Meanwhile user satisfaction has significant impact towards individual performance.

Table 2. 1 Preceding Research

No	Researcher	Research Variable	Result of Research
1	(Livari, 2005)	Perceived usefulness, User satisfaction, Utilization of information technology	The results of this research for the relationship between perceived usefulness variables and user satisfaction indicate

		(IT)/user of information systems.	there is influence of both variables. If users of the information system feel the benefits of the system used, then they will feel satisfied using the system. Based on the above description of this research hypothesize that the higher the perceived usefulness will increasingly improve user satisfaction accounting software.
2	(Handayani, 2007)	Performance expectancy, Effort expectancy, Social influence, interest of information system utilization, the condition where give facilities to user and implementation of IS.	The result of this research is performance expectation, effort expectation and social factor have significant positive effect against interest of information system utilization. Significant and positive effect will be facilitated by the condition towards information systems implementation. But, in this research the interest of information system utilization did not have significant effect towards information system implementation.

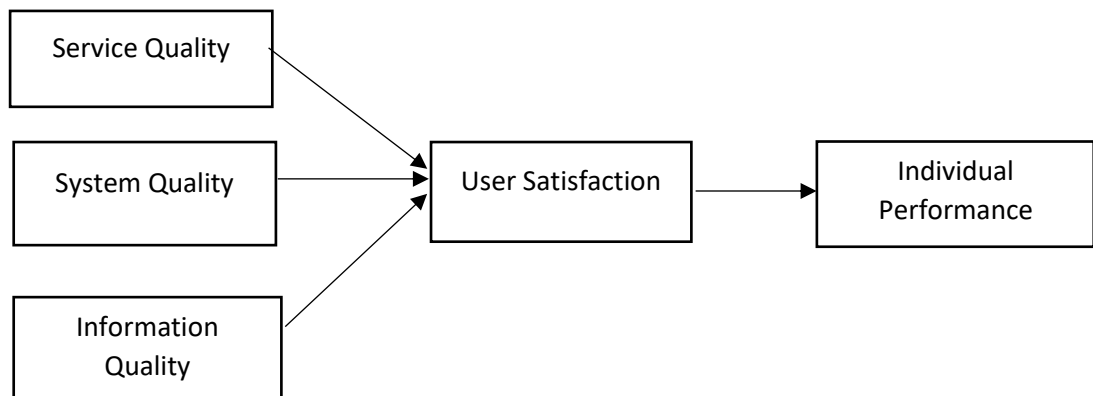
3	(Istianingsih & Utami, 2009)	Service quality, System quality, information quality, user satisfaction, individual performance.	The result of this research is service quality, system quality and information quality have significant and positive impact towards user satisfaction, meanwhile user satisfaction also has positive impact towards individual performance.
4	(Irantanto, 2012)	Service quality, System quality, information quality, user satisfaction, individual performance.	The result is system quality and information quality have significant and positive impact towards user satisfaction. But, service quality did not have significant impact towards user satisfaction. Meanwhile user satisfaction has significant impact towards individual performance.

2.3 Research Framework

Investment in the purchase of accounting information system program packages is very expensive, so the organization that will implement it should consider whether this investment can provide more benefits with large costs already incurred. The use of information systems is a behavior that arises from the advantages of using the information system (Seddon, 1997). In the process is

expected to give a positive impact on individual performance. The success of a company's information system depends on how the system is run, the ease of the system for the wearer, and the utilization of the technology used (Goodhue & Thompson, 1995). Information system end user satisfaction can be used as one of the success measures of an information system (Doll & Torkzadeh, 1988). Factors that affect system user satisfaction are service quality, system quality, information quality, while user satisfaction affects individual performance. The conceptual framework drawings are as follows:

Figure 2. 1 Conceptual Framework



2.4 Hypothesis

Relationship Between Service Quality and User Satisfaction.

Quality of service is a response from users of services provided by the provider of accounting application programming packages. (Parasuraman, Zeithaml, & Berry, 1985) have used this service quality measure designed to measure customer satisfaction. They define service quality as a comparison between customer expectations and their perceptions of the quality of customer

service provided. The first researchers in information systems research and who have implemented these service qualities are (Watson, Pitt, & Kavan, 1998). Kettinger & Lee (1994) tested by comparing the validity and reliability of the instrument of service quality and user satisfaction. The result of the test shows that the relationship between these two variables is generally mutually exclusive and complementary. Then Myers, Kappelman & Prybutok (1997) suggest the need to add variable quality of service in measuring the success of an information system because of the success of the model information system that has been built. The results of research that has been done by Parasuraman, Zeithaml Berry (1985) indicates that the measurement instrument-built services test the relationship between service quality and end-user information system satisfaction indicates that the instrument has good validity for use in information systems research.

The quality of the system and the quality of information have in common with the quality of service that has an influence on user satisfaction Myers, Kappelman Prybutok (1997). Users of the information system will feel satisfied if the quality of services provided by the provider of accounting application program packages is good. It is estimated that if the higher the quality of services provided by the provider of accounting application program packages then the level of user satisfaction is also likely to increase. The research that has been done by Istianingsih & Utami (2009) produces empirical evidence that the quality of service has a positive and significant influence on user satisfaction. Based on the explanation, this research proposes the first hypothesis as follows:

H₁: Service quality has positive effect towards user satisfaction.

Relationship Between System Quality and User Satisfaction

Information system quality is expected to have a strong impact on information system effectiveness, which can be defined as the degree to which the information system meets its intended purpose (Poels & Cherfi, 2006). Davis, Bagozzi & Warshaw (1989) and Chin & Todd (1995) define the quality of information systems as perceived ease of use which is the level of how much computer technology is perceived quite easily to be understood and then used. Meanwhile, according to DeLone & Mclean (1992) the quality of information systems is defined as the characteristics of the information attached to the system itself. From some of the above description shows that if users of information systems feel that using the system is easy then they do not require much effort to use it, users of information systems will take more time to do other work that will improve their overall performance. The results of tests conducted by Seddon & Kiew (1996) found that there is a positive relationship between system quality and user satisfaction.

Istianingsih & Utami (2009), found empirical evidence that the quality of service has a positive relationship with the satisfaction of the use of information systems. In addition, McGill, Hobbs & Klobas (2003) also provides empirical evidence of the relationship between the quality of information systems and user satisfaction. They conduct research in an environment where users also act as a developer of a system. It can be concluded that there is a positive relationship between system quality and user satisfaction if the user is not concurrently as

system developer. And conversely, if the user doubles as a system developer then the relationship between system quality and user satisfaction is not significant.

Guimaraes, Igbari & Lu (1992) and Yoon, Gumiars & O'Neal (1995) states that the quality of the system can be measured by user satisfaction on the computer system. According to the user perceptions if the quality of system good then the satisfaction of the system users is likely to feel satisfied. Research conducted by Istianingsih & Utami (2009) provide empirical evidence that the quality of information systems has a positive and significant impact on user satisfaction. The higher the level of user satisfaction with the information system means the higher the quality of information is also used. From the description, this research proposes a second hypothesis as follows:

H₂: Systems quality has positive effect towards user satisfaction.

Relationship Between Information Quality and User Satisfaction

According to Rai, Lang & Welker (2002) the quality of information is the quality of output in the form of information generated by the information system used. Webber (1999) mentions the 10 dimensions used to assess the quality of information such as: authenticity, accuracy, completeness, uniqueness (non endurance), timeliness, relevance, comprehensibility, precision, conciseness, and informativeness. The better the quality of information generated it will help an organization to make decisions. Then if the resulting information is not qualified, it will negatively affect the user satisfaction. The results of the test on the influence

of information quality on user information system satisfaction that has been done by Seddon & Kiew (1996) showed that both elements have a positive relationship.

Hope that by using the information system will provide information needed by the user of information systems, this is what makes information system users put great expectations through the implementation of information systems. Information system user satisfaction is based on the characteristics of information generated from a system. System one with the other can produce a different information. Information systems that produce information that is accurate, timely, relevant and as needed and meet other criteria about the quality of information systems will affect the perception of system user satisfaction. Research conducted by Istianingsih & Utami (2009) provide empirical evidence that the quality of information has a positive and significant impact on user satisfaction. The higher the quality of information systems generated, the higher the level of user satisfaction of the information system is predicted.

H3: Information quality has positive effect towards user satisfaction.

Relationships Between User Satisfaction and Individual Performance

Individual performance is defined as the user's opinion of the specific application systems used in improving their performance within the organization, (Seddon, 1997). Davis, Bagozzi & Warshaw (1989) states that the impact of using an information system on individual users (individual impact) is defined as the level where a person using a system believes that the use of the system can improve individual performance. The research that has been done by Davis, Bagozzi &

Warshaw (1989) aims to develop a valid measurement scale to measure individual impacts related to individual performance when using an information system.

DeLone & Mclean (1992) have examined the relationship between end users' satisfaction of information systems and individual performance through the successful model of information systems they created. The result is a reciprocal relationship between the impact of the use of information systems on the individual with the level of user satisfaction. Meanwhile Seddon (1997), through the success model of information systems refuted the model proposed by DeLone & Mclean (1992). Seddon (1997) states that between the end-user satisfaction variable of information systems and individual performance does not mention any reciprocal relationship. However, Seddon (1997) mentions that the impact of the use of information systems in the form of increased individual performance, will affect the level of user satisfaction.

Rai, Lang & Welker (2002) conducts research on the relationship between improving end-user performance of information systems and user satisfaction. The results of his research show the benefits or impact of the use of this information system affect the user satisfaction. In addition, Livari (2005), also conducts research on the success of new information systems applied to users of information systems in a mandatory organization. The results of his research for the relationship of individual variable impact with user satisfaction showed the positive influence of both variables.

Research conducted by Istianingsih & Utami (2009) provides empirical evidence that user satisfaction has a positive and significant influence on individual performance. This study focuses on the extent of the impact resulting from the satisfaction of users of information systems on the performance of users (individuals). If users of information systems tend to feel comfortable and safe during work using the system, then the user will feel satisfied with the information system they use. This is related to the help of the users of information systems to complete their work. It is predicted that the higher the level of satisfaction of users of information systems, the higher their performance will also be

H4: User satisfaction has positive effect towards individual performance.

