

# Keunggulan dan kepuasan pengguna sistem enterprise resource planning (ERP) dalam kegiatan akuntansi perusahaan persepsi akuntan dan ahli TI = Erp excellence and user satisfaction in accounting activity in the company perception of accounting and IT professional

Kathy Priscilla Glory, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20386707&lokasi=lokal>

---

## Abstrak

[<b>ABSTRAK</b><br>

Penelitian ini bertujuan untuk mengetahui keunggulan ERP dalam kegiatan akuntansi perusahaan terutama dikaji dari perspektif akuntan dan ahli Teknologi Informasi (TI) serta mengetahui faktor yang mempengaruhi tingkat kepuasan pengguna ERP. Metode pengolahan data yang digunakan adalah Principal Component Analysis untuk membantu mengidentifikasi variabel keunggulan ERP serta metode Ordinary Least-Squares Regression untuk mengetahui faktor yang mempengaruhi tingkat kepuasan pengguna. Penelitian ini menemukan keunggulan ERP dari tiga dimensi, yaitu Kualitas Sistem, Kualitas Informasi, dan Kualitas Layanan. Selain itu penelitian ini juga menemukan tidak adanya perbedaan perspektif yang signifikan tentang keunggulan ERP antara akuntan dan ahli TI, serta mengungkapkan dimensi yang mempengaruhi Kepuasan Pengguna. Kualitas Sistem merupakan faktor memiliki pengaruh yang signifikan terhadap Kepuasan Pengguna, sedangkan Kualitas Informasi dan Kualitas Layanan tidak memiliki pengaruh yang signifikan terhadap Kepuasan Pengguna.

<hr>

<b>ABSTRACT</b><br>

This study aims to determine ERP excellences in accounting activities in the company particularly studied from the perspective of accountants and IT professionals, and also investigate the dimensions that affect ERP user satisfaction. This study use Principal Component Analysis to identify ERP excellences and Ordinary Least-Squares Regression to discovers the dimensions that affect ERP user satisfaction. The empirical evidence finds a number of ERP excellences in accounting activities. No statistically significant differences found between the perception of accountants and IT professionals concerning ERP excellence in accounting activities. System Quality is the dimension that has a significant relationship to User Satisfaction, whereas Information Quality and Service Quality does not have a significant relationship to the User Satisfaction., This study aims to determine ERP excellences in accounting activities in the company particularly studied from the perspective of accountants and IT professionals, and also investigate the dimensions that affect ERP user satisfaction. This study use Principal Component Analysis to identify ERP excellences and Ordinary Least-Squares Regression to discovers the dimensions that affect ERP user satisfaction. The empirical evidence finds a number of ERP excellences in accounting activities. No statistically significant differences found between the perception of accountants and IT professionals concerning ERP excellence in accounting activities. System Quality is the dimension that has a significant relationship to User Satisfaction, whereas Information Quality and Service Quality does not have a significant relationship to the User Satisfaction.]