



## **KUESIONER**

### **ANALISIS FAKTOR-FAKTOR YANG BERPENGARUH TERHADAP KEBERHASILAN ERP**

#### **Pengantar**

**Enterprise Resource Planning (ERP)** adalah suatu sistem informasi yang berfungsi untuk mengintegrasikan aspek-aspek perusahaan. Penerapan ERP dapat memberikan manfaat efisiensi dan peningkatan kinerja perusahaan.

Penerapan ERP dipengaruhi oleh faktor-faktor internal dan eksternal yang berpeluang menjadi resiko terhadap keberhasilan ERP. Faktor-faktor internal merupakan faktor-faktor yang berasal dari dalam perusahaan yang akan menerapkan ERP, sedangkan faktor-faktor eksternal berasal dari luar perusahaan.

#### **Tujuan Kuesioner**

Kuesioner ini bertujuan untuk memperoleh:

1. Data metodologi penerapan ERP, strategi penerapan ERP, ukuran tingkat keberhasilan ERP, lama penerapan ERP, anggaran penerapan ERP, daftar perusahaan yang menerapkan ERP dan faktor-faktor yang berpengaruh terhadap penerapan ERP
2. Data statistik kualitas faktor-faktor internal dan eksternal dalam penerapan ERP
3. Tindakan pencegahan dan koreksi yang dilakukan terhadap permasalahan yang ditimbulkan oleh faktor-faktor yang berpengaruh terhadap penerapan ERP

Responden merupakan personal-personal yang berpengalaman dalam penerapan ERP

### **Kegunaan Kuesioner**

Data yang diperoleh dari kuesioner ini akan digunakan sebagai data untuk kuesioner terhadap perusahaan mengenai faktor-faktor yang berpengaruh terhadap keberhasilan ERP sedangkan data statistik yang diperoleh akan diolah dan dianalisa menggunakan program aplikasi Statistical Product and Service Solution (SPSS) untuk memperoleh faktor-faktor apa saja yang mempengaruhi keberhasilan ERP

### **Pengembalian Kuesioner**

Pengembalian kuesioner ini diharapkan 14 hari setelah kuesioner diterima oleh responden.

Untuk pengembalian kuesioner dan pertanyaan mengenai kuesioner harap menghubungi :

Eva Wijayanti, HP : 08123268474, e-mail: [eva\\_no\\_neko@yahoo.com](mailto:eva_no_neko@yahoo.com)

Ir. Anton Katili, MT, HP : 0811846894

Dr. Ir. Yusuf Latif, MT, HP : 08128099019

Apabila berkenan, pengembalian kuesioner juga dapat dikirimkan pada alamat:

Eva Wijayanti

Kompleks Departemen Perdagangan RT IV RW VI no. 12 A

Kelapa Gading Jakarta Utara 14240

Atau melalui alamat e-mail diatas

Setiap jawaban yang diberikan terjamin kerahasiaannya dan merupakan bantuan yang tidak ternilai harganya. Terima kasih.

**Data Responden**

**Petunjuk pengisian :**

Isilah data-data yang sesuai pada tempat isian bertanda titik-titik

Nama :

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Umur :

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Jabatan :

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Masa kerja :

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Pendidikan terakhir :

.....

No. telepon :

.....

Alamat e-mail :

.....



## **Data Penerapan ERP**

### **Petunjuk pengisian :**

Isilah data-data sesuai pertanyaan, jawaban merupakan kesimpulan umum dari penerapan ERP yang selama ini Saudara kerjakan

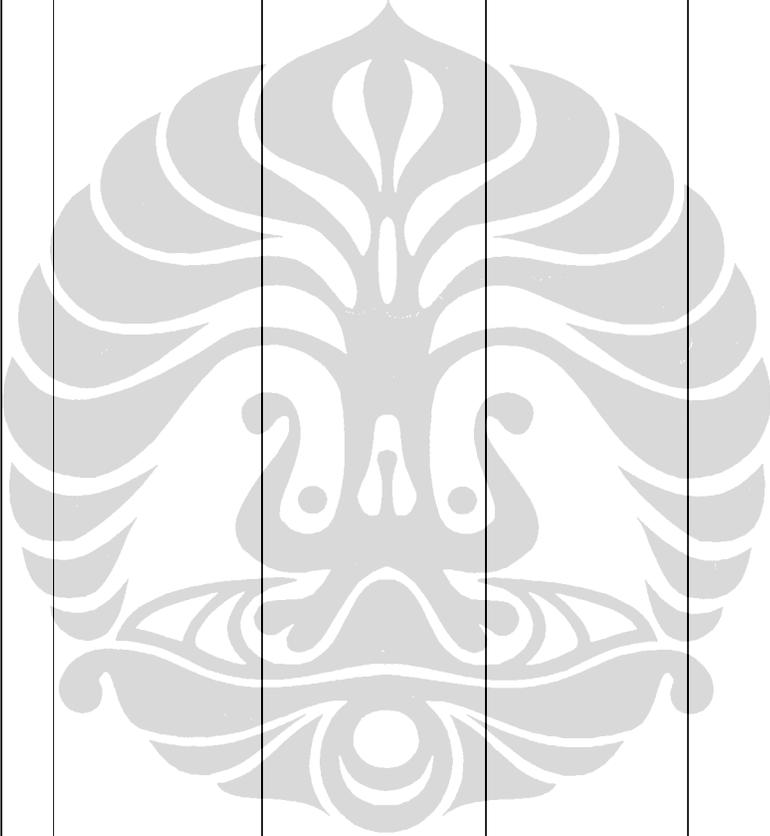
1. Metodologi apa yang digunakan dalam penerapan ERP?
2. Strategi apa yang digunakan dalam penerapan ERP?
3. Berapa lama waktu yang dibutuhkan untuk penerapan ERP?
4. Berapa anggaran yang dibutuhkan dalam penerapan ERP?
5. Ukuran apa yang digunakan sebagai tingkat keberhasilan ERP?  
(Ukuran tingkat keberhasilan ERP kecepatan perolehan data terutama laporan keuangan diperoleh dari literature)
6. Daftar perusahaan yang menerapkan ERP antara tahun 2003-2006 di Jakarta dan sekitarnya
7. Berikan komentar terhadap faktor-faktor yang berpengaruh terhadap penerapan ERP dalam daftar (faktor-faktor dalam daftar diperoleh dari literature)
8. Berikan saran berupa tambahan faktor-faktor lain yang berpengaruh terhadap penerapan ERP selain faktor-faktor dalam daftar

**Jawaban Pertanyaan**



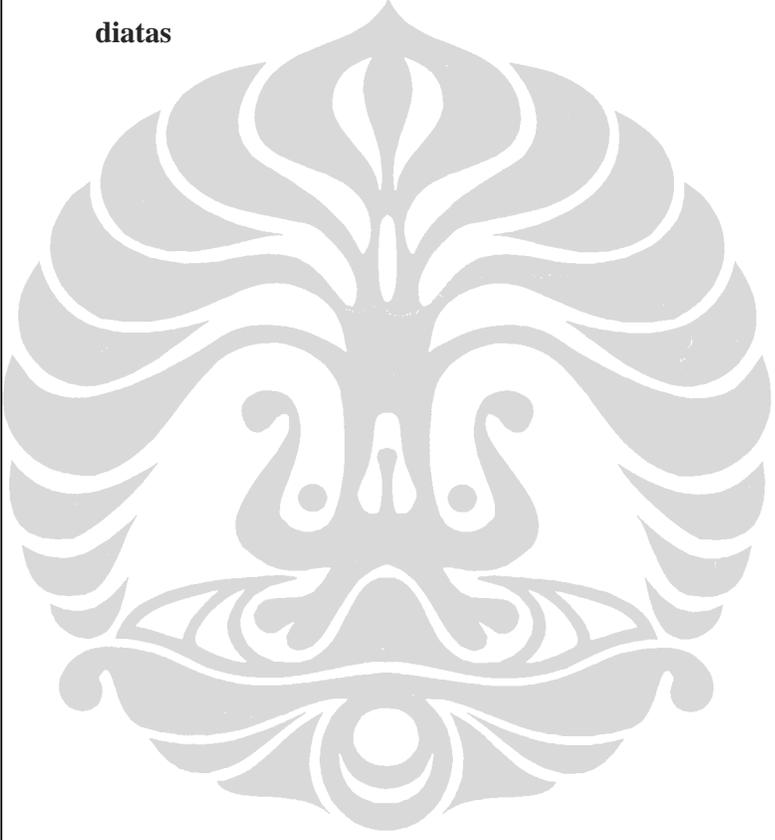
### Daftar Perusahaan

| No | Nama Perusahaan | Bidang usaha | Alamat | Telp | Tahun Penerapan |
|----|-----------------|--------------|--------|------|-----------------|
|    |                 |              |        |      |                 |



**Daftar faktor-faktor yang berpengaruh terhadap keberhasilan ERP**

| No | Faktor (X)                                    | Komentar |
|----|---|----------|
|    | <b>Faktor Eksternal</b>                       |          |
|    | <b>Profesionalisme Konsultan</b>              |          |
| 1  | Kemampuan teknis                              |          |
| 2  | Kemampuan analisis infrastruktur              |          |
| 3  | Kemampuan analisis proses bisnis              |          |
| 4  | Kemampuan analisis sistem prosedur            |          |
| 5  | Kemampuan analisis sistem informasi eksisting |          |
| 6  | Pengalaman pada proyek sejenis                |          |
|    | <b>Sistem informasi yang “user friendly”</b>  |          |
| 7  | Sistem terstruktur                            |          |
| 8  | Tampilan sesuai kebutuhan user                |          |
|    | <b>Proses <i>knowledge transfer</i></b>       |          |
| 9  | Pelatihan sesuai dengan kebutuhan perusahaan  |          |
| 10 | Kualitas dokumentasi                          |          |
|    | <b>Faktor Internal</b>                        |          |
|    | <b>Budaya SDM</b>                             |          |
| 11 | Komitmen manajemen                            |          |
| 12 | Komitmen user                                 |          |
|    | <b>Kompetensi SDM</b>                         |          |
| 13 | Kemampuan manajemen                           |          |
| 14 | Kemampuan teknis                              |          |
| 15 | Kemampuan analisis                            |          |
|    | <b>Pemilihan konsultan</b>                    |          |
| 16 | Profesionalisme konsultan                     |          |
|    | <b>Infrastruktur teknologi informasi</b>      |          |
| 17 | <i>Hardware</i>                               |          |
| 18 | <i>Network/jaringan</i>                       |          |
|    | <b>Pelatihan/training</b>                     |          |
| 19 | Pelatihan sesuai dengan kebutuhan user        |          |

|   |                          |  |
|---|--------------------------|--|
|   | <b>Bank Data</b>         |  |
| 20  | Data terstruktur         |  |
|   | <b>Proses komunikasi</b> |  |
| 21  | Kualitas sosialisasi     |  |
|   | <b>Sistem reward</b>     |  |
| 22  | Kesesuaian sistem reward |  |
| <p><b>Isikan dengan faktor-faktor lain yang berpengaruh terhadap keberhasilan ERP selain faktor-faktor diatas</b></p>  |                          |  |