CHAPTER III

RESEARCH METHODOLOGY

3.1 Research Design

The researcher uses quantitative approach to perform the research. Primary data is chosen as the source of data on this research. The data in this research are collecting directly through survey method and uses questionnaire as the technique. The type of question that used is close ended question. The respondents will choose the most suitable answer that reflect their opinion regarding the question provided in the questionnaire.

3.2 Population and Sample

Population is a generalization region consisting of objects or subjects that have certain characteristic qualities set by researchers to be studied and then drawn the conclusions (Sugiyono, 2007). In this research, the population in this research is Universitas Islam Indonesia which is an enterprise that already implement system application product (SAP) as the system.

Sample is part of the number and characteristics controlled by the population (Sugiyono, 2007). The sample used for the research should be representative of a predetermined population. In this research, researcher uses employees in Universitas Islam Indonesia that have a role as user of system application product (SAP). The SAP user's staff from all faculties in UII are chosen as the respondents. The reason why Universitas Islam Indonesia is because the staff

who use System Application Product (SAP) in their operational activities to understand various things related to computerized basis, then later the results can be used in decision making, so it feels appropriate to be a sample in this research.

3.3 Data Collection Method

Purposive sampling used as the data collection technique in this research. Purposive sampling is a type of nonprobability sampling where not all the member of population did not have same chance became sample. Purposive sampling is a technique to determine sample with certain consideration. To keep privacy of the respondents, the respondent not required to fill their name in identity question.

The respondents in this research are the SAP user which is the staff in 7 faculties in Universitas Islam Indonesia. In this case, the staff who uses and understand about SAP is required as the respondent. The sample of this research is classified as small sample, according to Roschoe (1975) and Gray & Diehl (1992) they stated that the minimum amount of respondent that should be able participate in the research is 30 respondents. During collecting the data, the researcher will approach to the respondent that became the target. The respondent directly spread the questionnaire by herself using printed out questionnaire and through intermediaries (contact person) consist of 2 part that are:

1. The first part consists of questions relating to respondents' personal data.
2. The second section is used to obtain data on the question dimension by using Likert scale.

3.4 Definition of Operational and Measurement of Variables

Research variable is an attribute, nature or value of people, object or activity that have certain variation that already established by the researcher to be learned and then drawn its conclusion (Sugiyono, 2012). Variables that will be observe in this research involve service quality, system quality, information quality, user satisfaction and individual performance. As mentioned before, this research has the objective to analyse and obtain empirical evidence of the effect of IS service quality, IS system quality and IS information quality toward IS user satisfaction and the effect of IS user satisfaction towards individual performance.

3.4.1 Service Quality

Service quality referred to in this study is an assessment of the SAP users of the service quality provided by the information systems unit (SAP). The quality of service to be measured in this study is the assessment of the SAP users in the Islamic University of Indonesia towards the services provided by the provider of the information system program package (SAP). Indicators in the questionnaires that used to measure the quality of services in this study were adopted from Jiang, Klein & Crampton (2000) with appropriate modifications to be relevant to this research. There are five components consisting of 14 indicators to measure this variable. These five components are tangibles, reliability, responsiveness, assurance, and empathy.

In this study, ISSQ is notation that given to the quality of service in the path diagram. This variable is measured by 14 questions with 4 Likert scales from strongly disagree to strongly agree. According to user perception, the higher score

in this variable means the higher quality of service provided from the provider of information system program package (SAP). Otherwise, the lower score in this variable indicates that the service quality provided by the provider of information system program package is also low according to the user.

3.4.2 System Quality

System quality referred to in this study is the quality of the software program provider of accounting packages and in this research is SAP. The quality of system to be measured in this study is the assessment of the SAP users in the Islamic University of Indonesia towards the system that used in UII that is SAP. Indicator in the questionnaire that used to measure this variable is adopted from McGill, Hobbs & Klobas (2003) and it was adaptation from the questionnaire that was constructed by Davis (1988) with appropriate modifications to be relevant to this research. There are three components consisting of 6 indicators to measure this variable. These three components are flexibility, ease of use and reliability.

In this study, ISQ is notation that given to the system quality in the path diagram. This variable is measured by 6 questions with 4 Likert scales from strongly disagree to strongly agree. According to user perception, the higher score in this variable means the higher quality of system that used (SAP). Otherwise, the lower score in this variable indicates that the system quality that used (SAP) is low according to the user.

3.4.3 Information Quality

Information quality referred to in this study is an assessment of the SAP users of the information quality (output) generated from provider of the information

system program package (SAP). The quality of information to be measured in this study is the assessment of the SAP users in the Islamic University of Indonesia towards the information (output) that generated from the provider of the information system program package (SAP). Indicators in the questionnaires that used to measure the quality of information in this study were adopted from McGill, Hobbs & Klobas (2003) with appropriate modifications to be relevant to this research. There are three components consisting of 4 indicators to measure this variable. These three components are accurate, timelines and relevance.

In this study, ISIQ is notation that given to the information quality in the path diagram. This variable is measured by 4 questions with 4 Likert scales from strongly disagree to strongly agree. According to user perception, the higher score in this variable means the higher quality of information (output) generated from SAP. Otherwise, the lower score in this variable indicates that the information quality that generated from SAP is low according to the user.

3.4.4 User satisfaction

Information system user satisfaction referred to in this research is used to measure the level of user satisfaction of information systems on the system and the resulting output. Information system user satisfaction to be measured in this study is the assessment of the SAP users in the Islamic University of Indonesia towards the user satisfaction related with service, system and information (output) from the provider of the information system program package (SAP). Indicators in the questionnaires that used to measure user satisfaction in this study were adopted from Doll & Torkzadeh (1988) with appropriate modifications to be relevant to this

research. There are five components consisting of 5 indicators to measure this variable. These five components are content, accuracy, format, ease of use and timeliness.

In this study, ISEUS is notation that given to the user satisfaction in the path diagram. This variable is measured by 11 questions with 4 Likert scales from strongly disagree to strongly agree. According to user perception, the higher score in this variable means the higher user satisfaction towards utilization of SAP. Otherwise, the lower score in this variable indicates that the user satisfaction towards utilization of SAP is low according to the user.

3.4.5 Individual Performance

Individual performance referred to in this research is used to measure how far the impact of information system program package (SAP) in improving user or individual performance. Individual performance to be measured in this study is the assessment of the SAP users in the Islamic University of Indonesia towards the impact that be obtained by them from the provider of the information system program package (SAP) that can improving their performances during working. Indicators in the questionnaires that used to measure individual performance in this study were adopted from Davis (1988) with appropriate modifications to be relevant to this research. There are two components consisting of 6 indicators to measure this variable. These two components are timeliness and ease of use.

In this study, ISUE is notation that given to the Individual performance in the path diagram. This variable is measured by 6 questions with 4 Likert scales from

strongly disagree to strongly agree. According to user perception, the higher score in this variable means the higher individual performance towards impact utilization of SAP. Otherwise, the lower score in this variable indicates that individual performance towards impact utilization of SAP is low according to the user.

3.5 Data Analysis Technique

3.5.1 Method of Path Analysis (PA)

The method will be used in this research is Path Analysis (PA) and usually used in the quantitative analysis. Path analysis is an extension of multiple linear regression analysis, or path analysis is the extension of regression analysis to estimate the quality relationship among predefined variables based on theory (Ghozali, 2011). According to Garson (2003), Path analysis is a regression expansion model used to test the matrix of correlation matrices with two or more models of causal relationships compared to the researchers. Path analysis can be done after the research model fulfil the requirement of classical assumption test.

The software that will be used in this research is SPSS statistic 21. This software will be used as a toll to processes the data that needed in this research. To do the path analysis there is requirement such as the data must be normal distributed, not containing multicollinearity and heteroscedasticity. Those requirements are belonging to classical test assumption.

3.5.2 Instrument Data Test

a. Validity Test

The validity test is used to measure the validity of a questionnaire. The questionnaires can be valid if the question on the questionnaire is able to reveal something that will be measured by the questionnaire by the questionnaire. According to Ghozali (2007), one of the way that can be used to measure the validity is to do the correlation between the score of questions with the total score of constructs or variables. Therefore, the test of significance is done by comparing the value of r calculated with r table. A questionnaire can be valid if r calculated $>$ r table.

b. Reliability Test

Reliability is a tool to measure a questionnaire that it is an indicator of a variable or construct. A questionnaire can be said to be reliably if the respondent's response to a statement is consistent or stable. Respondents' answers to these questions are reliable if each question is answered consistently or the answer should not be random, this is because each question will be used to measure the same thing.

According to Ghozali (2007), one of the way that can be used to measure the reliability is by one shot (just once measure). In this way the measurement can be done just once and then the result can be compared with the others question or measure the correlation cross the answer of the question. To measure the reliability using SPSS statistic 21 it can be done by statistical test Cronbach Alpha (α). A construct or variable can be reliable if the value of Cronbach Alpha (α) $>$ 0.60.

3.5.3 Classical Assumption Test

a. Normality Test

The normality test aims to test whether in the regression model, the disturbing or residual variable has a normal distribution. t and F test assume that the residual values follow the normal distribution. This assumption should not be violated because if it is violated the statistical test would be invalid for a small sample count. According to Ghozali (2007), there are two ways to detect whether the residual is normal distributed or not by graphic analysis and statistical test.

One of the way to see the normal probability plot is to compare the cumulative distribution of the normal distribution. The normal distribution will form a straight-line diagonal and plotting the residual data will be compared with the diagonal line. If the residual data distribution is normal, then the line representing the real data will follow the diagonal line. Another statistical test that can be used to test residual normality is non-parametric Kolmogorov-Smirnov (K-S). The data is normal distributed when probability value > 0.05 .

b. Multicollinearity Test

Multicollinearity test is one of the classical assumption test that aims to test whether in the regression model found the existence of correlation between independent variables. A good regression model should not be found any correlation between independent variables. Independent variables that correlate each other can be said that the variables are not orthogonal. Orthogonal variables

are independent variables that have a correlation value equal to zero with the other independent variables.

