

ABSTRAK

Kurniawan, I Made Windu Segara (2020), Analisis Kesuksesan Implementasi Aplikasi Online Single Submission menggunakan Metode Delone dan Mclean pada Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Buleleng. Tesis, Ilmu Komputer, Program Pascasarjana, Universitas Pendidikan Ganesha.

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Kata kunci: analisis kesuksesan, *online single submission*, sistem informasi

Penelitian ini bertujuan untuk menganalisis kesuksesan implementasi aplikasi Online Single Submission menggunakan metode Delone dan Mclean DPMPTSP. Penelitian ini termasuk penelitian kuantitatif dengan metode survei. Populasi penelitian ini adalah pengguna sistem informasi yang berjumlah 55 orang. Sebanyak 48 responden dipilih sebagai sampel yang ditentukan dengan teknik *group random sampling*. Hasil Penelitian menunjukkan bahwa terdapat pengaruh yang signifikan antara; (1) *system quality* terhadap *individual impact* koefisien korelasi sebesar 0,593 dan pengaruh sebesar 35,1%; (2) *informasi quality* terhadap *individual impact* koefisien korelasi sebesar 0,665, dan pengaruh sebesar 44,2%; (3) *service quality* terhadap *individual impact* koefisien korelasi sebesar 0,713, dan pengaruh sebesar 50,9%; (4) *system quality, informasi quality, service quality*, terhadap *individual impact* pengaruh sebesar 63,5%; (5) *system quality* terhadap *organizational impact* koefisien korelasi sebesar 0,618, dan pengaruh sebesar 38,2%; (6) *informasi quality* terhadap *organizational impact* koefisien korelasi sebesar 0,676, dan pengaruh sebesar 45,7%; (7) *service quality* terhadap *organizational impact* koefisien korelasi sebesar 0,713, dan pengaruh sebesar 50,8%; (8) *system quality, informasi quality, service quality*, terhadap *organizational impact* pengaruh sebesar 63,5%; (9) *system quality, informasi quality, service quality, individual impact* terhadap *organizational impact* pengaruh sebesar 95,9%; (10) *system quality, information quality, dan service quality* berpengaruh terhadap tingkat kepuasan pengguna sebesar 64,55%.

ABSTRACT

Kurniawan, I Made Windu Segara (2020), Analysis of Successful Implementation of Online Single Submission Applications using the Delone and Mclean Method in DPMPPTSP of Buleleng Regency.

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Keywords : analysis of success, online single submission, information systems

This study aims to analyze the successful implementation of Online Single Submission applications using the Delone and Mclean DPMPPTSP methods. This research is a quantitative research with survey method. The population of this research is 55 users of information systems. A total of 48 respondents were selected as samples determined by group random sampling technique. Research results show that there are significant influences between; (1) system quality on individual impacts correlation coefficient of 0.593 and influence of 35.1%; (2) quality information on individual impacts correlation coefficient of 0.665, and influence of 44.2%; (3) service quality on individual impacts correlation coefficient of 0.713, and influence of 50.9%; (4) system quality, information quality, service quality, for individual impact influence of 63.5%; (5) system quality of organizational impac correlation coefficient of 0.618, and influence of 38.2%; (6) information quality on organizational impac correlation coefficient of 0.676, and influence of 45.7%; (7) service quality on organizational impac correlation coefficient of 0.713, and influence of 50.8%; (8) system quality, information quality, service quality, on organizational impac influence of 63.5%; (9) system quality, information quality, service quality, individual impact on organizational impac- tivity of 95.9%; (10) system quality, information quality, and service quality have an effect on the user satisfaction level of 64.55%.