## **Data Statistik Kualitas Faktor-Faktor dalam Penerapan ERP dan Keberhasilan kecepatan Perolehan Data terutama Laporan Keuangan**

### **Petunjuk pengisian :**

Berilah tanda (√) pada kolom alternatif jawaban yang tersedia sebagai berikut:

- Untuk kualitas faktor-faktor dalam penerapan ERP (X)
  - 5 = sangat baik (80%-100%)
  - 4 = baik (60%-80%)
  - 3 = cukup baik (40%-60%)
  - 2 = kurang baik (20%-40%)
  - 1 = tidak baik (0%-20%)
- Untuk keberhasilan kecepatan perolehan data terutama laporan keuangan (Y)
  - 5 = sangat cepat (80%-100%)
  - 4 = cepat (60%-80%)
  - 3 = cukup cepat (40%-60%)
  - 2 = kurang cepat (20%-40%)
  - 1 = tidak cepat (0%-20%)

| No | Faktor (X)                                    | Kualitas |   |   |   |   |
|----|---|----------|---|---|---|---|
|    |   | 1        | 2 | 3 | 4 | 5 |
|    | <b>Faktor Eksternal</b>                       |          |   |   |   |   |
|    | <b>Profesionalisme Konsultan</b>              |          |   |   |   |   |
| 1  | Kemampuan teknis                              |          |   |   |   |   |
| 2  | Kemampuan analisis infrastruktur              |          |   |   |   |   |
| 3  | Kemampuan analisis proses bisnis              |          |   |   |   |   |
| 4  | Kemampuan analisis sistem prosedur            |          |   |   |   |   |
| 5  | Kemampuan analisis sistem informasi eksisting |          |   |   |   |   |
| 6  | Pengalaman pada proyek sejenis                |          |   |   |   |   |
|    | <b>Sistem informasi yang "user friendly"</b>  |          |   |   |   |   |
| 7  | Sistem terstruktur                            |          |   |   |   |   |
| 8  | Tampilan sesuai kebutuhan user                |          |   |   |   |   |
|    | <b>Proses <i>knowledge transfer</i></b>       |          |   |   |   |   |
| 9  | Pelatihan sesuai dengan kebutuhan perusahaan  |          |   |   |   |   |
| 10 | Kualitas dokumentasi                          |          |   |   |   |   |
|    | <b>Faktor Internal</b>                        |          |   |   |   |   |
|    | <b>Budaya SDM</b>                             |          |   |   |   |   |
| 11 | Komitmen manajemen                            |          |   |   |   |   |
| 12 | Komitmen user                                 |          |   |   |   |   |
|    | <b>Kompetensi SDM</b>                         |          |   |   |   |   |
| 13 | Kemampuan manajemen                           |          |   |   |   |   |
| 14 | Kemampuan teknis                              |          |   |   |   |   |
| 15 | Kemampuan analisis                            |          |   |   |   |   |
|    | <b>Pemilihan konsultan</b>                    |          |   |   |   |   |
| 16 | Profesionalisme konsultan                     |          |   |   |   |   |
|    | <b>Infrastruktur teknologi informasi</b>      |          |   |   |   |   |
| 17 | <i>Hardware</i>                               |          |   |   |   |   |
| 18 | <i>Network/jaringan</i>                       |          |   |   |   |   |
|    | <b>Pelatihan/training</b>                     |          |   |   |   |   |
| 19 | Pelatihan sesuai dengan kebutuhan user        |          |   |   |   |   |

|    |  |  |  |  |  |  |
|----|--|--|--|--|--|--|
|    | <b>Bank Data</b>   |  |  |  |  |  |
| 20 | Data terstruktur   |  |  |  |  |  |
|    | <b>Proses komunikasi</b>                                   |  |  |  |  |  |
| 21 | Kualitas sosialisasi                                       |  |  |  |  |  |
|    | <b>Sistem reward</b>                                       |  |  |  |  |  |
| 22 | Kesesuaian sistem reward                                   |  |  |  |  |  |
|    | Faktor-faktor berpengaruh lain selain faktor-faktor diatas |  |  |  |  |  |

| Keberhasilan (Y)  | Kecepatan |   |   |   |   |
|---|-----------|---|---|---|---|
|   | 1         | 2 | 3 | 4 | 5 |
| <b>Kecepatan Perolehan Data terutama Laporan Keuangan</b> |           |   |   |   |   |

**Data Tindakan Pencegahan dan Koreksi terhadap Permasalahan yang disebabkan Faktor-Faktor dalam Penerapan ERP**

**Petunjuk pengisian :**

Isilah data-data pada kolom yang tersedia

| No | Faktor   | Tindakan   |         |
|----|--|------------|---------|
|    |  | Pencegahan | Koreksi |
|    | Faktor Eksternal   |            |         |
|    | Profesionalisme Konsultan                                  |            |         |
| 1  | Kemampuan teknis   |            |         |
| 2  | Kemampuan analisis infrastruktur                           |            |         |
| 3  | Kemampuan analisis proses bisnis                           |            |         |
| 4  | Kemampuan analisis sistem prosedur                         |            |         |
| 5  | Kemampuan analisis sistem informasi eksisting              |            |         |
| 6  | Pengalaman pada proyek sejenis                             |            |         |
|    | Sistem informasi yang “ <i>user friendly</i> ”             |            |         |
| 7  | Sistem terstruktur   |            |         |
| 8  | Tampilan sesuai kebutuhan user                             |            |         |
|    | Proses <i>knowledge transfer</i>                           |            |         |
| 9  | Pelatihan sesuai dengan kebutuhan perusahaan               |            |         |
| 10 | Kualitas dokumentasi                                       |            |         |
|    | Faktor Internal  |            |         |
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| 17 | <i>Hardware</i>  |            |         |
| 18 | <i>Network</i> /jaringan                                   |            |         |
|    | Pelatihan/training   |            |         |
| 19 | Pelatihan sesuai dengan kebutuhan user                     |            |         |
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| 20 | Data terstruktur   |            |         |
|    | Proses komunikasi  |            |         |
| 21 | Kualitas sosialisasi                                       |            |         |
|    | Sistem reward  |            |         |
| 22 | Kesesuaian sistem reward                                   |            |         |
|    | Faktor-faktor berpengaruh lain selain faktor-faktor diatas |            |         |

**Penutup**

Bagaimana komentar dan saran Saudara berkaitan dengan topik kuesioner ini?



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Terima kasih atas partisipasi Anda



## **KUESIONER**

### **ANALISIS FAKTOR-FAKTOR YANG BERPENGARUH TERHADAP KEBERHASILAN ERP**

#### **Pengantar**

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Penerapan ERP dipengaruhi oleh faktor-faktor internal dan eksternal yang berpeluang menjadi resiko terhadap keberhasilan ERP. Faktor-faktor internal merupakan faktor-faktor yang berasal dari dalam perusahaan yang akan menerapkan ERP, sedangkan faktor-faktor eksternal berasal dari luar perusahaan.

#### **Tujuan Kuesioner**

Kuesioner ini bertujuan untuk memperoleh:

1. Data statistik kualitas faktor-faktor internal dan eksternal dalam penerapan ERP dan kecepatan perolehan data terutama laporan keuangan
2. Tindakan pencegahan dan koreksi yang dilakukan terhadap permasalahan yang ditimbulkan oleh faktor-faktor yang berpengaruh terhadap penerapan ERP

Responden merupakan personal-personal kunci pada masing-masing departement yang menerapkan ERP

#### **Kegunaan Kuesioner**

Data yang diperoleh dari kuesioner ini akan akan diolah dan dianalisa menggunakan program aplikasi Statistical Product and Service Solution (SPSS) untuk memperoleh faktor-faktor apa saja yang mempengaruhi keberhasilan ERP

### **Pengembalian Kuesioner**

Pengembalian kuesioner ini diharapkan 14 hari setelah kuesioner diterima oleh responden.

Untuk pengembalian kuesioner dan pertanyaan mengenai kuesioner harap menghubungi :

Eva Wijayanti, HP : 08123268474, e-mail: [eva\\_no\\_neko@yahoo.com](mailto:eva_no_neko@yahoo.com)

Ir. Anton Katili, MT, HP : 0811846894

Dr. Ir. Yusuf Latif, MT, HP : 08128099019

Apabila berkenan, pengembalian kuesioner juga dapat dikirimkan pada alamat:

Eva Wijayanti

Kompleks Departemen Perdagangan RT IV RW VI no. 12 A

Kelapa Gading Jakarta Utara 14240

Atau melalui alamat e-mail diatas

Setiap jawaban yang diberikan terjamin kerahasiaannya dan merupakan bantuan yang tidak ternilai harganya. Terima kasih.

