

ABSTRAK

Putu Gede Rizky Raditya Librawan (2024), *Analisis Keberterimaan dan Kesuksesan Peralihan Sistem SIAKAD Cloud Universitas Ngurah Rai Menggunakan Model Technology Acceptance Model (TAM) dan Delone & Mclean.*

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Kata-kata kunci: keberterimaan, kesuksesan, *Technology Acceptance Model*, SI DeLone and McLean

Penelitian ini mengevaluasi SIAKAD *Cloud* Universitas Ngurah Rai (UNR) yang diterapkan pada tahun 2022, menggantikan sistem SUNARI (Sistem Informasi Unggulan Universitas Ngurah Rai). SIAKAD *Cloud* UNR memiliki beberapa kendala dalam implementasinya, seperti proses migrasi data, adaptasi pengguna yang terbiasa dengan sistem lama, serta kurangnya evaluasi dan informasi mengenai kepuasan pengguna serta kualitas sistem. Tujuan penelitian ini adalah melakukan evaluasi untuk menguji tingkat keberterimaan dan kesuksesan peralihan sistem SIAKAD *Cloud* UNR untuk menghasilkan rekomendasi perbaikan yang didukung dengan bukti-bukti empiris. Penelitian ini menggunakan kombinasi model *Technology Acceptance Model* (TAM) dan Kesuksesan Sistem Informasi Delone & Mclean dengan 6 variabel yaitu *Percieved Usefulness*, *Percieved Ease of Use*, *System Quality*, *Information Quality*, *User Satisfaction*, *Net Benefit*. Populasi dalam penelitian ini adalah Dosen dan Mahasiswa Universitas Ngurah Rai sebanyak 2698 orang. Selanjutnya, dengan rumus *Slovin* diperoleh sampel sebanyak 100 orang yang dipilih menggunakan teknik *proportional stratified random sampling*. Analisis data menggunakan PLS-SEM dengan bantuan aplikasi *SmartPLS 3.3*. Hasil analisis deskriptif menunjukkan bahwa *Percieved Usefulness* dan *Percieved Ease of Use* sistem SIAKAD *Cloud* UNR berada pada kategori cukup. Sementara itu, *System Quality*, *Information Quality*, *User Satisfaction* dan *Net Benefit* sistem SIAKAD *Cloud* UNR berada pada kategori baik. Hasil analisis jalur menunjukkan bahwa *Percieved Usefulness*, *Percieved Ease of Use*, *System Quality*, dan *Information Quality* berpengaruh positif dan signifikan terhadap *User Satisfaction*, serta *User Satisfaction* berpengaruh positif dan signifikan terhadap *Net Benefit*. Penelitian ini juga menghasilkan rekomendasi yang dapat digunakan sebagai alternatif untuk meningkatkan dan mengembangkan sistem SIAKAD *Cloud* UNR secara berkelanjutan.

ABSTRACT

Putu Gede Rizky Raditya Librawan (2024), *Analysis of Acceptance and Success of the SIAKAD Cloud System Transition at Universitas Ngurah Rai Using the Technology Acceptance Model (TAM) and DeLone & McLean Model.*

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This thesis has been approved and checked by Preceptor I: Prof. Dr. I Made Candiasa, MI. Kom. and preceptor II: Dr. Luh Joni Erawati Dewi, S.T., M.Pd.

Keywords: acceptance, success, Technology Acceptance Model, DeLone and McLean IS Success Model

This study evaluates the SIAKAD Cloud system at Ngurah Rai University (UNR), implemented in 2022 to replace the SUNARI (Ngurah Rai University Superior Information System) system. The SIAKAD Cloud system at UNR faced several challenges during its implementation, such as data migration processes, user adaptation from the old system, and a lack of evaluation and information on user satisfaction and system quality. The aim of this study is to evaluate the acceptance level and success of the transition to the SIAKAD Cloud system at UNR, in order to provide recommendations for improvement supported by empirical evidence. This study combines the Technology Acceptance Model (TAM) and the Information System Success Model by DeLone & McLean, employing six variables: Perceived Usefulness, Perceived Ease of Use, System Quality, Information Quality, User Satisfaction, and Net Benefit. The population in this study includes 2,698 lecturers and students at Ngurah Rai University. Using Slovin's formula, a sample of 100 respondents was obtained through proportional stratified random sampling. Data analysis was conducted using PLS-SEM with the help of the SmartPLS 3.3 software. Descriptive analysis results indicate that Perceived Usefulness and Perceived Ease of Use of the SIAKAD Cloud system at UNR fall into the "moderate" category. Meanwhile, System Quality, Information Quality, User Satisfaction, and Net Benefit of the SIAKAD Cloud system are rated in the "good" category. Path analysis results show that Perceived Usefulness, Perceived Ease of Use, System Quality, and Information Quality have a positive and significant effect on User Satisfaction, and User Satisfaction has a positive and significant effect on Net Benefit. This study also provides recommendations that can serve as alternatives for the continuous improvement and development of the SIAKAD Cloud system at UNR.