According to Ghazali (2007), one of the way that can be used to detect whether there is multicollinearity or not in a regression model is by seen the tolerance value and its opponent variance inflation factor (VIF). Tolerance measures variability of independent variable that chosen which is not explained by the other independent variables. The low of tolerance value is same with the high of the VIF value. The cut-off value that used to detect whether the is multicollinearity or not is tolerance value < 0.1 or same with VIF > 10 . It concludes that data research free from multicollinearity is when VIF < 10 .

c. Heteroscedasticity Test

The heteroscedasticity test aims to determine whether there is a regression model of this variance inequality variation from one observation residue to another. If the variance of the residual one observation to another observation remains, then it is called Homoscedasticity and if different is called Heteroscedasticity. A good regression model is no Heteroscedasticity. According to Ghazali (2007), one of way that can be used to know whether there is Heteroscedasticity or not by Glacier test. Glacier test is regression between independent variables with residual absolute variable, where if the value of $p > 0.05$ then the relevant variables are declared free of Heteroscedasticity.

3.6 Hypothesis Test

a. Linear Regression Analysis

The tool that will be used in this research is multiple regression analysis. It is used to test independent variable towards dependent variable. The regression will be done with two steps regression test. The first step of regression is to test the effect of service quality, system quality, and information quality towards user satisfaction, while the second step of regression to test the effect of user satisfaction towards individual performance. In this research, linear regression test uses SPSS statistic 21 as the application to process the data. Hypothesis test will be done by using regression analysis model independent variable towards dependent variable:

Regression Test Step 1

$$\text{ISEUS} = a + b1 \text{ISSQ} + b2 \text{ISQ} + b3 \text{ISIQ} + e$$

Where: **ISEUS** =User Satisfaction

ISSQ =Service Quality

ISQ =System Quality

ISIQ =Information Quality

Regression Test Step 2

$$\text{ISUE} = a + b \text{ISEUS} + e$$

Where: **ISUE** =Individual Performance

ISEUS =User Satisfaction

b. t Statistical Test

The significance test of individual parameters (t test) basically shows how far one independent variable individually in explaining variation of dependent variable. To find out whether the hypothesis is accepted or not, it can be seen from the p-value of each variable. If *p value* (Sig.) < 0.05 then the hypothesis is accepted and if *p value* (Sig.) > 0.05 then the hypothesis is rejected (Ghozali, 2007).

CHAPTER IV

DATA ANALYSIS AND DISCUSSION

4.1 Descriptive Object of Research

This research uses primary data that obtained through questionnaire. From 36 questionnaire that already shared to the respondent, the total of questionnaire that returned and filling completed to researcher is 32 questionnaires. The response rate from the questionnaire distributed is 94% of the total questionnaire distributed. All questionnaire that returned to the researcher can be used as the sample because already fulfil the criteria sample. The researcher collecting the data during approximately 1 month started 29 January 2018 until 3 March 2018. During spreading the questionnaire, the researcher personally meets the respondent and helped by one contact person in every faculty. The complete description profile of respondent can be seen at table 4.1 as follow:

Table 4. 1 Description Profile Respondent

No.	Description	Total of Respondent	Percentage
1	Gender:		
	▪ Male	13	40.6%
	▪ Female	19	59.4%
		<u>32</u>	<u>100%</u>
2	Age:		
	▪ 20 – 30	8	25%
	▪ 31 – 40	10	31.3%
	▪ Over 40	14	43.7%
	<u>32</u>	<u>100%</u>	
3	Education:		
	▪ Senior High School	7	21.9%
	▪ D3	8	25%
	▪ S1	17	53.1%
	<u>32</u>	<u>100%</u>	

4	Position:		
	▪ Head of Division	4	12.5%
	▪ Staff	28	87.5%
		<u>32</u>	<u>100%</u>
5	Year of Work		
	▪ 1 – 10	17	53.1%
	▪ 10 – 20	7	21.9%
	▪ Over 20	8	25%
		<u>32</u>	<u>100%</u>

According to table 4.1, it can be seen that the number of female respondent is higher than male respondent by 19 female respondents (59.4%) while male respondent is by 13 respondents (40.6%). The age of the respondents is dominated by the respondent that has age over 40 years old. The respondent that have age 20-30 years old is 8 respondents (25%), 31-40 years old 10 respondents (31.3%) and over 40 years old 14 respondents (43.7%). The education of respondent is dominated by the respondent that have last education in S1. The respondent who have recent education at Senior High School is by 7 respondents (21.9%), D3 8 respondents (25%), S1 17 respondents (53.1%). For the respondent position is 4 respondents of head of division (12.5%) and 28 respondents (87.5%) staff. The amount of length of work dominated by the respondents who has year of work by 1-10 year in Islamic University of Indonesia. 1-10 years of work by 17 respondents (53.1%), 10-20 years of work by 7 respondents (21.9%) and over 20 years of work is by 8 respondents (25%).

4.2 Test of Data Instrument

4.2.1 Validity Test

The validity test is used to measure the validity of a questionnaire. The questionnaires can be valid if the question on the questionnaire is able to reveal something that will be measured by the questionnaire by the questionnaire. To know a questionnaire whether valid or not is done by comparing the value of r calculated with r table. A questionnaire can be valid if r calculated $>$ r table. In this research, the total data that obtained from respondents and can be used is 32 questionnaires, with the level of significance is 95% ($\alpha=5\%$), then the value of 32 r table is 0.349. Validity test in this research used SPSS statistic 21 application. Below is the result of validity test:

Table 4. 2 Validity Test

Variable	Item	Corrected Item-Total Correlation	r-table	Information
Service Quality (ISSQ)	ISSQ1	0.629	0.349	Valid
	ISSQ2	0.528	0.349	Valid
	ISSQ3	0.370	0.349	Valid
	ISSQ4	0.762	0.349	Valid
	ISSQ5	0.651	0.349	Valid
	ISSQ6	0.456	0.349	Valid
	ISSQ7	0.605	0.349	Valid
	ISSQ8	0.794	0.349	Valid
	ISSQ9	0.691	0.349	Valid
	ISSQ10	0.633	0.349	Valid
	ISSQ11	0.580	0.349	Valid
	ISSQ12	0.734	0.349	Valid
	ISSQ13	0.596	0.349	Valid
	ISSQ14	0.474	0.349	Valid

System Quality (ISQ)	ISQ1	0.778	0.349	Valid
	ISQ2	0.781	0.349	Valid
	ISQ3	0.855	0.349	Valid
	ISQ4	0.838	0.349	Valid
	ISQ5	0.760	0.349	Valid
	ISQ6	0.658	0.349	Valid
Information Quality (ISIQ)	ISIQ1	0.611	0.349	Valid
	ISIQ2	0.818	0.349	Valid
	ISIQ3	0.781	0.349	Valid
	ISIQ4	0.760	0.349	Valid
User Satisfaction (ISEUS)	ISEUS1	0.526	0.349	Valid
	ISEUS2	0.860	0.349	Valid
	ISEUS3	0.536	0.349	Valid
	ISEUS4	0.791	0.349	Valid
	ISEUS5	0.622	0.349	Valid
	ISEUS6	0.731	0.349	Valid
	ISEUS7	0.701	0.349	Valid
	ISEUS8	0.587	0.349	Valid
	ISEUS9	0.780	0.349	Valid
	ISEUS10	0.836	0.349	Valid
	ISEUS11	0.693	0.349	Valid
Individual Performance (ISUE)	ISUE1	0.742	0.349	Valid
	ISUE2	0.900	0.349	Valid
	ISUE3	0.937	0.349	Valid
	ISUE4	0.932	0.349	Valid
	ISUE5	0.880	0.349	Valid
	ISUE6	0.733	0.349	Valid

(source: primary data processed 2018)

a. Service Quality

Service quality variable is measured by 14 indicators variable that is a total of question in the questionnaire. In the path diagram this variable given notation ISSQ started ISSQ1 until ISSQ14. There are five components that construct this variable such as tangibles, reliability, responsiveness, assurance, and empathy.

Based on the result of the validity test, all the indicators in service quality variable is valid. It can be seen from the result calculation of correlation coefficient, the whole item question has the significance Pearson correlation greater than r table, where r table is 0.349 ($r_{\text{calculated}} > r_{\text{table}}$). Therefore, it concludes that the question items can be used in the next step as research instrument.

b. System Quality

System quality variable is measured by 6 indicators variable that is a total of question in the questionnaire. In the path diagram this variable given notation ISQ started ISQ1 until ISQ6. There are three components that construct this variable such as flexibility, ease of use and reliability. Based on the result of the validity test, all the indicators in system quality variable is valid. It can be seen from the result calculation of correlation coefficient, the whole item question has the significance Pearson correlation greater than r table, where r table is 0.349 ($r_{\text{calculated}} > r_{\text{table}}$). Therefore, it concludes that the question items can be used in the next step as research instrument.

c. Information Quality

Information quality variable is measured by 4 indicators variable that is a total of question in the questionnaire. In the path diagram this variable given notation ISIQ started ISIQ1 until ISIQ4. There are three components that construct this variable such as accurate, timelines and relevance. Based on the result of the validity test, all the indicators in information quality variable is valid. It can be seen from the result calculation of correlation coefficient, the whole item question has the significance Pearson correlation greater than r table, where r table is 0.349 ($r_{\text{calculated}} > r_{\text{table}}$).

calculated $> r$ table). Therefore, it concludes that the question items can be used in the next step as research instrument.

d. User Satisfaction

User satisfaction variable is measured by 11 indicators variable that is a total of question in the questionnaire. In the path diagram this variable given notation ISEUS started ISEUS1 until ISEUS11. There are five components that construct this variable such as content, accuracy, format, ease of use and timeliness. Based on the result of the validity test, all the indicators in user satisfaction variable is valid. It can be seen from the result calculation of correlation coefficient, the whole item question has the significance Pearson correlation greater than r table, where r table is 0.349 (r calculated $> r$ table). Therefore, it concludes that the question items can be used in the next step as research instrument.

e. Individual Performance

Individual performance variable is measured by 6 indicators variable that is a total of question in the questionnaire. In the path diagram this variable given notation ISUE started ISUE1 until ISUES6. There are two components that construct this variable such as timeliness and ease of use. Based on the result of the validity test, all the indicators in individual performance variable is valid. It can be seen from the result calculation of correlation coefficient, the whole item question has the significance Pearson correlation greater than r table, where r table is 0.349 (r calculated $> r$ table). Therefore, it concludes that the question items can be used in the next step as research instrument.

