

ABSTRACT

Information Systems will be instrumental to promote all sectors of the business by offering increased efficiency and effectiveness of business processes, managerial decision making, and teamwork, to strengthen the competitive position if it can be applied effectively by business actors. The purpose of this study is to know the Level User Satisfaction of ERP System at PT.XXX in Makassar City which has implemented Information System in its Business Process.

This research uses End user computing satisfaction (EUCS) method. This method emphasizes the user's satisfaction, by analyzing the system based on the content, accuracy, appearance, ease of use and timeliness. This research uses quantitative method and descriptive case study approach. Data collection techniques in this study is to use research instruments in the form of questionnaires / questionnaires to ERP System Users in PT.XXX.

The results of this study indicate that the overall user satisfaction level of ERP, by analyzing the system based on the content get 88.5%, the accuracy get 91.3%, the view get 93%, the user ease get 87.3% and the timeliness get 93, 4%.

Based on the Satisfaction Variables divided into All Dimensions in this study it can be concluded that the user was satisfied because the level of satisfaction entered in the category Very High exceeds 81.25%.

Keywords: *End User Computing Satisfaction (EUCS), Enterprise Resource Planning (ERP), ERP Users*