## Data Responden

### Petunjuk pengisian :

Isilah data-data yang sesuai pada tempat isian bertanda titik-titik

Nama :

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Umur :

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Jabatan :

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Masa kerja :

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Pendidikan terakhir :

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## **Data Statistik Kualitas Faktor-Faktor dalam Penerapan ERP dan Keberhasilan kecepatan Perolehan Data terutama Laporan Keuangan**

### **Petunjuk pengisian :**

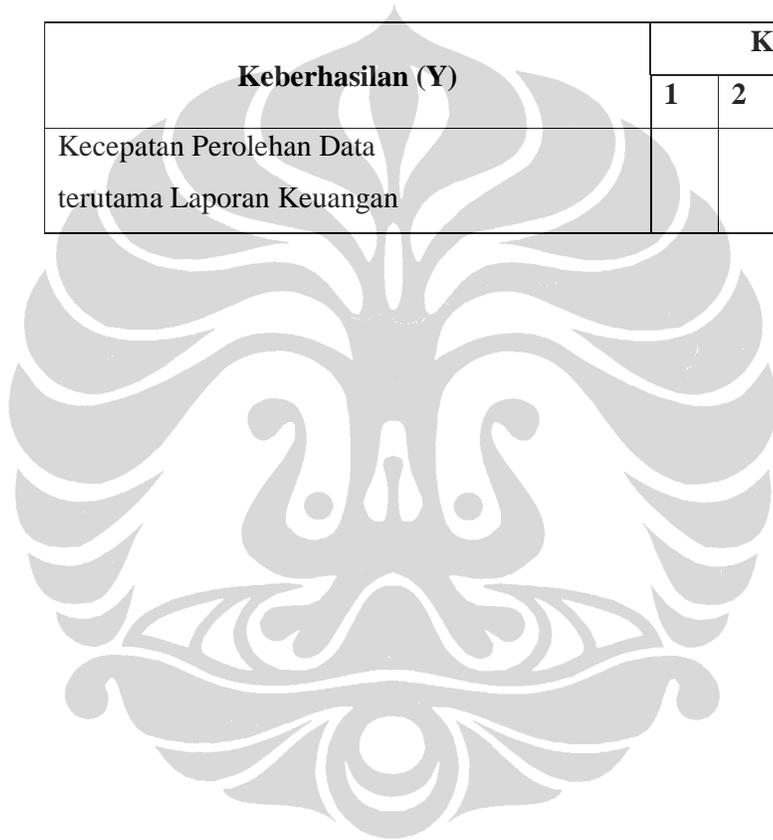
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  - 1 = tidak cepat (0%-20%)

| No | Faktor (X)                                    | Kualitas |   |   |   |   |
|----|---|----------|---|---|---|---|
|    |   | 1        | 2 | 3 | 4 | 5 |
|    | <b>Faktor Eksternal</b>                       |          |   |   |   |   |
|    | <b>Profesionalisme Konsultan</b>              |          |   |   |   |   |
| 1  | Kemampuan teknis                              |          |   |   |   |   |
| 2  | Kemampuan analisis infrastruktur              |          |   |   |   |   |
| 3  | Kemampuan analisis proses bisnis              |          |   |   |   |   |
| 4  | Kemampuan analisis sistem prosedur            |          |   |   |   |   |
| 5  | Kemampuan analisis sistem informasi eksisting |          |   |   |   |   |
| 6  | Pengalaman pada proyek sejenis                |          |   |   |   |   |
|    | <b>Sistem informasi yang "user friendly"</b>  |          |   |   |   |   |
| 7  | Sistem terstruktur                            |          |   |   |   |   |
| 8  | Tampilan sesuai kebutuhan user                |          |   |   |   |   |
|    | <b>Proses <i>knowledge transfer</i></b>       |          |   |   |   |   |
| 9  | Pelatihan sesuai dengan kebutuhan perusahaan  |          |   |   |   |   |
| 10 | Kualitas dokumentasi                          |          |   |   |   |   |
|    | <b>Faktor Internal</b>                        |          |   |   |   |   |
|    | <b>Budaya SDM</b>                             |          |   |   |   |   |
| 11 | Komitmen manajemen                            |          |   |   |   |   |
| 12 | Komitmen user                                 |          |   |   |   |   |
|    | <b>Kompetensi SDM</b>                         |          |   |   |   |   |
| 13 | Kemampuan manajemen                           |          |   |   |   |   |
| 14 | Kemampuan teknis                              |          |   |   |   |   |
| 15 | Kemampuan analisis                            |          |   |   |   |   |
|    | <b>Pemilihan konsultan</b>                    |          |   |   |   |   |
| 16 | Profesionalisme konsultan                     |          |   |   |   |   |
|    | <b>Infrastruktur teknologi informasi</b>      |          |   |   |   |   |
| 17 | <i>Hardware</i>                               |          |   |   |   |   |
| 18 | <i>Network/jaringan</i>                       |          |   |   |   |   |
|    | <b>Pelatihan/training</b>                     |          |   |   |   |   |
| 19 | Pelatihan sesuai dengan kebutuhan user        |          |   |   |   |   |

|    |                          |  |  |  |  |  |
|----|--------------------------|--|--|--|--|--|
|    | <b>Bank Data</b>         |  |  |  |  |  |
| 20 | Data terstruktur         |  |  |  |  |  |
|    | <b>Proses komunikasi</b> |  |  |  |  |  |
| 21 | Kualitas sosialisasi     |  |  |  |  |  |
|    | <b>Sistem reward</b>     |  |  |  |  |  |
| 22 | Kesesuaian sistem reward |  |  |  |  |  |

| <b>Keberhasilan (Y)</b>                            | <b>Kecepatan</b> |          |          |          |          |
|--|------------------|----------|----------|----------|----------|
|  | <b>1</b>         | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| Kecepatan Perolehan Data terutama Laporan Keuangan |                  |          |          |          |          |



## Penutup

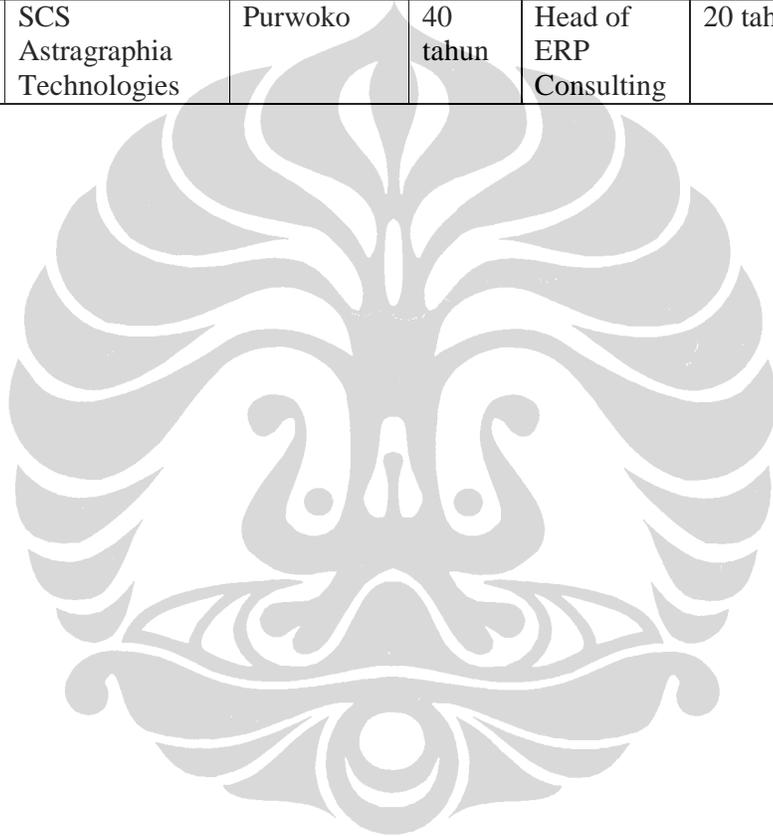
Bagaimana komentar dan saran Saudara berkaitan dengan topik kuesioner ini?



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Terima kasih atas partisipasi Anda

| No | Konsultan                      | Responden             | Umur     | Jabatan                | Masa Kerja | Pendidikan |
|----|--------------------------------|-----------------------|----------|------------------------|------------|------------|
| 1  | Soltius Indonesia              | Ernanto               | 44 tahun | Sales Head             | 20 tahun   | S1         |
| 2  | IRIS                           | Yermia Nahor Tambunan | 39 tahun | Senior Konsultan       | 20 tahun   | S1         |
| 3  | RTM Global Integration         | Wisnu Wardana         | 40 tahun | GM Sales               | 20 tahun   | S2         |
| 4  | Konsulindo Informatika Perdana | Kristianus Yulianto   | 40 tahun | Direktur               | 20 tahun   | S1         |
| 5  | SCS Astragraphia Technologies  | Purwoko               | 40 tahun | Head of ERP Consulting | 20 tahun   | S1         |



| No | Konsultan                      | Metodologi   | Strategi                 | Waktu      | Anggaran                          | Ukuran Keberhasilan   | Faktor Berpengaruh Lain   |
|----|--------------------------------|--|--------------------------|------------|-----------------------------------|---|---|
| 1  | IRIS                           | IRIS- Advantage  | Pembentukan tim internal | 6-8 bulan  | USD. 100,000.00 – USD. 160,000.00 | <ul style="list-style-type: none"> <li>- Adanya inventory control dan perencanaan</li> <li>- Fungsi dan integrasi antar modul</li> </ul>  | Sudah tercakup  |
| 2  | RTM Global Integration         | <ul style="list-style-type: none"> <li>- Analisa proses bisnis</li> <li>- Design sistem</li> <li>- Developing</li> <li>- Testing</li> <li>- Training</li> <li>- Go live</li> </ul> | Bertahap                 | 12 bulan   |                                   | <ul style="list-style-type: none"> <li>- Implementasi sesuai jadwal</li> </ul>  | <ul style="list-style-type: none"> <li>- Kerjasama</li> <li>- Kepemimpinan</li> </ul> |
| 3  | Konsulindo Informatika Perdana | ASAP (Accelerated SAP)   |                          | 6-12 bulan | > USD. 500,000.00                 | <ul style="list-style-type: none"> <li>- Proses manual yang bisa digantikan ERP</li> <li>- Kemandirian pemakai</li> <li>- Kestabilan sistem</li> <li>- Service level</li> </ul> | <ul style="list-style-type: none"> <li>- Anggaran</li> </ul>                          |

|   |                               |   |   |            |                                     |  |  |
|---|-------------------------------|---|---|------------|-------------------------------------|--|--|
|   |                               |   |   |            |                                     |  |  |
| 4 | SCS Astragraphia Technologies | ASAP yang diperbaharui dengan SOLMAN terdiri dari preparation, business blue print, realization, final preparation, go live | <ul style="list-style-type: none"> <li>- Big bang</li> <li>- Staging</li> <li>- Roll out</li> </ul> | 4-12 bulan | USD. 200,000.00 – USD. 1,000,000.00 | <ul style="list-style-type: none"> <li>- Menunjang operasional bisnis</li> <li>- Meningkatkan efisiensi dan efektifitas kerja</li> <li>- Meningkatkan kemampuan bersaing</li> <li>- Meningkatkan kualitas sumber daya manusia</li> <li>- Memberikan kontrol</li> <li>- Memperbaiki proses reporting dan analisa</li> </ul> |  |

| No | Perusahaan        | Bidang Usaha  | Konsultan                     | Software ERP     | Area Implementasi  | Lama Implementasi |
|----|-------------------|---|-------------------------------|------------------|--|-------------------|
| 1  | RNI               | Agro industri, farmasi, alat kesehatan, perdagangan | Focus Data Consulting         | Oracle           | Financial, Purchasing, Distribution  | 1.5 tahun         |
| 2  | NIC               | Consumer good                                       | MII                           | SAP              | Sales and Distribution, Material Management, Finance, Production Planning and Controlling        | 6 bulan           |
| 3  | Sierad Produce    | Peternakan  | MII                           | Microsoft Axapta | Produksi, Inventori, Penjualan   | 8 bulan           |
| 4  | Charoen Pokphand  | Peternakan  | IMC                           | SAP              |  |                   |
| 5  | Taspen            | Asuransi  | SCS Astragraphia Technologies | SAP              | Finance and Controlling, HR, Logistic Material Management, Strategic Enterprise Management (SEM) | 6 bulan           |
| 6  | Tiga Raksa Satria | Distribusi  | IMC                           | SAP              | Finance and Controlling, Manajemen Material, Penjualan, Distribusi                               |                   |
| 7  | Traktor Nusantara | Distribusi  | SCS Astragraphia Technologies | SAP              |  |                   |