4.2.2 Reliability Test

Reliability test is a test to show how far a measuring instrument can be relied upon. In this research, reliability testing is done to find out whether the questionnaires distributed to the respondents are qualified reliable. A questionnaire can be said to be reliable if the Cronbach alpha value is greater than 0.6 or 60%. This reliability test uses SPSS Statistic 21 application. Below is the result of reliability test:

Table 4. 3 Reliability Test

Variable	Cronbach's Alpha	Information
Service Quality (ISSQ)	0.861	Reliable
System Quality (ISQ)	0.868	Reliable
Information Quality (ISIQ)	0.713	Reliable
User Satisfaction (ISEUS)	0.891	Reliable
Individual Performance (ISUE)	0.925	Reliable

(Source: primary data processed)

Based on the above table, it can be concluded that all the variables in this study can be said reliable because the coefficient Cronbach alpha is greater than 0.6. Therefore, it can be concluded that the question items can be used in the next step as research instrument.

4.3 Classical Assumption Test

4.3.1 Normality Test

Normality test aims to test whether in the regression model, dependent variables and independent variables both have a normal distribution or not. A good regression analysis model should be normally distributed or near normal. Normal

data distribution, if probability value > 0.05. In this study, this normality test using SPSS Statistic 21 application. Below is the result of normality test:

Table 4. 4 Normality Test

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
n		32
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.14464213
	Absolute	.136
Most Extreme Differences	Positive	.136
	Negative	-.073
Kolmogorov-Smirnov Z		.770
Asymp. Sig. (2-tailed)		.594

a. Test distribution is Normal.

b. Calculated from data.

(Source: primary data processed:2018)

Based on the normality test results in table 4.4, it can be concluded that this regression model is normally distributed, because the resulting probability value is 0.594 greater than 0.05. Then this regression model is feasible for further analysis.

4.3.2 Multicollinearity Test

Multicollinearity test aims to determine whether in the regression model found a correlation between independent variables. A good regression model should not occur correlation between independent variables. To test multicollinearity used Variance Inflation Factor (VIF). Research data stated free multicollinearity if VIF < 10. Multicollinearity test of this research variable using application SPSS Statistic 21. Below is the result of multicollinearity test.

Table 4. 5 Multicollinearity Test

Coefficients ^a		
Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
1 Service Quality	.516	1.937
System Quality	.671	1.490
Information Quality	.491	2.036

a. Dependent Variable: User Satisfaction
 (Source: primary data processed, 2018)

Based on the results of multicollinearity test in the above table, it can be seen that tolerance and VIF of variable service quality (ISSQ) is 0,516 and 1,937, variable system quality (ISQ) is equal to 0,671 and 1,490, while for variable information quality (ISIQ) is equal to 0,491 and 2,036. Therefore, it can be concluded that the equation of the regression model does not contain multicollinearity problem which means there is no correlation between the independent variables, so it is feasible to be used for further analysis because the tolerance value is below 1 and the VIF value is far below the number 10.

4.3.3 Heteroscedasticity Test

The heteroscedasticity test aims to determine whether there is a regression model of this variance inequality variation from one observation residue to another. If the variant of the observed residue to other observations is different it means that there are symptoms of heteroscedasticity in the regression model. Methods performed by using glacier test, glacier test is regression between independent variables with residual absolute variable, where if the value of $p > 0.05$ then the relevant variables declared free of heteroscedasticity. The heteroscedasticity test of

this research variable using SPSS Statistic 21 application. Below is the result of heteroscedasticity test:

Table 4. 6 Heteroscedasticity Test

Heteroscedasticity Test Table

Coefficients ^a						
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	-.134	.190		-.704	.488
	Service Quality	.047	.083	.134	.558	.582
	System Quality	-.082	.041	-.420	-1.988	.057
	Information Quality	.103	.073	.347	1.405	.171

a. Dependent Variable: abs_res
(Source: primary data processed, 2018)

Based on the results of heteroskedasticity test in table 4:11, obtained the results of service quality (ISSQ) significance of 0.582, system quality (ISQ) of 0.057 and information quality (ISIQ) of 0.171 is greater than 0.05 so that means there is no heteroskedasticity because the level of significance of more than 0.05.

4.4 Hypothesis Test

4.4.1 Linear Regression Analysis

Multiple regression model is used to test the independent variable to the dependent variable. In regression test, there are 2 steps of regression testing, 1the first step regression to test the effect of service quality (ISSQ), system quality (ISQ) and information quality (ISIQ) towards user satisfaction (ISEUS), while the second regression test is done to test the effect of variable user satisfaction (ISEUS)

towards individual performance (ISUE). Linear regression test in this study using SPSS Statistic 21.

Table 4. 7 The Result of Linear Regression Analysis Step 1

Coefficients ^a						
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	
	B	Std. Error	Beta			
1	(Constant)	.571	.317		1.803	.082
	Service Quality	.295	.139	.296	2.125	.043
	System Quality	.175	.069	.312	2.550	.017
	Information Quality	.333	.122	.391	2.735	.011

a. Dependent Variable: User Satisfaction
 (Source: primary data processed, 2018)

Based on the table 4.7, then the regression model obtained is as follows:

$$ISEUS = 0,571 + 0,295 ISSQ + 0,175 ISSQ + 0,333 ISQ + e$$

From the regression equation above can be explained as follows:

1. The constant of 0.571 indicates that if the independent variables (service quality, system quality and information quality) are assumed to be unchanged (constant) then the value of Y (user satisfaction) is 0.571 units.
2. The service quality variable coefficient (ISSQ) of 0.295 means that every increase of service quality variable is 1 unit, then user satisfaction will increase by 0,295 unit with other variable assumption not change or constant.

3. The coefficient of variable system quality (ISQ) of 0.175 means that every increase of system quality variable is 1 unit, the user satisfaction will increase by 0.175 units with the assumption that other variables are unchanged or constant.
4. The coefficient of variable information quality (ISIQ) of 0.333 means that each increase of information quality variable is 1 unit, then user satisfaction will increase by 0.333 units with the assumption that other variables are unchanged or constant.

Table 4. 8 The Result of Linear Regression Analysis Step 2

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.295	.690		-.427	.672
	User Satisfaction	1.143	.229	.673	4.984	.000

a. Dependent Variable: Individual Performance
 (Source: primary data processed, 2018)

Based on the table 4.8, then the regression model obtained is as follows:

$$ISUE = -0,295 + 1,143 ISEUS + e$$

From the regression equation above can be explained as follows:

1. The constant of -0.295 shows that if the independent variables are assumed to be unchanged, then the value of individual performance (ISUE) is -0.295 units.

2. The coefficient of user satisfaction (ISUES) variable is 1,143 means that each increase of user satisfaction variable is 1 unit, then the individual performance will increase by 1,143 units.

4.4.2 Statistical t Test

The t test is used to prove the effect between service quality, system quality and information quality to user satisfaction. Then, to prove the effect between user satisfaction to individual performance. Hypothesis testing in this study using statistical t test. The t test is performed using SPSS Statistic 21 application.

Based on the above the table 4.7 and 4.8 can be explained the hypothesis of this study as follows:

1. Testing the relationship of variable service quality towards user satisfaction.

H₁: Service quality has positive effect towards user satisfaction.

- With the level of significance (α) = 0.05 and the result of multiple linear regression obtained the value of $t_{\text{statistic}} = 2.125$ with the probability value 0.043.

Based on the result of processing data obtained the probability value is 0.043 < level of significance 0.05, then it concludes that there is significant effect between service quality (ISSQ) towards user satisfaction (ISEUS). It means service quality (ISSQ) on use and utilization of information system has significant effect towards user satisfaction (ISEUS) in Islamic University of Indonesia. A positive coefficient of 0.295 also supports that service quality (ISSQ) has a positive effect towards user

satisfaction (ISEUS). This means that hypothesis (H_1) which is stated that service quality has positive effect towards user satisfaction is supported by the data.

According to the test result, it concludes that hypothesis 1 that represents the relationship between service quality on use and utilization of information system towards user satisfaction is supported. Service quality in doing its role that has relationship with use and utilization of information system is take effect in the level of user satisfaction. Proved that the support of service quality from provider of information system program package (SAP) in increasing the use and utilization of information technology. This result is supporting research from (Istianingsih & Utami, 2009) which is stated that service quality variable has positive and significant effect.

2. Testing the relationship of variable system quality towards user satisfaction.

H₂: System quality has positive effect towards user satisfaction.

- With the level of significance (α) = 0.05 and the result of multiple linear regression obtained the value of $t_{\text{statistic}} = 2.550$ with the probability value 0.017.

Based on the result of processing data obtained the probability value is 0.017 < level of significance 0.05, then it concludes that there is significant effect between system quality (ISQ) towards user satisfaction (ISEUS). It means system quality (ISQ) on use and utilization of information system has significant effect towards user satisfaction (ISEUS) in Islamic University of Indonesia. A positive coefficient of 0.175 also supports that system quality (ISQ) has a positive effect towards user

satisfaction (ISEUS). This means that hypothesis (H₂) which is stated that system quality has positive effect towards user satisfaction is supported by the data.

According to the test result, it concludes that hypothesis 2 that represents the relationship between system quality on use and utilization of information system towards user satisfaction is supported. System quality in doing its role that has relationship with use and utilization of information system is take effect in the level of user satisfaction. Proved that the support of system quality from provider of information system program package (SAP) in increasing the use and utilization of information technology. This result is supporting research from (Istianingsih & Utami, 2009) and (Irantu, 2012) which is stated that system quality variable has positive and significant effect.

