

ABSTRACT

This study examines the results of the Implementation of Telkomsel TOTI (Trouble Ticket) as an Information System for Decision Supporting System in Jabotabek Telkomsel against Tower Provider Satisfaction with the Delone & McLean Model Approach. TOTI's Evaluation of Success is measured through Usage and User Satisfaction. TOTI is implemented to measure and increase the performance of Tower Provider in collaboration with Telkomsel, which in the end there is an application of sanctions if the performance produced by Tower Provider is not in accordance with the agreement. But even though it has been implemented for some time, the expected performance will not increase.

This research will prove the influence of information quality, system quality, and service quality on User Usage and Satisfaction variables. This study will also examine the effect of Use and user satisfaction on the net benefits obtained.

The intention to use variable (intensity of use) is issued from the modified Delone and McLean (2003) model, because the TOTI Information System is a DSS that must be used by Tower Provider Partners. The method used is qualitative, with the purpose of verification. Research on 40 Tower Provider Companies with a population of 153 employees who have access (authorization) to TOTI. Sampling is done using purposive sampling. Data analysis techniques used multivariate dependent variance based matrix Structural Equation Modeling (VB-SEM) with AMOS (Analysis Moment of Structure) as the software used.

The results showed that the independent variables (System Quality, Service Quality, and Information Quality) had an influence on the adequate category of user satisfaction (R-Square 0.681). Whereas User Satisfaction has a very strong influence on the net benefits generated by TOTI (R-square 0.825). Service Quality and Information Quality have an influence on Usage, while System Quality does not affect Usage. In the Hypothesis test Service Quality and Information Quality have a significant influence on User satisfaction, while System Quality has no effect on Usage ($p > 0.281$). User Satisfaction influences net benefits.

In the future, Information System TOTI needs further development, especially for improvements to System Quality. Whereas for further research can be done the separation of several variables, so that each variable can be clearly defined satisfaction. Whereas User Satisfaction influences net benefits.

Keywords: *Decision Supporting System, DeLone dan McLean (D&M IS Success Model), Information System*