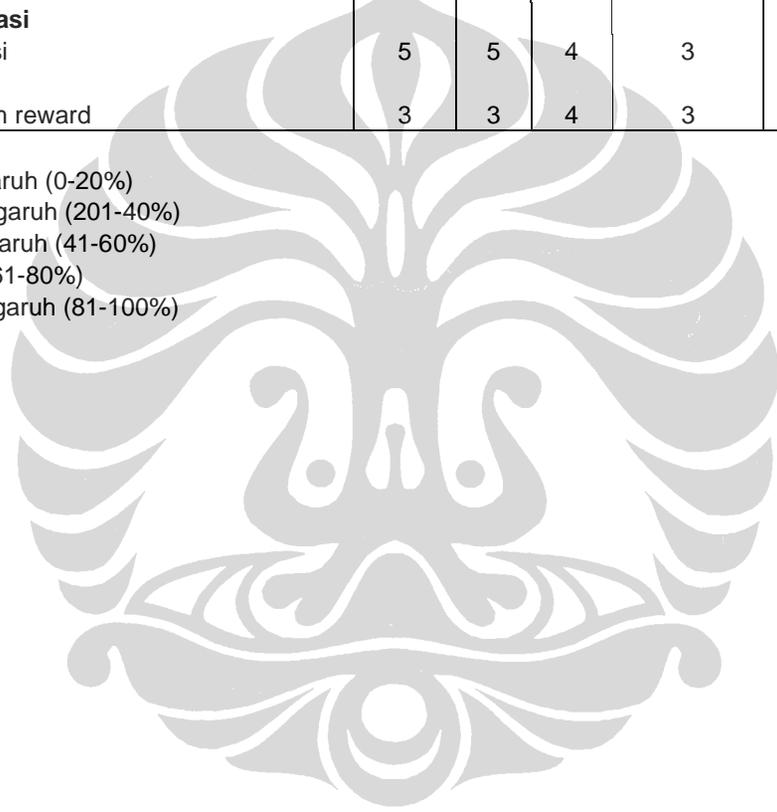
| No | Perusahaan                 | Responden           | Umur     | Jabatan                      | Masa Kerja | Pendidikan |
|----|----------------------------|---------------------|----------|------------------------------|------------|------------|
| 1  | RNI                        | Johannes Hutapea    | 28 tahun | IT Specialist                | 4 tahun    | S1         |
| 2  | RNI                        | Yudi Juni Ardi      | 32 tahun | Staff Finance                | 8 tahun    | S1         |
| 3  | RNI                        | Jhoniansyah Putra   | 31 tahun | Staff Finance                | 2.5 tahun  | S1         |
| 4  | RNI                        | Oki Jamhur Warnaen  | 42 tahun | Senior IT Specialist         | 4 tahun    | S2         |
| 5  | RNI                        | Warsim              | 36 tahun | IT Specialist                | 10 tahun   | S2         |
| 6  | Sierad Produce             | Farrah              | 29 tahun | Staff GA                     | 7 tahun    | D3         |
| 7  | Sierad Produce             | Lily Setiawati      | 33 tahun | Staff Finance & Accounting   | 5 tahun    | S1         |
| 8  | Sierad Produce             | Yeny Setiandari     | 32 tahun | Staff Finance & Accounting   | 4.5 tahun  | S1         |
| 9  | Sierad Produce             | Iwan Kurniawan      | 32 tahun | Head of IT                   | 5 tahun    | S1         |
| 10 | Nippon Indosari Corporindo | Wahyuni             | 36 tahun | Supervisor PPIC              | 11 tahun   | S1         |
| 11 | Nippon Indosari Corporindo | Arief Ahmad Risandi | 28 tahun | Supervisor Quality Assurance | 6 tahun    | S1         |
| 12 | Nippon Indosari Corporindo | Irwan Permana       | 28 tahun | Supervisor Quality Assurance | 6 tahun    | S1         |
| 13 | Nippon Indosari Corporindo | Mardjono            | 32 tahun | Supervisor Produksi          | 7 tahun    | S1         |
| 14 | Nippon Indosari Corporindo | Mohammad Mada       | 34 tahun | Supervisor Aplikasi Support  | 9 tahun    | S1         |
| 15 | Nippon Indosari Corporindo | Miharja             | 32 tahun | Supervisor Costing           | 7 tahun    | S1         |
| 16 | Taspen                     | Hari Kusuma Yuda    | 26 tahun | HR                           | 2 tahun    | S1         |
| 17 | Taspen                     | Reyke Tineke Ireyne | 42 tahun | Administrasi                 | 17 tahun   | SMU        |
| 18 | Taspen                     | Suhadi              | 50 tahun | Pengadaan                    | 22 tahun   | SMU        |

|    |                            |                       |          |                           |          |    |
|----|----------------------------|-----------------------|----------|---------------------------|----------|----|
|    |                            |                       |          |                           |          |    |
| 19 | Charoen Pokphand Indonesia | I Ketut Oka Wirasatha | 33 tahun | Financing and Controlling | 7 tahun  | S1 |
| 20 | Charoen Pokphand Indonesia | Hanny Astuti          | 28 tahun | Software Engineer         | 5 tahun  | S1 |
| 21 | Charoen Pokphand Indonesia | Yanti                 | 28 tahun | Processing Engineer       | 4 tahun  | S1 |
| 22 | Traktor Nusantara          | Putrie Yulinasari     | 21 tahun | Administrasi              | 1 tahun  | D3 |
| 23 | Traktor Nusantara          | Hadi Saputro          | 27 tahun | GA                        | 3 tahun  | D3 |
| 24 | Traktor Nusantara          | Henky Sutanto         | 42 tahun | MIS                       | 10 tahun | S1 |
| 25 | Traktor Nusantara          | Reinhard Hutagalung   | 49 tahun | Supervisor                | 20 tahun | S1 |
| 26 | Tiga Raksa Satria          | Indra                 | 38 tahun | Financing and Controlling | 10 tahun | S1 |
| 27 | Tiga Raksa Satria          | Safrullah             | 39 tahun | Accounting                | 9 tahun  | S1 |
| 28 | Tiga Raksa Satria          | Sugeng Handoko        | 35 tahun | Inventori                 | 5 tahun  | S1 |
| 29 | Tiga Raksa Satria          | Dendi Trisnadi        | 30 tahun | Supervisor                | 2 tahun  | S1 |
| 30 | Tiga Raksa Satria          | Akbar                 | 28 tahun | Supervisor                | 4 tahun  | S1 |

| X  | Faktor Berpengaruh                            | Tingkat Pengaruh |      |     |            |                  | Rata-rata | Standard Deviasi |
|----|---|------------------|------|-----|------------|------------------|-----------|------------------|
|    |   | Soltius          | IRIS | RTM | Konsulindo | SCS Astragraphia |           |                  |
|    | <b>Faktor Eksternal</b>                       |                  |      |     |            |                  |           |                  |
|    | <b>Profesionalisme konsultan</b>              |                  |      |     |            |                  |           |                  |
| 1  | Kemampuan teknis                              | 5                | 3    | 4   | 5          | 5                | 4,4       | 0,894427         |
| 2  | Kemampuan analisis infrastruktur              | 5                | 3    | 3   | 3          | 3                | 3,4       | 0,894427         |
| 3  | Kemampuan analisis proses bisnis              | 5                | 5    | 4   | 4          | 5                | 4,6       | 0,547723         |
| 4  | Kemampuan analisis sistem prosedur            | 5                | 4    | 4   | 3          | 5                | 4,2       | 0,83666          |
| 5  | Kemampuan analisis sistem informasi eksisting | 5                | 3    | 4   | 3          | 4                | 3,8       | 0,83666          |
| 6  | Pengalaman pada proyek sejenis                | 5                | 5    | 4   | 4          | 4                | 4,4       | 0,547723         |
|    | <b>Sistem informasi yang "user friendly"</b>  |                  |      |     |            |                  |           |                  |
| 7  | Sistem terstruktur                            | 5                | 3    | 4   | 3          | 5                | 4         | 1                |
| 8  | Tampilan sesuai kebutuhan user                | 5                | 3    | 3   | 4          | 4                | 3,8       | 0,83666          |
|    | <b>Proses knowledge transfer</b>              |                  |      |     |            |                  |           |                  |
| 9  | Pelatihan sesuai dengan kebutuhan perusahaan  | 5                | 5    | 4   | 4          | 5                | 4,6       | 0,547723         |
| 10 | Kualitas dokumentasi                          | 5                | 5    | 5   | 3          | 4                | 4,4       | 0,894427         |
|    | <b>Faktor Internal</b>                        |                  |      |     |            |                  |           |                  |
|    | <b>Budaya SDM</b>                             |                  |      |     |            |                  |           |                  |
| 11 | Komitmen manajemen                            | 5                | 5    | 5   | 5          | 5                | 5         | 0                |
| 12 | Komitmen user                                 | 4                | 4    | 5   | 4          | 5                | 4,4       | 0,547723         |
|    | <b>Kompetensi SDM</b>                         |                  |      |     |            |                  |           |                  |
| 13 | Kemampuan manajemen                           | 5                | 5    | 4   | 3          | 4                | 4,2       | 0,83666          |
| 14 | Kemampuan teknis                              | 3                | 3    | 3   | 3          | 4                | 3,2       | 0,447214         |
| 15 | Kemampuan analisis                            | 5                | 5    | 3   | 3          | 4                | 4         | 1                |
|    | <b>Pemilihan Konsultan</b>                    |                  |      |     |            |                  |           |                  |
| 16 | Profesionalisme konsultan                     | 5                | 5    | 5   | 4          | 5                | 4,8       | 0,447214         |
|    | <b>Infrastruktur Teknologi Informasi</b>      |                  |      |     |            |                  |           |                  |
| 17 | Hardware                                      | 4                | 5    | 3   | 3          | 5                | 4         | 1                |
| 18 | Network                                       | 4                | 5    | 4   | 3          | 4                | 4         | 0,707107         |