3. Testing the relationship of variable information quality towards user satisfaction.

H₃: Information quality has positive effect towards user satisfaction.

- With the level of significance (α) = 0.05 and the result of multiple linear regression obtained the value of $t_{\text{statistic}} = 2.735$ with the probability value 0.011.

Based on the result of processing data obtained the probability value is 0.011 < level of significance 0.05, then it concludes that there is significant effect between information quality (ISIQ) towards user satisfaction (ISEUS). It means information quality (ISIQ) on use and utilization of information system has significant effect towards user satisfaction (ISEUS) in Islamic University of Indonesia. A positive coefficient of 0.333 also supports that information quality (ISIQ) has a positive

effect towards user satisfaction (ISEUS). This means that hypothesis (H₃) which is stated that information quality has positive effect towards user satisfaction is supported by the data.

According to the test result, it concludes that hypothesis 3 that represents the relationship between information quality on use and utilization of information system towards user satisfaction is supported. Information quality in doing its role that has relationship with use and utilization of information system is take effect in the level of user satisfaction. Proved that the support of information quality as a result (output) generated by provider of information system program package (SAP) in increasing the use and utilization of information technology. This result is supporting research from (Istianingsih & Utami, 2009) and (Iranto, 2012) which is stated that information quality variable has positive and significant effect.

4. Testing the relationship of variable user satisfaction towards individual performance.

H₄: User satisfaction has positive effect towards individual performance.

- With the level of significance (α) = 0.05 and the result of multiple linear regression obtained the value of $t_{\text{statistic}} = 4.984$ with the probability value 0.000.

Based on the result of processing data obtained the probability value is 0.000 < level of significance 0.05, then it concludes that there is significant effect between user satisfaction (ISEUS) towards individual performance (ISUE). It means user

satisfaction (ISEUS) on use and utilization of information system has significant effect towards individual performance (ISUE) in Islamic University of Indonesia. A positive coefficient of 1.143 also supports that user satisfaction (ISEUS) has a positive effect towards individual performance (ISUE). This is means that hypothesis (H4) which is stated that user satisfaction has positive effect towards individual performance is supported by the data.

According to the test result, it concludes that hypothesis 4 that represents the relationship between user satisfaction on use and utilization of information system towards individual performance is supported. User satisfaction in doing its role that has relationship with use and utilization of information system is take effect in the level of individual performance. Proved that the support of information quality as a result (output) generated by provider of information system program package (SAP) in increasing the use and utilization of information technology. This result is supporting research from (Istianingsih & Utami, 2009) and (Iranto, 2012) which is stated that user satisfaction variable has positive and significant effect.

4.5 Discussion

The results from multiple regression analysis shows that there is significance effect between service quality towards user satisfaction (the probability value is $0.043 < \text{level of significance } 0.05$). Then positive coefficient of 0.295 also supports service quality has a positive effect towards user satisfaction. It means if the service quality increase, according to the respondents if they feel that provider of accounting software (SAP) have sophisticated hardware and software, has a visually appealing facility, appearance of physical facilities (SAP) in accordance

with the type of services provided, reliable, has willingness to give problem solving, give the services in accordance with the services offered, have a good responsive to the user, give the assurance to the user related transaction and knowledge in order to running the system and the provider of accounting software (SAP) have to understand and pay attention to the user related the needs of user, then it concludes user satisfaction also increased.

The results from multiple regression analysis shows that there is significance effect between system quality towards user satisfaction (the probability value is $0.017 < \text{level of significance } 0.05$). Then, positive coefficient of 0.175 also supports system quality has a positive effect towards user satisfaction. It means if the system quality increase, according to the respondents if they feel that provider of accounting software (SAP) have flexibility in use in organization environment, can be used in several organization even though has different characteristic, have nature ease of use to correct the data (help function) and detect the error, and has the nature of reliability such as users still can operate the system even though have not been use for a long time and easier to be understand for the new user, then it concludes user satisfaction also increased.

The results from multiple regression analysis shows that there is significance effect between information quality towards user satisfaction (the probability value is $0.011 < \text{level of significance } 0.05$). Then, positive coefficient of 0.333 also supports information quality has a positive effect towards user satisfaction. It means if the information quality increase, according to the respondents if they feel that provider of accounting software (SAP) produce the

accurate, can be trusted, timeliness and relevance information (output), then it concludes user satisfaction also increased.

The results from the regression analysis shows that there is significance effect between user satisfaction towards individual performance (the probability value is $0.000 < \text{level of significance } 0.05$). Then, positive coefficient of 1.143 also supports user satisfaction has a positive effect towards user satisfaction. It means if the user satisfaction increase, according to the respondents if they feel that provider of accounting software (SAP) can provide the information (output) in accordance with the user needs, the accuracy of the information produced can make the user satisfy, the format of the information produced is detail and can make the user easy to understand , user friendly and easy to use and can obtain the information on time and up to date, then it concludes individual performance also increased.

CHAPTER V

CONCLUSION AND RECOMMENDATION

In this last chapter will be described the conclusions of the results of data analysis and hypothesis testing described in the previous chapter and will be described some research limitations and useful suggestions may be used in further research.

5.1 Conclusion

This research has been done with the purpose to know the effect of service quality, system quality, information quality towards user satisfaction and to know the effect of user satisfaction towards individual performance on use and utilization of information system of the SAP users in Islamic University of Indonesia. The data that used in this research obtained through questionnaire towards the SAP users in Islamic University of Indonesia (user in every faculty) and the total of obtained sample is 32 respondents. In this research contains four hypotheses and tested using SPSS statistic 21 application.

1. The result from multiple regression analysis shows that there is significance effect between service quality towards user satisfaction (the probability value is $0.043 < \text{level of significance } 0.05$). It means if service quality is increase, then user satisfaction also will be increase.
2. The result from multiple regression analysis shows that there is significance effect between system quality towards user satisfaction (the probability

value is $0.017 < \text{level of significance } 0.05$). It means if system quality is increase, then user satisfaction also will be increase.

3. The result from multiple regression analysis shows that there is significance effect between information quality towards user satisfaction (the probability value is $0.011 < \text{level of significance } 0.05$). It means if information quality is increase, then user satisfaction also will be increase.
4. The result from the regression analysis shows that there is significance effect between user satisfaction towards individual performance (the probability value is $0.000 < \text{level of significance } 0.05$). It means if user satisfaction is increase, then individual performance also will be increase.
5. Islamic University of Indonesia already implemented SAP since 2007. As a long-time customer of SAP, Islamic University of Indonesia use SAP as a solution to improve the business. Islamic University of Indonesia uses the SAP ERP application to gain accountability and transparency in organizational management processes, thereby encouraging companies to achieve efficiency and effectiveness in improving organizational performance.

5.2 Limitation

This research has several limitations that might be take an effect in the result regarding the research goals, the limitation as follow:

1. There was one faculty that did not allowed the researcher to take data sample there. Because of that the total amount of the sample researched just 32

sample. Then, the total respondent that targeted around 40 respondents cannot achieved.

2. Takes a long time approximately a month to collect the data. This is happening because it needs to get the permitting from every faculty and some respondents also ask for the deadline is longer than the other to fill out the questionnaire.

5.3 Recommendation

1. Using other survey methods to obtain the data such as interviews to get two-way communication with subjects that aim to get more objective answers.
2. In the further, there will be many organization that implementing SAP or the other provider accounting software. Hence, the researcher can obtain the broader sample by taking the data sample not only in UII and the researcher can add the other factors that affecting user satisfaction and individual performance.

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APPENDICES

Appendix 1 Descriptive Statistic

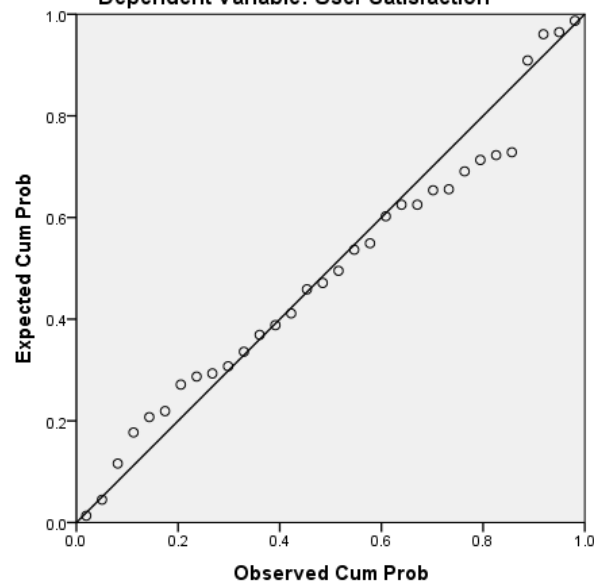
Descriptive Statistics

	n	Minimum	Maximum	Mean	Std. Deviation
Service Quality	32	2.29	3.79	3.0138	.27375
System Quality	32	1.50	3.83	2.7447	.48618
Information Quality	32	2.75	4.00	3.1719	.32027
User Satisfaction	32	2.55	3.91	2.9978	.27289
Individual Performance	32	2.00	4.00	3.1306	.46326
Valid N (listwise)	32				

Appendix 2 Normality Test

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: User Satisfaction



One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
n		32
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.14464213
	Absolute	.136
Most Extreme Differences	Positive	.136
	Negative	-.073
Kolmogorov-Smirnov Z		.770
Asymp. Sig. (2-tailed)		.594

a. Test distribution is Normal.

b. Calculated from data.

