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ABSTRACT

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THE INFLUENCE SYSTEM IMPLEMENTATION ANALYSIS OF CUSTOM'S
ELECTRONIC DATA INTERCHANGE (EDI) IN IMPORT COMODITY FLOW
SERVICES AT TYPE A1 SOEKARNO HATTA OFFICE – DIRECTORAT
GENERAL OF CUSTOMS AND EXCISE.
109 pages + 19 tables + 7 pictures + 7 enclosures + 36 bibliographies

Customs Reformation affected DJBC to increasing customs services, especially in import document administration. For this purposes, DJBC used Electronic Data Interchange (EDI) System to satisfy the customs society (exporter and importer).

Problem of this research is to estimate the influence of EDI System. EDI is a system that can exchange electronic data between organization that has advantages such as, 'just in time', 'simple', and 'paperless'.

Independent variable in this research is 'the implementation of EDI system', and the dependent variable is 'increasing customs services'. The independent variable has three indicator, which is: sparepart/component; customs procedure; and human resources.

This research has been located at KPPBC Tipe A1 Soekarno Hatta, with population from customs society and customs employee. Sample choosed based on Krejcie Table with 5% degree of mistaken.

For data technic analysis, this research used library research, respondent, and in depth interview. The obstacles have been founded in this research was the influence of EDI system showed significant result.

Highly recommended as an import for better quality of custom;s services user are:

1. DJBC have to increase their quality by 24 hours operation of EDI system.
2. Certainly need commitment from related instance for maintaining the system, so it can operate well.
3. Suggested to make an continuity evaluation for the growth of organization.