ABSTRACT

INFORMATION SYSTEMS BLUEPRINT PRIORITY SETTING BASED ON USER SATISFACTION, PERCEIVED I.S. ROLE AND PERCEIVED I.S. RELATIVE STRENGTH

Yadi Kurniawan
2201982012

The basic principle of management process is to provide a reasonable assurance that a company can achieve its desired goals. In this case Information System (IS) can have a valuable role to help the company managing the business because one of its important function is a management and control function (Jayaratna, 1999).

Since IS plays the valuable role, it is strongly necessary to provide IS effectively in the company. To provide effective IS, the company should know its existing IS effectiveness, then it can determine IS development. It is difficult to find appropriate framework in measuring IS and there are also constraints to be faced when performing IS development as time, cost and resources. The company needs priority scale.

The research measured the IS effectiveness in term of user satisfaction tests based on 5 aspects: content, accuracy, format, ease of use and timeliness by using statistical method, performed gap analysis to know the gap between existing and future IS role and IS relative strength, and finally provided IS Blue Print Priority Setting for the company.

The results of this research concludes that the IS users in PT. XYZ are not satisfied with the existing IS, the company should improve their IS by paying close attention to the 5 aspects being proven by statistical method. And the IS Blue Print Priority Setting was made based on user satisfaction and gap analysis results.

Key Words: IS priority setting, effectiveness, user satisfaction, content, accuracy, format, ease of use, timeliness, gap analysis.