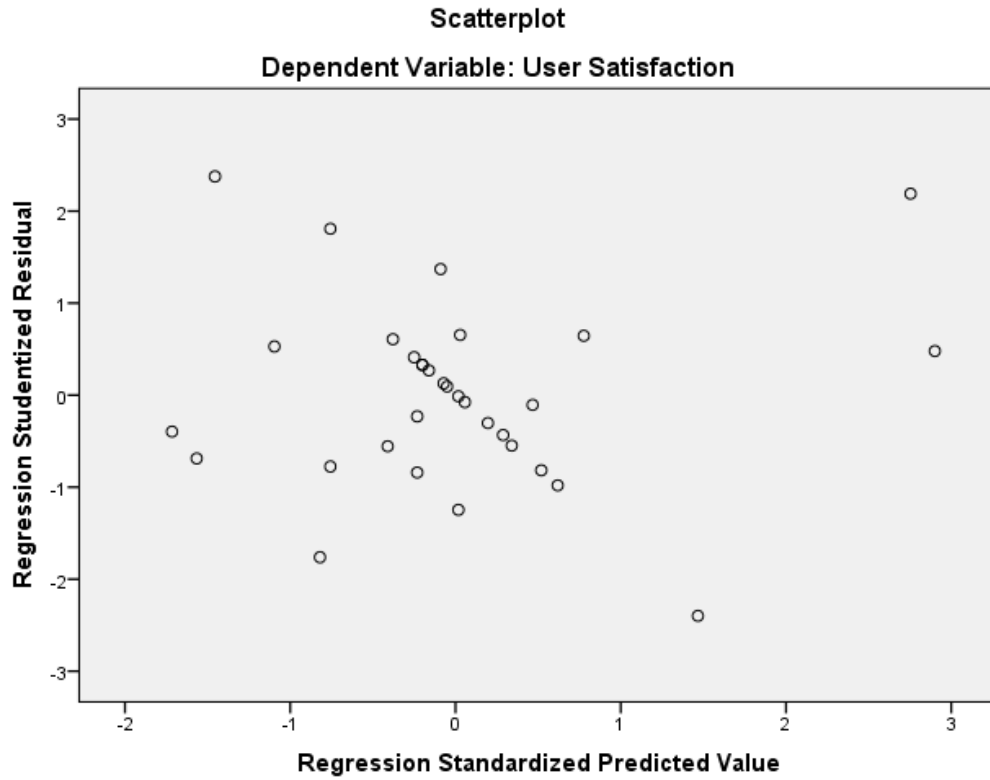
Appendix 3 Multicollinearity Test

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	.571	.317		1.803	.082		
Service Quality	.295	.139	.296	2.125	.043	.516	1.937
System Quality	.175	.069	.312	2.550	.017	.671	1.490
Information Quality	.333	.122	.391	2.735	.011	.491	2.036

a. Dependent Variable: User Satisfaction

Appendix 4 Heteroscedasticity Test



Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	-.134	.190		-.704	.488
	Service Quality	.047	.083	.134	.558	.582
	System Quality	-.082	.041	-.420	-1.988	.057
	Information Quality	.103	.073	.347	1.405	.171

a. Dependent Variable: abs_res

Appendix 5 Regression

Regression Test Step 1

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.848 ^a	.719	.689	.15219

a. Predictors: (Constant), Information Quality, System Quality, Service Quality

b. Dependent Variable: User Satisfaction

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.660	3	.553	23.889	.000 ^b
	Residual	.649	28	.023		
	Total	2.309	31			

a. Dependent Variable: User Satisfaction

b. Predictors: (Constant), Information Quality, System Quality, Service Quality

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.571	.317		1.803	.082
	Service Quality	.295	.139	.296	2.125	.043
	System Quality	.175	.069	.312	2.550	.017
	Information Quality	.333	.122	.391	2.735	.011

a. Dependent Variable: User Satisfaction

Regression Test Step 2

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.673 ^a	.453	.435	.34830

a. Predictors: (Constant), User Satisfaction

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.014	1	3.014	24.842	.000 ^b
	Residual	3.639	30	.121		
	Total	6.653	31			

a. Dependent Variable: Individual Performance

b. Predictors: (Constant), User Satisfaction

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.295	.690		-.427	.672
	User Satisfaction	1.143	.229	.673	4.984	.000

a. Dependent Variable: Individual Performance

Appendix 6 Research Questionnaire

Yogyakarta, Januari 2018

Hal: **Permohonan Pengisian Kuesioner**

Kepada

Yth. Bapak/Ibu Responden

Di Tempat

Dengan hormat,

Dalam rangka penyelesaian Tugas Akhir Strata (S1) Program Studi Akuntansi di Universitas Islam Indonesia, saya bermaksud mengadakan penelitian mengenai: “Pengaruh Kepuasan Pengguna Sistem Informasi Terhadap Kinerja Individu (Studi pada Universitas Islam Indonesia)”. Agar penelitian ini dapat terlaksana, saya mohon kesediaan Bapak/Ibu untuk meluangkan waktu dengan mengisi kuesioner yang saya lampirkan bersama surat ini. Saya merahasiakan identitas Bapak/Ibu sebagai sumber data apabila dikehendaki.

Atas kesediaan Bapak/Ibu untuk mengisi kuesioner ini, saya ucapkan banyak terima kasih.

Hormat saya,

Assita Multi Hasna
Universitas Islam Indonesia

Kuesioner

Petunjuk Pengisian

Daftar pertanyaan berikut ini terdiri dari isian dan tipe pilihan. Pada tipe isian, mohon Bapak/Ibu mencantumkan identitas diri pada tempat yang telah disediakan. Pada tipe pilihan, mohon diberi lingkaran pada nomor jawaban yang Bapak/Ibu anggap paling tepat.

A. Pertanyaan Umum

- Nama (optional) :
Jenis kelamin : Pria Wanita
Umur : tahun
Pendidikan terakhir – Jurusan :
Posisi (jabatan) pekerjaan :
Masa kerja : tahun

B. Pertanyaan Khusus

1. Pertanyaan Tertutup

Berikut ini akan dilampirkan pertanyaan mengenai kualitas layanan sistem informasi, kualitas sistem informasi, kualitas informasi, kepuasan pengguna sistem informasi, Dampak penggunaan sistem informasi.

2. Keterangan

Sangat Tidak Setuju	STS
Tidak Setuju	TS
Setuju	S
Sangat Setuju	SS

1) KUALITAS LAYANAN SISTEM INFORMASI

Pertanyaan-pertanyaan di bawah ini berkaitan dengan persepsi Bapak/Ibu terhadap kualitas layanan sistem informasi yang diberikan oleh penyedia *software* aplikasi akuntansi yang Bapak/Ibu gunakan dalam instansi tempat Bapak/Ibu bekerja (UII menggunakan SAP). Mohon pilih dan lingkari nomor yang Bapak/Ibu anggap paling tepat mencerminkan persepsi Bapak/Ibu.

No	Pertanyaan	STS	TS	S	SS
A. Bukti Fisik (<i>Tangibles</i>)					
1	Penyedia <i>software</i> akuntansi yang saya gunakan (SAP) memiliki perangkat keras (<i>hardware</i>) dan perangkat lunak (<i>software</i>) yang paling mutakhir.	1	2	3	4
2	Penyedia <i>software</i> akuntansi (SAP) memiliki fasilitas yang secara visual (tampilan) menarik.	1	2	3	4
3	Penampilan fasilitas fisik (SAP) sesuai dengan jenis layanan yang diberikan.	1	2	3	4
B. Keadaan (<i>Reliability</i>)					
4	Penyedia <i>software</i> (SAP) dapat diandalkan.	1	2	3	4
5	Ketika pengguna mempunyai masalah, penyedia <i>software</i> akuntansi (SAP) akan dengan senang hati memberikan jalan keluar.	1	2	3	4
6	Penyedia <i>software</i> (SAP) memberika layanan sesuai dengan janjinya.	1	2	3	4
C. Daya Tanggap (<i>Responsiveness</i>)					
7	Penyedia <i>software</i> (SAP) memberitahukan kepada pengguna ketika layanan akan dilaksanakan.	1	2	3	4
8	Penyedia <i>software</i> (SAP) selalu mau memberitahukan bantuan kepada pengguna.	1	2	3	4
9	Penyedia <i>software</i> (SAP) tidak akan merasa terlalu sibuk untuk menanggapi permintaan pengguna.	1	2	3	4
D. Jaminan (<i>Assurance</i>)					

10	Para pengguna merasa aman melakukan transaksi dengan penyedia <i>software</i> (SAP).	1	2	3	4
11	Penyedia <i>software</i> (SAP) mempunyai pengetahuan untuk melaksanakan pekerjaannya dengan baik.	1	2	3	4
E. Empati (<i>Emphaty</i>)					
12	Penyedia <i>software</i> (SAP) akan memberikan perhatian secara individual kepada para pengguna.	1	2	3	4
13	Penyedia <i>software</i> (SAP) sangat memperhatikan kepentingan para pengguna.	1	2	3	4
14	Penyedia <i>software</i> (SAP) akan memahami kebutuhan khusus para pengguna.	1	2	3	4

2) KUALITAS SISTEM INFORMASI

Pertanyaan-pertanyaan di bawah ini berkaitan dengan persepsi Bapak/Ibu terhadap sistem informasi *software* aplikasi akuntansi yang digunakan dalam instansi tempat Bapak/Ibu bekerja. Mohon pilih dan lingkari nomor yang Bapak/ibu anggap paling tepat mencerminkan persepsi Bapak/Ibu.

No	Pertanyaan	STS	TS	S	SS
A. Fleksibilitas (<i>Flexibility</i>)					
1	<i>Software</i> akuntansi (SAP) dapat digunakan dalam lingkungan organisasi lain tanpa harus banyak modifikasi lagi.	1	2	3	4
2	<i>Software</i> akuntansi (SAP) dapat digunakan untuk berbagai instansi yang karakteristiknya berbeda.	1	2	3	4
B. Kemudahan pengguna (<i>Ease of Use</i>)					
3	Tersedia fasilitas untuk mengoreksi data (fungsi <i>help</i>) pada <i>software</i> akuntansi (SAP).	1	2	3	4
4	Kesalahan (<i>error</i>) yang terjadi mudah dikoreksi dan diidentifikasi dalam <i>software</i> (SAP).	1	2	3	4

C. Kendala Sistem (<i>Reliability</i>)					
5	Meskipun pemakai telah lama tidak menggunakan <i>software</i> akuntansi (SAP), akan mudah untuk menggunakannya lagi.	1	2	3	4
6	<i>Software</i> akuntansi (SAP) mudah dipelajari oleh orang yang baru pertama kali menggunakannya.	1	2	3	4

3) Kualitas Informasi

Pertanyaan-pertanyaan di bawah ini berkaitan dengan persepsi Bapak/Ibu terhadap informasi yang dihasilkan sistem informasi *software* aplikasi akuntansi yang digunakan dalam instansi tempat Bapak/Ibu bekerja. Mohon pilih dan lingkari nomor yang Bapak/ibu anggap paling tepat mencerminkan persepsi Bapak/Ibu.