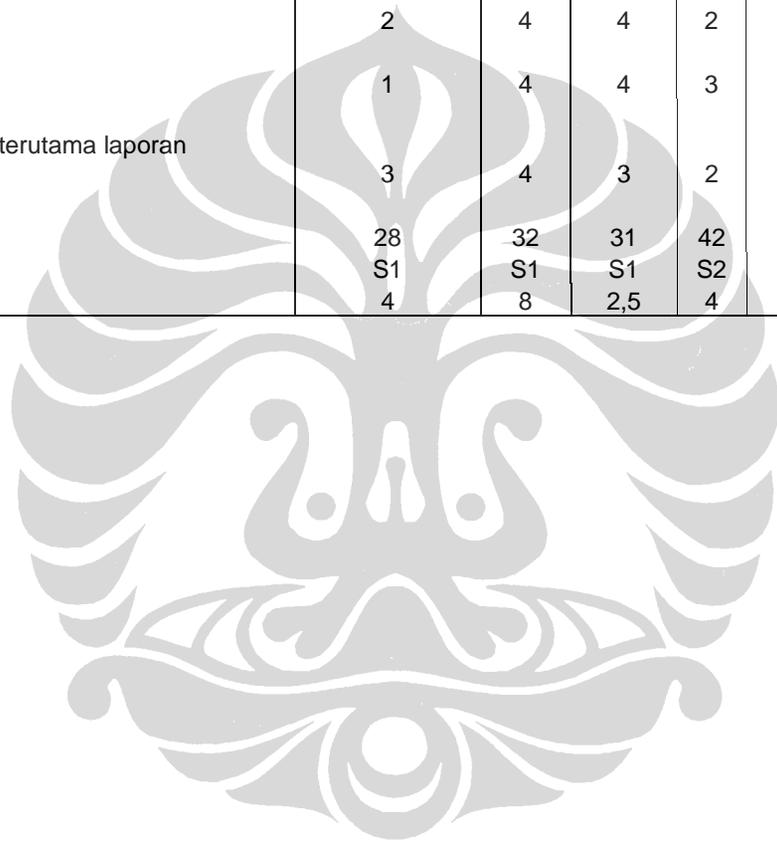
|    |  |   |   |   |   |   |     |          |
|----|--|---|---|---|---|---|-----|----------|
|    | <b>Pelatihan</b>                       |   |   |   |   |   |     |          |
| 19 | Pelatihan sesuai dengan kebutuhan user | 5 | 5 | 4 | 3 | 5 | 4,4 | 0,894427 |
|    | <b>Bank Data</b>                       |   |   |   |   |   |     |          |
| 20 | Data terstruktur                       | 5 | 5 | 4 | 3 | 5 | 4,4 | 0,894427 |
|    | <b>Proses Komunikasi</b>               |   |   |   |   |   |     |          |
| 21 | Kualitas sosialisasi                   | 5 | 5 | 4 | 3 | 4 | 4,2 | 0,83666  |
|    | <b>Sistem Reward</b>                   |   |   |   |   |   |     |          |
| 22 | Kesesuaian sistem reward               | 3 | 3 | 4 | 3 | 4 | 3,4 | 0,547723 |

Note : 1 = tidak berpengaruh (0-20%)  
 2 = kurang berpengaruh (201-40%)  
 3 = cukup berpengaruh (41-60%)  
 4 = berpengaruh (61-80%)  
 5 = sangat berpengaruh (81-100%)



| X  |   | RNI      |      |       |     |        | Sierad |      |      |      |
|----|---|----------|------|-------|-----|--------|--------|------|------|------|
|    |   | Johannes | Yudi | Jhoni | Oki | Warsim | Farrah | Lily | Yeny | Iwan |
|    | <b>Faktor Eksternal</b>                       |          |      |       |     |        |        |      |      |      |
|    | <b>Profesionalisme konsultan</b>              |          |      |       |     |        |        |      |      |      |
| 1  | Kemampuan teknis                              | 3        | 4    | 4     | 2   | 5      | 4      | 4    | 3    | 4    |
| 2  | Kemampuan analisis infrastruktur              | 3        | 4    | 4     | 2   | 4      | 3      | 3    | 2    | 3    |
| 3  | Kemampuan analisis proses bisnis              | 3        | 5    | 4     | 3   | 5      | 3      | 3    | 3    | 4    |
| 4  | Kemampuan analisis sistem prosedur            | 3        | 5    | 4     | 3   | 3      | 3      | 3    | 3    | 4    |
| 5  | Kemampuan analisis sistem informasi eksisting | 3        | 4    | 3     | 3   | 5      | 3      | 3    | 3    | 3    |
| 6  | Pengalaman pada proyek sejenis                | 3        | 4    | 4     | 4   | 3      | 3      | 3    | 3    | 3    |
|    | <b>Sistem informasi yang "user friendly"</b>  |          |      |       |     |        |        |      |      |      |
| 7  | Sistem terstruktur                            | 3        | 4    | 4     | 3   | 4      | 3      | 3    | 3    | 4    |
| 8  | Tampilan sesuai kebutuhan user                | 3        | 4    | 4     | 2   | 5      | 3      | 3    | 3    | 4    |
|    | <b>Proses knowledge transfer</b>              |          |      |       |     |        |        |      |      |      |
| 9  | Pelatihan sesuai dengan kebutuhan perusahaan  | 3        | 4    | 4     | 3   | 4      | 3      | 3    | 3    | 3    |
| 10 | Kualitas dokumentasi                          | 3        | 4    | 4     | 2   | 4      | 3      | 3    | 3    | 3    |
|    | <b>Faktor Internal</b>                        |          |      |       |     |        |        |      |      |      |
|    | <b>Budaya SDM</b>                             |          |      |       |     |        |        |      |      |      |
| 11 | Komitmen manajemen                            | 4        | 4    | 4     | 4   | 5      | 3      | 3    | 3    | 3    |
| 12 | Komitmen user                                 | 3        | 4    | 4     | 2   | 5      | 3      | 3    | 3    | 3    |
|    | <b>Kompetensi SDM</b>                         |          |      |       |     |        |        |      |      |      |
| 13 | Kemampuan manajemen                           | 4        | 4    | 4     | 3   | 4      | 3      | 3    | 4    | 4    |
| 14 | Kemampuan teknis                              | 3        | 4    | 4     | 3   | 5      | 3      | 3    | 4    | 4    |
| 15 | Kemampuan analisis                            | 3        | 4    | 4     | 3   | 4      | 3      | 3    | 4    | 4    |
|    | <b>Pemilihan Konsultan</b>                    |          |      |       |     |        |        |      |      |      |
| 16 | Profesionalisme konsultan                     | 3        | 5    | 3     | 3   | 5      | 3      | 3    | 3    | 3    |
|    | <b>Infrastruktur Teknologi Informasi</b>      |          |      |       |     |        |        |      |      |      |
| 17 | Hardware                                      | 3        | 5    | 4     | 4   | 4      | 4      | 4    | 3    | 3    |
| 18 | Network                                       | 3        | 5    | 4     | 3   | 3      | 4      | 4    | 3    | 3    |
|    | <b>Pelatihan</b>                              |          |      |       |     |        |        |      |      |      |
| 19 | Pelatihan sesuai dengan kebutuhan user        | 2        | 4    | 4     | 3   | 4      | 3      | 3    | 3    | 4    |

|    |  |    |    |     |    |    |    |    |     |    |
|----|--|----|----|-----|----|----|----|----|-----|----|
|    | <b>Bank Data</b>                                   |    |    |     |    |    |    |    |     |    |
| 20 | Data terstruktur                                   | 2  | 4  | 4   | 3  | 5  | 3  | 3  | 3   | 3  |
|    | <b>Proses Komunikasi</b>                           |    |    |     |    |    |    |    |     |    |
| 21 | Kualitas sosialisasi                               | 2  | 4  | 4   | 2  | 4  | 3  | 3  | 3   | 3  |
|    | <b>Sistem Reward</b>                               |    |    |     |    |    |    |    |     |    |
| 22 | Kesesuaian sistem reward                           | 1  | 4  | 4   | 3  | 4  | 3  | 3  | 3   | 3  |
| Y  | Kecepatan perolehan data terutama laporan keuangan | 3  | 4  | 3   | 2  | 4  | 3  | 3  | 3   | 4  |
|    | Usia   | 28 | 32 | 31  | 42 | 36 | 29 | 33 | 32  | 32 |
|    | Tingkat Pendidikan                                 | S1 | S1 | S1  | S2 | S2 | D3 | S1 | S1  | S1 |
|    | Lama Bekerja                                       | 4  | 8  | 2,5 | 4  | 10 | 7  | 5  | 4,5 | 5  |



| Nippon |       |          |      |         |         | Taspen |       |        | CP  |       |       |
|--------|-------|----------|------|---------|---------|--------|-------|--------|-----|-------|-------|
| Arief  | Irwan | Mardjono | Mada | Miharja | Wahyuni | Hari   | Reyke | Suhadi | Oka | Hanny | Yanti |
| 5      | 4     | 5        | 4    | 4       | 5       | 4      | 3     | 3      | 5   | 4     | 4     |
| 4      | 4     | 4        | 4    | 3       | 5       | 4      | 3     | 3      | 5   | 3     | 4     |
| 4      | 4     | 4        | 5    | 3       | 4       | 4      | 4     | 3      | 5   | 4     | 3     |
| 4      | 4     | 4        | 5    | 3       | 5       | 4      | 2     | 3      | 5   | 4     | 3     |
| 4      | 4     | 4        | 3    | 4       | 4       | 4      | 3     | 2      | 5   | 3     | 3     |
| 5      | 5     | 5        | 4    | 4       | 5       | 2      | 3     | 4      | 5   | 3     | 3     |
| 4      | 4     | 4        | 4    | 4       | 5       | 5      | 3     | 3      | 5   | 4     | 3     |
| 4      | 4     | 3        | 3    | 4       | 4       | 4      | 3     | 3      | 4   | 4     | 4     |
| 4      | 4     | 4        | 4    | 2       | 4       | 3      | 4     | 3      | 4   | 4     | 3     |
| 4      | 4     | 5        | 3    | 3       | 4       | 3      | 3     | 3      | 4   | 3     | 3     |
| 4      | 4     | 5        | 5    | 3       | 4       | 4      | 3     | 4      | 4   | 4     | 4     |
| 4      | 4     | 4        | 5    | 3       | 3       | 4      | 3     | 3      | 4   | 4     | 3     |
| 4      | 4     | 4        | 3    | 3       | 4       | 4      | 3     | 3      | 4   | 3     | 3     |
| 4      | 4     | 3        | 4    | 3       | 4       | 4      | 3     | 3      | 5   | 4     | 4     |
| 4      | 4     | 4        | 4    | 3       | 4       | 4      | 3     | 3      | 5   | 3     | 3     |
| 4      | 4     | 5        | 4    | 4       | 4       | 4      | 3     | 3      | 5   | 4     | 3     |
| 4      | 4     | 5        | 4    | 4       | 4       | 5      | 3     | 3      | 5   | 4     | 4     |
| 4      | 4     | 2        | 4    | 3       | 4       | 5      | 4     | 3      | 4   | 3     | 3     |

