

ABSTRACT

This research tries to examine the success of Badix implementation as Information System in Telkomsel Regional Sumbagsel using DeLone and McLean (2003) model. The success of Badix that has the role of Decision Supporting System (DSS) is measured through user satisfaction variable. This study is purposed to adopt DeLone and McLean model to test the relationship of information quality, system quality, and service quality from Badix to user satisfaction variable. Furthermore, this study will also examine the effect of user satisfaction on the net benefits obtained.

The Delone and McLean (2003) models are modified by removing the intention to use and use variables by looking at the fact that Badix Information System is a mandatory DSS in Telkomsel Regional Sumbagsel. The type of research is conclusive research, that data population coming from 47 people who have access (authorization) to Badix DSS. Sampling is done by using purposive sampling, with minimum requirement of respondent have been working in Telkomsel Regional Sumbagsel more than one year and have used badix more than six month. From the questionnaire distributed known 37 respondents in accordance with the minimum requirements to be a sample in this study. Data analysis technique using multivariate dependent based wich is variance based matrix Structural Equation Modeling (VB-SEM) with PLS (Partial Least Square) as the software used.

The result showed that the system quality (path 0,24), information quality (path 0,49) gave significant influence to User's satisfaction by 47%. User Satisfaction from Badix gives significant Effect on net benefits of 41% proportion, while Service quality is not proven empirically gives significant influence to User Satisfaction.

Keywords: Information System, Decision Supporting System, Success Model of DeLone and McLean Information System (D & M IS Success Model).