No	Pertanyaan	STS	TS	S	SS
A. Akurat (<i>Accurate</i>)					
1	Informasi yang dihasilkan <i>software</i> (SAP) akurat.	1	2	3	4
2	Informasi yang dihasilkan <i>software</i> (SAP) dapat dipercaya.	1	2	3	4
B. Tepat Waktu (<i>Timeliness</i>)					
3	Informasi yang dihasilkan <i>software</i> (SAP) tepat waktu.	1	2	3	4
C. Relevan (<i>Relevance</i>)					
4	Informasi yang dihasilkan <i>software</i> (SAP) relevan.	1	2	3	4

4) Kepuasan Pengguna Akhir Sistem Informasi

Pertanyaan-pertanyaan di bawah ini berkaitan dengan persepsi Bapak/Ibu terhadap tingkat kepuasan Bapak/Ibu dalam menggunakan sistem informasi *software* aplikasi akuntansi yang digunakan dalam instansi tempat Bapak/Ibu bekerja. Mohon pilih dan lingkari nomor yang Bapak/ibu anggap paling tepat mencerminkan persepsi Bapak/Ibu.

No	Pertanyaan	STS	TS	S	SS
A. Kelengkapan Isi (<i>Content</i>)					
1	Isi informasi yang dihasilkan oleh <i>software</i> akuntansi (SAP) yang digunakan, memang saya butuhkan.	1	2	3	4
2	<i>Software</i> akuntansi (SAP) yang digunakan menghasilkan laporan yang tepat seperti yang saya butuhkan.	1	2	3	4
3	<i>Software</i> akuntansi (SAP) yang digunakan menghasilkan informasi yang cukup.	1	2	3	4
B. Keakuratan (<i>Accuracy</i>)					
4	<i>Software</i> akuntansi (SAP) yang digunakan bersifat akurat (program).	1	2	3	4
5	Saya merasa puas dengan tingkat akurasi <i>software</i> (SAP) yang digunakan.	1	2	3	4
C. Tampilan (<i>Format</i>)					
6	<i>Software</i> akuntansi (SAP) yang digunakan mampu menghasilkan informasi yang dapat dipahami secara jelas.	1	2	3	4
7	<i>Software</i> akuntansi (SAP) yang digunakan mampu menghasilkan informasi secara <i>detail</i> .	1	2	3	4
D. Kemudahan (<i>Ease of Use</i>)					
8	<i>Software</i> (SAP) yang saya gunakan bersifat <i>user friendly</i> (memperudahkan pengguna menggunakan aplikasi).	1	2	3	4
9	Mudah untuk menggunakan <i>software</i> akuntansi (SAP).	1	2	3	4
E. Ketepatan (<i>Timeliness</i>)					
10	Saya dapat memperoleh informasi yang saya butuhkan tepat waktu.	1	2	3	4
11	<i>Software</i> akuntansi (SAP) yang digunakan mampu menghasilkan informasi yang bersifat mutakhir/ <i>up to date</i> .	1	2	3	4

5) Dampak Penggunaan Sistem Informasi

Pertanyaan-pertanyaan di bawah ini berkaitan dengan persepsi Bapak/Ibu terhadap dampak penggunaan sistem informasi software aplikasi akuntansi yang digunakan dalam instansi tempat Bapak/Ibu bekerja. Mohon pilih dan lingkari nomor yang Bapak/ibu anggap paling tepat mencerminkan persepsi Bapak/Ibu.

No	Pertanyaan	STS	TS	S	SS
A. Ketepatan (<i>Timeliness</i>)					
1	<i>Software</i> akuntansi (SAP) yang digunakan, membantu saya menyelesaikan tugas dengan lebih cepat.	1	2	3	4
B. Kemudahan (<i>Ease of Use</i>)					
2	Penggunaan <i>software</i> akuntansi (SAP) dapat meningkatkan kinerja saya.	1	2	3	4
3	<i>Software</i> akuntansi (SAP) yang digunakan mampu meningkatkan produktivitas kerja saya.	1	2	3	4
4	<i>Software</i> akuntansi (SAP) yang digunakan mampu meningkatkan efektivitas kerja saya.	1	2	3	4
5	Penggunaan <i>software</i> akuntansi (SAP) mempermudah saya dalam menyelesaikan pekerjaan.	1	2	3	4
6	Secara keseluruhan, <i>software</i> akuntansi (SAP) yang digunakan bermanfaat dalam pekerjaan saya dibandingkan kerugian dalam penggunaan sistem informasi.	1	2	3	4

TERIMA KASIH

Appendix 7 Permission Letter



INTERNATIONAL PROGRAM
BUSINESS AND ECONOMICS DEPARTMENT
UNIVERSITAS ISLAM INDONESIA

Yogyakarta, 22 Januari 2018

No. : 024/Prodi/10/IPFE-UII/1/2018
Perihal : Permohonan untuk mengambil data penelitian

Kepada Yth.
Dekan
Fakultas Ekonomi
Universitas Islam Indonesia

Dengan hormat,
Dengan ini kami sampaikan bahwa mahasiswa berikut ini:

Nama : Assita Multi Hasna
Tempat/ tanggal lahir : Banjarnegara/ 21 Juli 1996
Nomor mahasiswa : 14312338
Alamat : Jl. Prawiro Kuwat 129 A, Condong Catur, Depok,
Sleman, Yogyakarta 55283
Program studi : Akuntansi (Program Internasional)

sedang menempuh skripsi dan perlu mengambil data pada institusi yang Bapak/Ibu pimpin. Penelitian mahasiswa tersebut berjudul "**Pengaruh Kepuasan Pengguna Sistem Informasi Terhadap Kinerja Individu (studi pada UII)**" di bawah bimbingan **Bapak Mahmudi, S.E., M.Si** sebagai salah satu dosen pada Jurusan Bisnis dan Ekonomi, Program Internasional, Universitas Islam Indonesia. Untuk itu, mohon bantuan Bapak untuk mempermudah mahasiswa tersebut dalam memperoleh data.

Kami bisa menjamin bahwa perolehan data hanya untuk keperluan menambah wawasan di bidang bisnis dan ekonomi sebagai syarat untuk menyelesaikan studi pada Jurusan Bisnis dan Ekonomi, Program Internasional, Universitas Islam Indonesia.

Demikian permohonan kami, atas bantuan dan kerja samanya kami ucapkan terima kasih.

Hormat kami,



Anas Hidayat, Drs., MBA., Ph.D.
Ketua Jurusan Bisnis dan Ekonomi

Ring Road Utara Jl. Prawiro Kuwat Condong Catur
Depok, Sleman, Yogyakarta, INDONESIA 55283
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BUSINESS AND ECONOMICS DEPARTMENT
UNIVERSITAS ISLAM INDONESIA

Yogyakarta, 22 Januari 2018

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Perihal : Permohonan untuk mengambil data penelitian

Kepada Yth.
Dekan
Fakultas Hukum
Universitas Islam Indonesia

Dengan hormat,
Dengan ini kami sampaikan bahwa mahasiswa berikut ini:

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Nomor mahasiswa : 14312338
Alamat : Jl. Prawiro Kuwat 129 A, Condong Catur, Depok,
Sleman, Yogyakarta 55283
Program studi : Akuntansi (Program Internasional)

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Hormat kami,



Anas Hidayat, Drs., MBA., Ph.D.
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Yogyakarta, 22 Januari 2018

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Perihal : Permohonan untuk mengambil data penelitian

Kepada Yth.
Dekan
Fakultas Teknologi Industri
Universitas Islam Indonesia

Dengan hormat,
Dengan ini kami sampaikan bahwa mahasiswa berikut ini:

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Tempat/ tanggal lahir : Banjarnegara/ 21 Juli 1996
Nomor mahasiswa : 14312338
Alamat : Jl. Prawiro Kuwat 129 A, Condong Catur, Depok,
Sleman, Yogyakarta 55283
Program studi : Akuntansi (Program Internasional)

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Demikian permohonan kami, atas bantuan dan kerja samanya kami ucapkan terima kasih.

Hormat kami,



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Yogyakarta, 22 Januari 2018

No. : 024/Prodi/10/IPFE-UII/1/2018
Perihal : Permohonan untuk mengambil data penelitian

Kepada Yth.
Dekan
Fakultas Kedokteran
Universitas Islam Indonesia

Dengan hormat,
Dengan ini kami sampaikan bahwa mahasiswa berikut ini:

Nama : Assita Multi Hasna
Tempat/ tanggal lahir : Banjarnegara/ 21 Juli 1996
Nomor mahasiswa : 14312338
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Sleman, Yogyakarta 55283
Program studi : Akuntansi (Program Internasional)

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Demikian permohonan kami, atas bantuan dan kerja samanya kami ucapkan terima kasih.

Hormat kami,

Anas Hidayat, Drs., MBA., Ph.D.
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BUSINESS AND ECONOMICS DEPARTMENT
UNIVERSITAS ISLAM INDONESIA

Yogyakarta, 22 Januari 2018

No. : 024/Prodi/10/IPFE-UII/1/2018
Perihal : Permohonan untuk mengambil data penelitian

Kepada Yth.
Dekan
Fakultas Matematika dan Ilmu Pengetahuan Alam
Universitas Islam Indonesia

Dengan hormat,
Dengan ini kami sampaikan bahwa mahasiswa berikut ini:

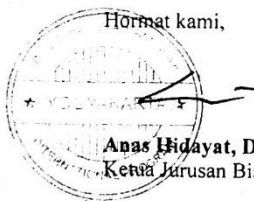
Nama : Assita Multi Hasna
Tempat/ tanggal lahir : Banjarnegara/ 21 Juli 1996
Nomor mahasiswa : 14312338
Alamat : Jl. Prawiro Kuwat 129 A, Condong Catur, Depok,
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Demikian permohonan kami, atas bantuan dan kerja samanya kami ucapkan terima kasih.

