

ABSTRACT

EFFECT OF USER SATISFACTION LEVEL FINANCIAL MANAGEMENT INFORMATION SYSTEMS SOFTWARE AREA (SIPKD) ON EFFICIENCY AND EFFECTIVENESS OF WORK USER INFORMATION SYSTEM

*(Empirical Study On The Provincial Government of Lampung, Lampung
Tengah District, and the District Pesawaran)*

by

Sayu Kade Dwi Ratmini

This study aims to analyze empirically the influence of satisfaction level in using Financial Management Information System (SIPKD) Software towards the Efficiency And Effectiveness Of Work for Information System Users. In analyzing the effect of the level of user satisfaction, the researcher use a variable Completeness Functions / Features, Reliability, Ease of Use, Innovation, Security and flexibility.

The data used in this research is primary data obtained from the questionnaire spread to 127 respondents, with a purposive sampling technique. The hypothesis in this study was tested by means of multiple linear regression analysis using SPSS software tools 22.00.

The results showed that simultaneous indicators of user satisfaction is positive and significant on the efficiency and effectiveness of information systems users. But the results of the t-test showed that the completeness variable functions / features, reliability, innovation, security has a positive and significant impact on the efficiency of information system users except ease of use and flexibility. As for the effectiveness of information systems users only variable flexibility are not significant.

Keywords: User Satisfaction, Efficiency and Effectiveness