|    |    |    |    |    |    |    |     |     |    |    |    |
|----|----|----|----|----|----|----|-----|-----|----|----|----|
| 4  | 4  | 4  | 4  | 2  | 4  | 3  | 3   | 4   | 4  | 4  | 4  |
| 4  | 4  | 4  | 3  | 4  | 4  | 3  | 3   | 3   | 5  | 3  | 4  |
| 4  | 4  | 4  | 3  | 3  | 4  | 3  | 3   | 3   | 4  | 3  | 3  |
| 3  | 3  | 1  | 5  | 4  | 3  | 3  | 3   | 3   | 4  | 3  | 3  |
| 4  | 4  | 4  | 4  | 5  | 4  | 4  | 3   | 4   | 5  | 3  | 3  |
| 28 | 28 | 32 | 34 | 32 | 36 | 26 | 42  | 50  | 33 | 28 | 28 |
| S1 | SMU | SMU | S1 | S1 | S1 |
| 6  | 6  | 7  | 9  | 7  | 11 | 2  | 17  | 22  | 7  | 5  | 4  |

Note X : 1 = tidak baik (0-20%)

2 = kurang baik (21-40%)

3 = cukup baik (41-60%)

4 = baik (61-80%)

5 = sangat baik (81-100%)

Note Y : 1 = tidak cepat (0-20%)

2 = kurang cepat (21-40%)

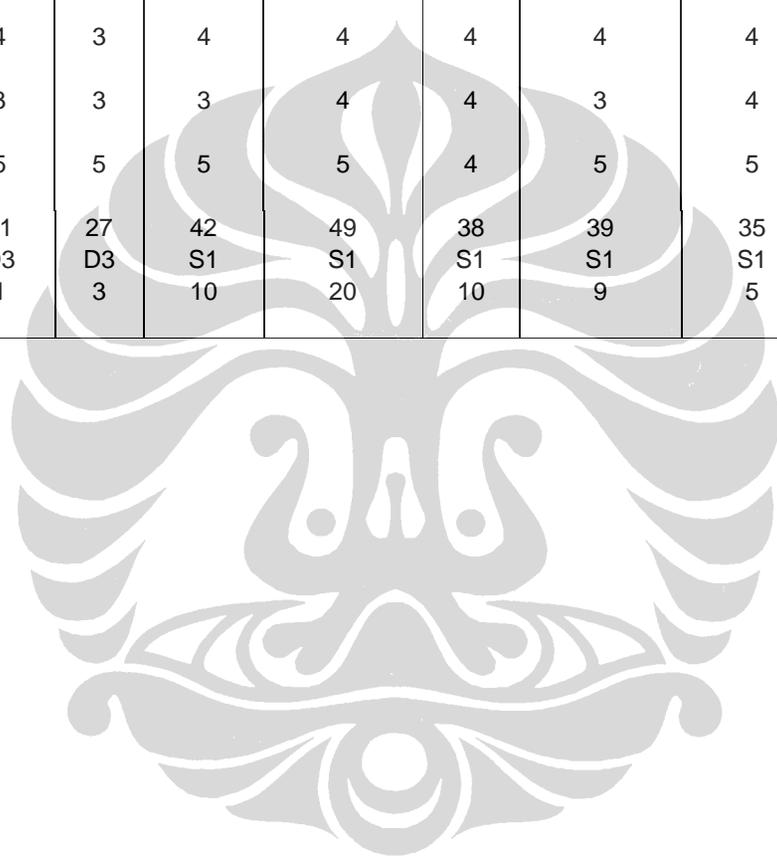
3 = cukup cepat (41-60%)

4 = cepat (61-80%)

5 = sangat cepat (81-100%)

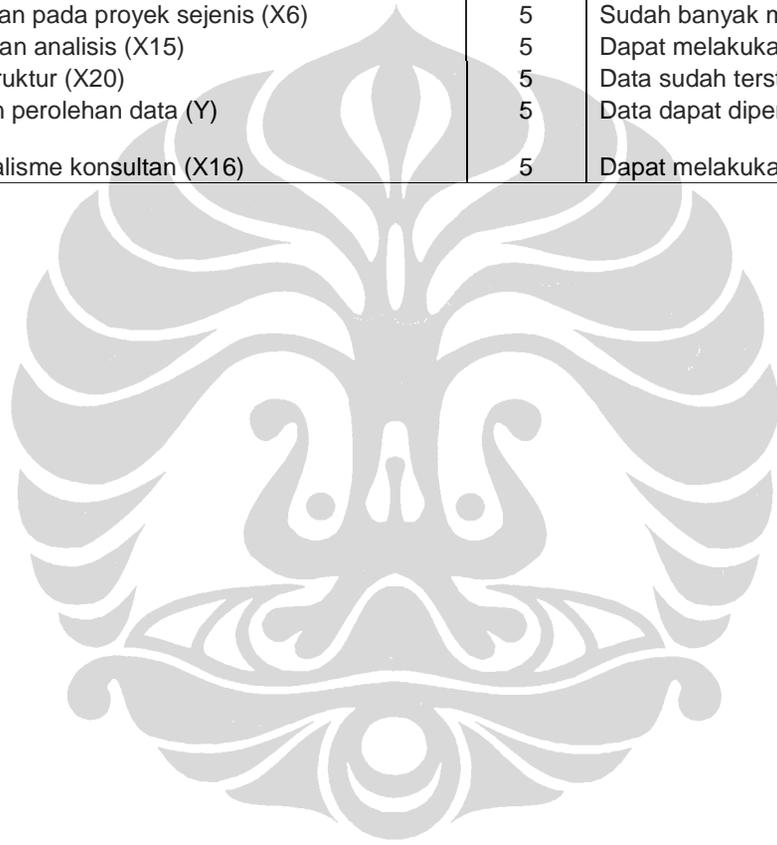
| Traknus |      |       |         | Tiga Raksa |           |        |      |       |
|---------|------|-------|---------|------------|-----------|--------|------|-------|
| Putrie  | Hadi | Henky | Renhard | Indra      | Safrullah | Sugeng | Dedi | Akbar |
| 4       | 3    | 5     | 5       | 4          | 5         | 4      | 4    | 4     |
| 4       | 3    | 4     | 4       | 4          | 4         | 4      | 3    | 4     |
| 4       | 4    | 4     | 5       | 4          | 4         | 3      | 3    | 4     |
| 4       | 4    | 4     | 5       | 4          | 4         | 3      | 3    | 4     |
| 4       | 3    | 4     | 4       | 4          | 3         | 3      | 3    | 3     |
| 4       | 4    | 4     | 4       | 4          | 4         | 4      | 3    | 4     |
| 5       | 5    | 5     | 5       | 4          | 4         | 4      | 4    | 4     |
| 5       | 5    | 5     | 5       | 3          | 3         | 4      | 4    | 3     |
| 4       | 3    | 4     | 4       | 4          | 4         | 3      | 3    | 3     |
| 4       | 4    | 4     | 4       | 4          | 3         | 4      | 3    | 3     |
| 4       | 4    | 5     | 3       | 4          | 5         | 4      | 4    | 4     |
| 4       | 4    | 5     | 3       | 4          | 5         | 4      | 4    | 4     |
| 4       | 4    | 3     | 3       | 4          | 4         | 4      | 4    | 4     |
| 5       | 4    | 4     | 3       | 4          | 4         | 4      | 4    | 4     |
| 4       | 4    | 4     | 4       | 4          | 4         | 4      | 4    | 4     |
| 3       | 3    | 5     | 4       | 4          | 4         | 3      | 4    | 3     |
| 5       | 5    | 5     | 4       | 4          | 5         | 4      | 4    | 4     |
| 5       | 5    | 5     | 4       | 4          | 5         | 4      | 4    | 4     |
| 4       | 5    | 5     | 5       | 4          | 4         | 3      | 4    | 4     |

|    |    |    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|----|----|
| 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 3  | 3  | 3  | 4  | 4  | 3  | 4  | 3  | 4  |
| 5  | 5  | 5  | 5  | 4  | 5  | 5  | 4  | 3  |
| 21 | 27 | 42 | 49 | 38 | 39 | 35 | 30 | 28 |
| D3 | D3 | S1 |
| 1  | 3  | 10 | 20 | 10 | 9  | 5  | 2  | 4  |



