

# Analisis faktor-faktor yang mempengaruhi kesuksesan penerapan aplikasi sistem informasi kepegawaian: studi kasus Kementerian Luar Negeri = Analysis of factors influencing the successful implementation of human resource information system: case study Ministry of Foreign Affairs

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## Abstrak

Dalam rangka menunjang program penataan sumber daya manusia, Kementerian Luar Negeri membangun aplikasi Sistem Informasi Manajemen Pegawai (Simpeg) sebagai tahapan dalam pembangunan Human Resource Information System (HRIS) Kementerian Luar Negeri. Akan tetapi, sistem tersebut memiliki kendala karena tidak berjalan sesuai dengan harapan stakeholder.

Penelitian ini bertujuan untuk melakukan evaluasi faktor-faktor apa saja yang mempengaruhi kesuksesan penerapan aplikasi Simpeg di Kementerian Luar Negeri dengan menggunakan model turunan dari Information System Success Model, Technology Acceptance Model, UTAUT dan Trust Model. Data penelitian didapatkan dengan menyebarkan kuesioner kepada 160 pegawai di kantor pusat serta kantor perwakilan RI di beberapa negara. Data penelitian tersebut dianalisa menggunakan konsep Structural Equation Modelling (SEM) berbasis kovarian dengan menggunakan perangkat lunak Amos.

Hasil penelitian menunjukkan bahwa faktor-faktor yang berpengaruh secara signifikan terhadap kesuksesan penerapan Simpeg di Kementerian Luar Negeri adalah System Quality, Information Quality, Service Quality, Percieved Ease of Use, Habit dan User Satisfaction.

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In order to support Human Resource Management program, Ministry of Foreign Affairs develops Human Resource Information System in a small scale. However, there are some problems while implementing this system because it did not align with the stakeholder requirements yet.

The objective of this research is to evaluate factors that influence the successful implementation of Human Resource Information System in Ministry of Foreign Affairs using derivative model of Information System Success Model, Technology Acceptance Model, UTAUT and Trust Model. The research model was applied to collect from the questionnaires answered by 160 users of Human Resource Information System from the headquarter office and also from Indonesian Embassy offices in some countries. The results were analyzed using Structural Equation Modelling (SEM) covarian-based in Amos.

The results indicated factors that influence the successful implementation of Human Resource Information System in Ministry of Foreign Affairs are System Quality, Information Quality, Service Quality, Percieved Ease of Use, Habit and User Satisfaction.