Hormat kami,



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INTERNATIONAL PROGRAM
BUSINESS AND ECONOMICS DEPARTMENT
UNIVERSITAS ISLAM INDONESIA

Yogyakarta, 22 Januari 2018

No. : 024/Prodi/10/IPFE-UII/I/2018
Perihal : Permohonan untuk mengambil data penelitian

Kepada Yth.
Dekan
Fakultas Teknik Sipil dan Perencanaan
Universitas Islam Indonesia

Dengan hormat,
Dengan ini kami sampaikan bahwa mahasiswa berikut ini:

Nama : Assita Multi Hasna
Tempat/ tanggal lahir : Banjarnegara/ 21 Juli 1996
Nomor mahasiswa : 14312338
Alamat : Jl. Prawiro Kuwat 129 A, Condong Catur, Depok,
Sleman, Yogyakarta 55283
Program studi : Akuntansi (Program Internasional)

sedang menempuh skripsi dan perlu mengambil data pada institusi yang Bapak/Ibu pimpin. Penelitian mahasiswa tersebut berjudul "**Pengaruh Kepuasan Pengguna Sistem Informasi Terhadap Kinerja Individu (studi pada UII)**" di bawah bimbingan **Bapak Mahmudi, S.E., M.Si** sebagai salah satu dosen pada Jurusan Bisnis dan Ekonomi, Program Internasional, Universitas Islam Indonesia. Untuk itu, mohon bantuan Bapak untuk mempermudah mahasiswa tersebut dalam memperoleh data.

Kami bisa menjamin bahwa perolehan data hanya untuk keperluan menambah wawasan di bidang bisnis dan ekonomi sebagai syarat untuk menyelesaikan studi pada Jurusan Bisnis dan Ekonomi, Program Internasional, Universitas Islam Indonesia.

Demikian permohonan kami, atas bantuan dan kerja samanya kami ucapkan terima kasih.

Hormat kami,



Anas Hidayat, Drs., MBA., Ph.D.
Kepala Jurusan Bisnis dan Ekonomi

Ring Road Utara Jl. Prawiro Kuwat Condong Catur
Depok, Sleman, Yogyakarta, INDONESIA 55283
Phone: +62 274 881 721 | Fax: +62 274 447 766 5
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INTERNATIONAL PROGRAM
BUSINESS AND ECONOMICS DEPARTMENT
UNIVERSITAS ISLAM INDONESIA

Yogyakarta, 22 Januari 2018

No. : 024 Prodi/10/IPFE-UII/2018
Perihal : Permohonan untuk mengambil data penelitian

Kepada Yth.
Dekan
Fakultas Ilmu Agama Islam
Universitas Islam Indonesia

Dengan hormat,
Dengan ini kami sampaikan bahwa mahasiswa berikut ini:

Nama : Assita Multi Hasna
Tempat/ tanggal lahir : Banjarnegara/ 21 Juli 1996
Nomor mahasiswa : 14312338
Alamat : Jl. Prawiro Kuwat 129 A, Condong Catur, Depok,
Sleman, Yogyakarta 55283
Program studi : Akuntansi (Program Internasional)

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Demikian permohonan kami, atas bantuan dan kerja samanya kami ucapkan terima kasih.

Hormat kami,



Anas Hidayat, Drs., MBA., Ph.D.
Ketua Jurusan Bisnis dan Ekonomi

Ring Road Utara Jl. Prawiro Kuwat Condong Catur
Depok, Sleman, Yogyakarta, INDONESIA 55283
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UNIVERSITAS ISLAM INDONESIA
FAKULTAS MATEMATIKA DAN ILMU PENGETAHUAN ALAM
Kampus UII Terpadu Jl. Kaliurang Km. 14,5 Yogyakarta 55584 Kotak Pos 75

Nomor : 81/Dek/70/Div.AU/I/2018

26 Januari 2018

Lamp. : 1 lembar

Hal : **Jawaban Izin Pengambilan Data**

Kepada Yth. :

Ketua Jurusan Bisnis dan Ekonomi

International Program Business and Economics Department

Universitas Islam Indonesia

YOGYAKARTA.

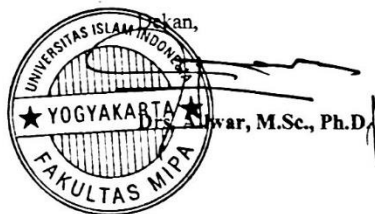
Assalamu'alaikum Wr. Wb.

Memperhatikan surat Ketua Jurusan Bisnis dan Ekonomi UII Nomor : 024/Prodi/10/IPFE-UII/I/2018 tertanggal 22 Januari 2018 perihal seperti pada pokok surat, bersama ini kami sampaikan bahwa pada prinsipnya kami **memberikan izin** kepada mahasiswa :

Nama : **Assita Multi Hasna**
NIM : 14312338
Program/Prodi : Bisnis dan Ekonomi
Fakultas/Instansi : International Program UII
Keperluan : pengambilan data dalam rangka penelitian skripsi/tugas akhir dengan judul "Pengaruh Kepuasan Pengguna Sistem Informasi Terhadap Kinerja Individu (studi pada UII)"
Catatan : Mengikuti ketentuan yang berlaku dan setelah selesai survey/data, yang bersangkutan menyerahkan 1 eksemplar hasilnya ke Fakultas MIPA UII

Demikian yang kami sampaikan, atas perhatiannya diucapkan terima kasih.

Wassalamu'alaikum Wr. Wb.



Tembusan:

- Unit terkait (untuk dilayani)
- Sdr. Assita Multi Hasna



ISO 9001 2008

Benjamin Mutu Pendidikan Tinoi

Telp. (0274) 895920, 896582 Fax. (0274) 896439 Statistika ext. 3017 Ilmu Kimia ext. 3012 Farmasi ext. 3021 Pendidikan Kimia, ext. 3011. Program Pendidikan Profesi Apoteker ext. 3049 Fax. ext. 3052, Program D III Analisis Kimia ext. 3055
http://www.science.uii.ac.id e-mail: fmiia@uui.ac.id



UNIVERSITAS ISLAM INDONESIA FAKULTAS HUKUM

Jl. Tamansiswa 158 PO BOX 1133 Yogyakarta 55151; Telp. (0274) 379178, Fax. (0274) 377043
e-mail: fh@uii.ac.id, Website: www.uii.ac.id

Nomor : 18 /Dek/20/SR/Div.URT/I/2018
Hal : Pemberian Ijin Pengambilan
Data untuk Penelitian

29 Januari 2017 M
12 Jumadil Awwal 1439 H

Kepada
Yth. Ketua Jurusan Bisnis dan Ekonomi
International Program Business and Economic Departemen UII
Yogyakarta

Assalamu'alaikum wr wb.

Menjawab surat Bapak nomor 024/Prodi/10/IPFE-UII/I/2018 hal Permohonan Ijin Pengambilan Data untuk Skripsi dengan ini Pimpinan Fakultas Hukum UII mengijinkan permohonan tersebut, dengan data yang bersangkutan sebagai berikut:

Nama : Assita Multi Hasna
Nomor Mhs. : 14312338
Judul Skripsi : Pengaruh Kepuasan Pengguna Sistem Informasi terhadap Kinerja Individu (Studi pada UII)

Agar pelaksanaan penelitian tidak mengganggu aktifitas belajar mengajar, kami mohon mahasiswa yang bersangkutan terlebih dahulu menghubungi Kadiv. Adm. Umum & RT pada jam kerja.

Demikian pemberitahuan ini kami sampaikan atas perhatiannya diucapkan terima kasih.

Wassalamu'alaikum wr wb.

Dekan,



Tembusan :

1. Mahasiswa yang bersangkutan/Saudara Assita Multi Hasna
2. Kadiv Umum & RT FH UII



Ijin Penyelenggaraan Prodi
Surat No. : 7263/D/TK-V/2011



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UNIVERSITAS ISLAM INDONESIA
FAKULTAS TEKNOLOGI INDUSTRI

JURUSAN: TEKNIK KIMIA, TEKNIK INDUSTRI, TEKNIK INFORMATIKA, TEKNIK ELEKTRO DAN TEKNIK MESIN

Kampus: Jl. Kalurung Km. 14.5 Teip (0274) 895287 Fax: (0274) 895007 Sleman Yogyakarta 55584
http://www.uii.ac.id atau http://www.fti.uii.ac.id e-mail: fti@uii.ac.id

Nomor : 132/Dek/20/DAUH/II/2018
Hal : Baiasan ijin permohonan pengambilan data penelitian

09 Februari 2018

Yth. Ketua Jurusan Bisnis dan Ekonomi (IP)
Fakultas Ekonomi
Universitas Islam Indonesia
Yogyakarta

Assalamu'alaikum Wr. Wb.

Menjawab surat saudara No. 024/Prodi/10/IPFE-UII/II/2018 tanggal 22 Januari 2018 perihal pada pokok surat, dengan ini disampaikan bahwa Pimpinan Fakultas Teknologi Industri UII memberikan ijin kepada:

Nama : Assita Multi Hasna
No. Mhs : 14312338
Program studi : Akuntansi (Program Internasional)

selama dalam pelaksanaannya tidak mengganggu proses belajar mengajar dan kegiatan administrasi yang sedang berlangsung.

Demikian jawaban ini disampaikan, atas perhatiannya diucapkan terima kasih.

Wassalamu'alaikum Wr. Wb.


Imam Djati Widodo, M.Eng.Sc.Eng.

Appendix 8 Result of Questionnaire

No	ISSQ														ISQ					
	ISSQ1	ISSQ2	ISSQ3	ISSQ4	ISSQ5	ISSQ6	ISSQ7	ISSQ8	ISSQ9	ISSQ10	ISSQ11	ISSQ12	ISSQ13	ISSQ14	ISQ1	ISQ2	ISQ3	ISQ4	ISQ5	ISQ6
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