| No | Responden      | Faktor   | Kualitas | Konfirmasi  |
|----|----------------|--|----------|---|
| 1  | Johannes - RNI | Pelatihan sesuai dengan kebutuhan user (X19)       | 2        | Pelatihan tidak terstruktur dengan baik                           |
| 2  | Johannes - RNI | Data terstruktur (X20)                             | 2        | Data tidak terstruktur dengan baik                                |
| 3  | Johannes - RNI | Kualitas sosialisasi (X21)                         | 2        | Tidak dilakukan berkelanjutan                                     |
| 4  | Johannes - RNI | Kesesuaian sistem reward (X22)                     | 2        | Tidak terjadi   |
| 5  | Yudi - RNI     | Kemampuan analisis sistem prosedur (X4)            | 5        | Mampu melakukan analisis sistem prosedur                          |
| 6  | Oki - RNI      | Kemampuan teknis (X1)                              | 2        | Kurang menguasai  |
| 7  | Oki - RNI      | Kemampuan analisis infrastruktur (X2)              | 2        | Kurang menguasai  |
| 8  | Oki - RNI      | Tampilan sesuai kebutuhan user (X8)                | 2        | Kurang mewakili   |
| 9  | Oki - RNI      | Kualitas dokumentasi (X10)                         | 2        | Tidak dilakukan   |
| 10 | Oki - RNI      | Komitmen user (X12)                                | 2        | Kurang konsisten  |
| 11 | Oki - RNI      | Kualitas sosialisasi (X21)                         | 2        | Kurang berkelanjutan  |
| 12 | Oki - RNI      | Kecepatan perolehan data (Y)                       | 2        | Kurang sesuai dengan yang diharapkan                              |
| 13 | Warsim - RNI   | Kemampuan analisis sistem informasi eksisting (X5) | 5        | Menguasai   |
| 14 | Yeny - Sierad  | Kemampuan analisis infrastruktur (X2)              | 2        | Kurang mampu  |
| 15 | Mardjono - NIC | Network (X18)                                      | 2        | Mengalami gangguan  |
| 16 | Mardjono - NIC | Kesesuaian sistem reward (X22)                     | 1        | Tidak ada   |
| 17 | Mada - NIC     | Kesesuaian sistem reward (X22)                     | 5        | Sudah merupakan tanggung jawab sehingga sesuai                    |
| 18 | Miharja - NIC  | Pelatihan sesuai dengan kebutuhan perusahaan (X9)  | 2        | Tidak ada pelatihan khusus  |
| 19 | Miharja - NIC  | Pelatihan sesuai dengan kebutuhan user (X19)       | 2        | Tidak ada pelatihan khusus cukup pada saat pengerjaan sehari-hari |
| 20 | Hari - Taspen  | Sistem terstruktur (X7)                            | 5        | Sistem terintegrasi dengan baik                                   |
| 21 | Hari - Taspen  | Hardware (X17)                                     | 5        | Sudah sesuai dengan kebutuhan program                             |

|    |                 |  |   |  |
|----|-----------------|--|---|--|
| 22 | Oka - CP        | Kemampuan analisis infrastruktur (X2)              | 5 | Dapat melakukan analisa dengan baik          |
| 23 | Oka - CP        | Kemampuan analisis sistem informasi eksisting (X5) | 5 | Dapat melakukan analisa dengan baik          |
| 24 | Oka - CP        | Pengalaman pada proyek sejenis (X6)                | 5 | Sudah banyak melakukan aplikasi yang sejenis |
| 25 | Oka - CP        | Kemampuan analisis (X15)                           | 5 | Dapat melakukan analisa                      |
| 26 | Oka - CP        | Data terstruktur (X20)                             | 5 | Data sudah terstruktur                       |
| 27 | Oka - CP        | Kecepatan perolehan data (Y)                       | 5 | Data dapat diperoleh real time               |
| 28 | Henky - Traknus | Profesionalisme konsultan (X16)                    | 5 | Dapat melakukan pekerjaan dengan baik        |



**Statistics**

|                        |         | VAR00001 | VAR00002 | VAR00003 | VAR00004 | VAR00005 | VAR00006 | VAR00007 |
|------------------------|---------|----------|----------|----------|----------|----------|----------|----------|
| N                      | Valid   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
|                        | Missing | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| Mean                   |         | 4.0333   | 3.6000   | 3.8333   | 3.7333   | 3.4667   | 3.7667   | 3.9667   |
| Std. Error of Mean     |         | .13965   | .13218   | .12761   | .14331   | .12441   | .14129   | .13116   |
| Median                 |         | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 3.0000   | 4.0000   | 4.0000   |
| Mode                   |         | 4.00     | 4.00     | 4.00     | 4.00     | 3.00     | 4.00     | 4.00     |
| Std. Deviation         |         | .76489   | .72397   | .69893   | .78492   | .68145   | .77385   | .71840   |
| Variance               |         | .585     | .524     | .489     | .616     | .464     | .599     | .516     |
| Skewness               |         | -.553    | -.374    | .240     | .066     | .478     | -.037    | .050     |
| Std. Error of Skewness |         | .427     | .427     | .427     | .427     | .427     | .427     | .427     |
| Kurtosis               |         | .353     | .136     | -.831    | -.527    | .072     | -.403    | -.954    |
| Std. Error of Kurtosis |         | .833     | .833     | .833     | .833     | .833     | .833     | .833     |
| Range                  |         | 3.00     | 3.00     | 2.00     | 3.00     | 3.00     | 3.00     | 2.00     |
| Minimum                |         | 2.00     | 2.00     | 3.00     | 2.00     | 2.00     | 2.00     | 3.00     |
| Maximum                |         | 5.00     | 5.00     | 5.00     | 5.00     | 5.00     | 5.00     | 5.00     |
| Percentiles            | 25      | 4.0000   | 3.0000   | 3.0000   | 3.0000   | 3.0000   | 3.0000   | 3.0000   |
|                        | 50      | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 3.0000   | 4.0000   | 4.0000   |
|                        | 75      | 5.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.2500   |

**Statistics**

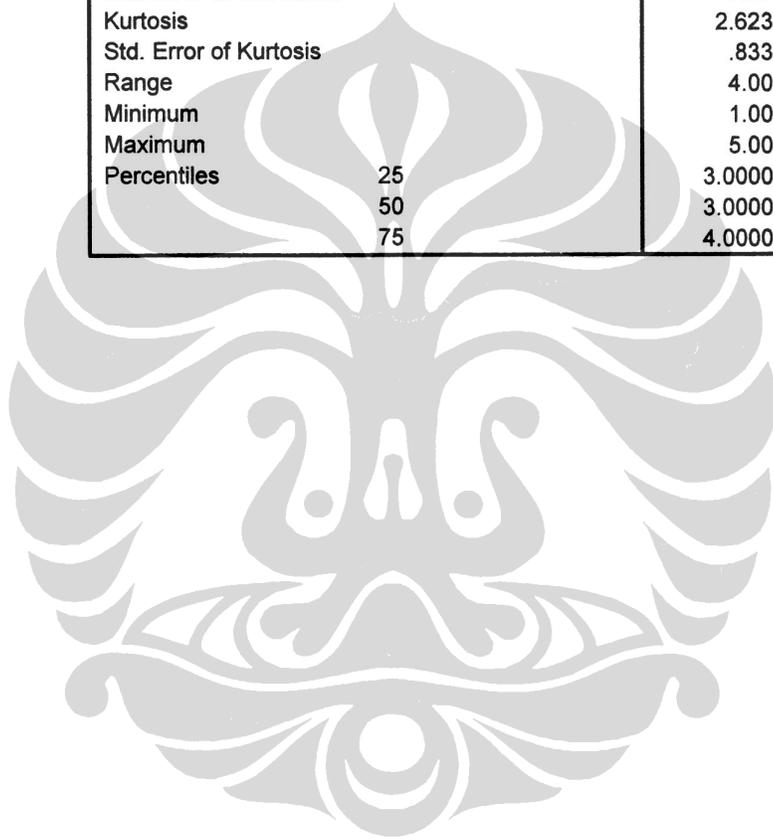
|                        |         | VAR00008 | VAR00009 | VAR00010 | VAR00011 | VAR00012 | VAR00013 | VAR00014 |
|------------------------|---------|----------|----------|----------|----------|----------|----------|----------|
| N                      | Valid   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
|                        | Missing | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| Mean                   |         | 3.7333   | 3.5000   | 3.4667   | 3.9333   | 3.7000   | 3.6333   | 3.8000   |
| Std. Error of Mean     |         | .14331   | .10450   | .11480   | .11679   | .13688   | .08949   | .11142   |
| Median                 |         | 4.0000   | 4.0000   | 3.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   |
| Mode                   |         | 4.00     | 4.00     | 3.00     | 4.00     | 4.00     | 4.00     | 4.00     |
| Std. Deviation         |         | .78492   | .57235   | .62881   | .63968   | .74971   | .49013   | .61026   |
| Variance               |         | .616     | .328     | .395     | .409     | .562     | .240     | .372     |
| Skewness               |         | .066     | -.591    | .133     | .054     | .042     | -.583    | .117     |
| Std. Error of Skewness |         | .427     | .427     | .427     | .427     | .427     | .427     | .427     |
| Kurtosis               |         | -.527    | -.620    | -.104    | -.352    | -.312    | -1.784   | -.298    |
| Std. Error of Kurtosis |         | .833     | .833     | .833     | .833     | .833     | .833     | .833     |
| Range                  |         | 3.00     | 2.00     | 3.00     | 2.00     | 3.00     | 1.00     | 2.00     |
| Minimum                |         | 2.00     | 2.00     | 2.00     | 3.00     | 2.00     | 3.00     | 3.00     |
| Maximum                |         | 5.00     | 4.00     | 5.00     | 5.00     | 5.00     | 4.00     | 5.00     |
| Percentiles            | 25      | 3.0000   | 3.0000   | 3.0000   | 3.7500   | 3.0000   | 3.0000   | 3.0000   |
|                        | 50      | 4.0000   | 4.0000   | 3.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   |
|                        | 75      | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   |

**Statistics**

|                        |         | VAR00015 | VAR00016 | VAR00017 | VAR00018 | VAR00019 | VAR00020 | VAR00021 |
|------------------------|---------|----------|----------|----------|----------|----------|----------|----------|
| N                      | Valid   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
|                        | Missing | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| Mean                   |         | 3.7333   | 3.7000   | 4.1000   | 3.8333   | 3.7333   | 3.6667   | 3.4667   |
| Std. Error of Mean     |         | .09509   | .13688   | .12082   | .14450   | .13505   | .12066   | .11480   |
| Median                 |         | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   |
| Mode                   |         | 4.00     | 3.00     | 4.00     | 4.00     | 4.00     | 4.00     | 4.00     |
| Std. Deviation         |         | .52083   | .74971   | .66176   | .79148   | .73968   | .66089   | .62881   |
| Variance               |         | .271     | .562     | .438     | .626     | .547     | .437     | .395     |
| Skewness               |         | -.298    | .568     | -.107    | -.132    | -.615    | -.284    | -.758    |
| Std. Error of Skewness |         | .427     | .427     | .427     | .427     | .427     | .427     | .427     |
| Kurtosis               |         | -.295    | -.957    | -.557    | -.444    | .615     | .270     | -.321    |
| Std. Error of Kurtosis |         | .833     | .833     | .833     | .833     | .833     | .833     | .833     |
| Range                  |         | 2.00     | 2.00     | 2.00     | 3.00     | 3.00     | 3.00     | 2.00     |
| Minimum                |         | 3.00     | 3.00     | 3.00     | 2.00     | 2.00     | 2.00     | 2.00     |
| Maximum                |         | 5.00     | 5.00     | 5.00     | 5.00     | 5.00     | 5.00     | 4.00     |
| Percentiles            | 25      | 3.0000   | 3.0000   | 4.0000   | 3.0000   | 3.0000   | 3.0000   | 3.0000   |
|                        | 50      | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   |
|                        | 75      | 4.0000   | 4.0000   | 5.0000   | 4.0000   | 4.0000   | 4.0000   | 4.0000   |

