

KOMPLEKSITAS TUGAS DAN SISTEM, SERTA STRUKTUR ORGANISASI MEMODERASI HUBUNGAN PARTISIPASI DENGAN KEPUASAN PEMAKAI SISTEM INFORMASI

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ABSTRACT

This research aim to know how far influence of duty complexity, complexity of system and organization chart as moderating variable in relation of among participation of user and user satisfaction in system development, as well as to know how far influence participate the user to user satisfaction in course of system development information. Test the hypothesis conducted at 66 responder which is gone the round of at 35 manufacturing business and service of exist in Central Java region. Technique of intake sample in this research use the convinience sampling. Research method in hypothesis test use the linear regression to test the influence participate the wearer to wearer satisfaction in system development information, while test of variable moderating conducted by using method MRA (Moderated Regresion Analysis). Result of research indicated that user participation has a significant relationship with user satisfaction in the development information system. Duty complexity non representing variable moderating of among relation participate the user with the user satisfaction, but as independent variable. System complexity representing as variable moderating of among relation participate the user with the user satisfaction, while organization chart representing as variable moderating of among relation participate the user with the user satisfaction.

Key Word : User Participation, User Satisfaction, Task Complexity, System Complexity, Organization Structure

PENDAHULUAN

Perkembangan teknologi berdasarkan sistem informasi akhir-akhir ini berkembang dengan sangat cepat. Adanya persaingan, perubahan, dan ketidakpastian yang selalu

mewarnai kehidupan lingkungan bisnis menyebabkan pimpinan perusahaan memerlukan informasi yang cepat, tepat dan relevan sebagai dasar pengambilan keputusan. Oleh karena itu, sistem informasi dan teknologi telah menjadi komponen yang sangat penting bagi keberhasilan