### Statistics

|                        |         | VAR00022 | VAR00023 |
|------------------------|---------|----------|----------|
| N                      | Valid   | 30       | 30       |
|                        | Missing | 0        | 0        |
| Mean                   |         | 3.2333   | 3.9000   |
| Std. Error of Mean     |         | .14920   | .15425   |
| Median                 |         | 3.0000   | 4.0000   |
| Mode                   |         | 3.00     | 4.00     |
| Std. Deviation         |         | .81720   | .84486   |
| Variance               |         | .668     | .714     |
| Skewness               |         | -.876    | -.169    |
| Std. Error of Skewness |         | .427     | .427     |
| Kurtosis               |         | 2.623    | -.785    |
| Std. Error of Kurtosis |         | .833     | .833     |
| Range                  |         | 4.00     | 3.00     |
| Minimum                |         | 1.00     | 2.00     |
| Maximum                |         | 5.00     | 5.00     |
| Percentiles            | 25      | 3.0000   | 3.0000   |
|                        | 50      | 3.0000   | 4.0000   |
|                        | 75      | 4.0000   | 5.0000   |



**Correlations**

|          |                     | VAR00001 | VAR00002 | VAR00003 | VAR00004 | VAR00005 | VAR00006 | VAR00007 | VAR00008 |
|----------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|
| VAR00001 | Pearson Correlation | 1        | .772**   | .527**   | .532**   | .631**   | .363*    | .567**   | .475**   |
|          | Sig. (2-tailed)     |          | .000     | .003     | .002     | .000     | .049     | .001     | .008     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00002 | Pearson Correlation | .772**   | 1        | .613**   | .655**   | .601**   | .505**   | .636**   | .413*    |
|          | Sig. (2-tailed)     | .000     |          | .000     | .000     | .000     | .004     | .000     | .023     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00003 | Pearson Correlation | .527**   | .613**   | 1        | .733**   | .603**   | .308     | .607**   | .419*    |
|          | Sig. (2-tailed)     | .003     | .000     |          | .000     | .000     | .098     | .000     | .021     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00004 | Pearson Correlation | .532**   | .655**   | .733**   | 1        | .434*    | .519**   | .718**   | .328     |
|          | Sig. (2-tailed)     | .002     | .000     | .000     |          | .017     | .003     | .000     | .076     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00005 | Pearson Correlation | .631**   | .601**   | .603**   | .434*    | 1        | .344     | .596**   | .499**   |
|          | Sig. (2-tailed)     | .000     | .000     | .000     | .017     |          | .062     | .001     | .005     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00006 | Pearson Correlation | .363*    | .505**   | .308     | .519**   | .344     | 1        | .358     | .064     |
|          | Sig. (2-tailed)     | .049     | .004     | .098     | .003     | .062     |          | .052     | .736     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00007 | Pearson Correlation | .567**   | .636**   | .607**   | .718**   | .596**   | .358     | 1        | .718**   |
|          | Sig. (2-tailed)     | .001     | .000     | .000     | .000     | .001     | .052     |          | .000     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00008 | Pearson Correlation | .475**   | .413*    | .419*    | .328     | .499**   | .064     | .718**   | 1        |
|          | Sig. (2-tailed)     | .008     | .023     | .021     | .076     | .005     | .736     | .000     |          |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00009 | Pearson Correlation | .512**   | .583**   | .733**   | .537**   | .442*    | .428*    | .377*    | .230     |
|          | Sig. (2-tailed)     | .004     | .001     | .000     | .002     | .014     | .018     | .040     | .221     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00010 | Pearson Correlation | .612**   | .651**   | .497**   | .470**   | .601**   | .586**   | .570**   | .540**   |
|          | Sig. (2-tailed)     | .000     | .000     | .005     | .009     | .000     | .001     | .001     | .002     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00011 | Pearson Correlation | .357     | .462*    | .360     | .307     | .232     | .316     | .295     | .101     |
|          | Sig. (2-tailed)     | .053     | .010     | .051     | .099     | .217     | .089     | .113     | .596     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00012 | Pearson Correlation | .559**   | .534**   | .559**   | .387*    | .351     | .172     | .493**   | .387*    |
|          | Sig. (2-tailed)     | .001     | .002     | .001     | .035     | .057     | .362     | .006     | .035     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |

### Correlations

|          |                     | VAR00001 | VAR00002 | VAR00003 | VAR00004 | VAR00005 | VAR00006 | VAR00007 | VAR00008 |
|----------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|
| VAR00013 | Pearson Correlation | .218     | .350     | .218     | .275     | .323     | .221     | .356     | .185     |
|          | Sig. (2-tailed)     | .248     | .058     | .247     | .142     | .081     | .240     | .054     | .327     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00014 | Pearson Correlation | .384*    | .515**   | .485**   | .389*    | .481**   | .117     | .535**   | .533**   |
|          | Sig. (2-tailed)     | .036     | .004     | .007     | .034     | .007     | .539     | .002     | .002     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00015 | Pearson Correlation | .542**   | .622**   | .632**   | .664**   | .557**   | .439*    | .713**   | .411*    |
|          | Sig. (2-tailed)     | .002     | .000     | .000     | .000     | .001     | .015     | .000     | .024     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00016 | Pearson Correlation | .679**   | .534**   | .625**   | .504**   | .756**   | .351     | .493**   | .328     |
|          | Sig. (2-tailed)     | .000     | .002     | .000     | .005     | .000     | .057     | .006     | .077     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00017 | Pearson Correlation | .470**   | .518**   | .410*    | .518**   | .505**   | .316     | .660**   | .385*    |
|          | Sig. (2-tailed)     | .009     | .003     | .024     | .003     | .004     | .088     | .000     | .036     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00018 | Pearson Correlation | .180     | .361*    | .322     | .370*    | .149     | .047     | .536**   | .370*    |
|          | Sig. (2-tailed)     | .340     | .050     | .083     | .044     | .431     | .806     | .002     | .044     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00019 | Pearson Correlation | .443*    | .438*    | .578**   | .586**   | .187     | .369*    | .567**   | .527**   |
|          | Sig. (2-tailed)     | .014     | .016     | .001     | .001     | .322     | .044     | .001     | .003     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00020 | Pearson Correlation | .637**   | .649**   | .473**   | .355     | .664**   | .517**   | .557**   | .554**   |
|          | Sig. (2-tailed)     | .000     | .000     | .008     | .055     | .000     | .003     | .001     | .001     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00021 | Pearson Correlation | .755**   | .727**   | .497**   | .470**   | .520**   | .515**   | .570**   | .470**   |
|          | Sig. (2-tailed)     | .000     | .000     | .005     | .009     | .003     | .004     | .001     | .009     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00022 | Pearson Correlation | .153     | .280     | .433*    | .315     | .169     | .089     | .249     | .208     |
|          | Sig. (2-tailed)     | .421     | .134     | .017     | .090     | .371     | .640     | .185     | .270     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00023 | Pearson Correlation | .539**   | .496**   | .380*    | .426*    | .443*    | .385*    | .733**   | .634**   |
|          | Sig. (2-tailed)     | .002     | .005     | .039     | .019     | .014     | .036     | .000     | .000     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |

**Correlations**

|          |                     | VAR00009 | VAR00010 | VAR00011 | VAR00012 | VAR00013 | VAR00014 | VAR00015 | VAR00016 |
|----------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|
| VAR00001 | Pearson Correlation | .512**   | .612**   | .357     | .559**   | .218     | .384*    | .542**   | .679**   |
|          | Sig. (2-tailed)     | .004     | .000     | .053     | .001     | .248     | .036     | .002     | .000     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00002 | Pearson Correlation | .583**   | .651**   | .462*    | .534**   | .350     | .515**   | .622**   | .534**   |
|          | Sig. (2-tailed)     | .001     | .000     | .010     | .002     | .058     | .004     | .000     | .002     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00003 | Pearson Correlation | .733**   | .497**   | .360     | .559**   | .218     | .485**   | .632**   | .625**   |
|          | Sig. (2-tailed)     | .000     | .005     | .051     | .001     | .247     | .007     | .000     | .000     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00004 | Pearson Correlation | .537**   | .470**   | .307     | .387*    | .275     | .389*    | .664**   | .504**   |
|          | Sig. (2-tailed)     | .002     | .009     | .099     | .035     | .142     | .034     | .000     | .005     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00005 | Pearson Correlation | .442*    | .601**   | .232     | .351     | .323     | .481**   | .557**   | .756**   |
|          | Sig. (2-tailed)     | .014     | .000     | .217     | .057     | .081     | .007     | .001     | .000     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00006 | Pearson Correlation | .428*    | .586**   | .316     | .172     | .221     | .117     | .439*    | .351     |
|          | Sig. (2-tailed)     | .018     | .001     | .089     | .362     | .240     | .539     | .015     | .057     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00007 | Pearson Correlation | .377*    | .570**   | .295     | .493**   | .356     | .535**   | .713**   | .493**   |
|          | Sig. (2-tailed)     | .040     | .001     | .113     | .006     | .054     | .002     | .000     | .006     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00008 | Pearson Correlation | .230     | .540**   | .101     | .387*    | .185     | .533**   | .411*    | .328     |
|          | Sig. (2-tailed)     | .221     | .002     | .596     | .035     | .327     | .002     | .024     | .077     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00009 | Pearson Correlation | 1        | .575**   | .471**   | .522**   | .184     | .395*    | .463*    | .522**   |
|          | Sig. (2-tailed)     |          | .001     | .009     | .003     | .329     | .031     | .010     | .003     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00010 | Pearson Correlation | .575**   | 1        | .337     | .454*    | .462*    | .341     | .604**   | .527**   |
|          | Sig. (2-tailed)     | .001     |          | .068     | .012     | .010     | .065     | .000     | .003     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00011 | Pearson Correlation | .471**   | .337     | 1        | .748**   | .249     | .406*    | .359     | .532**   |
|          | Sig. (2-tailed)     | .009     | .068     |          | .000     | .184     | .026     | .052     | .002     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00012 | Pearson Correlation | .522**   | .454*    | .748**   | 1        | .347     | .618**   | .583**   | .571**   |
|          | Sig. (2-tailed)     | .003     | .012     | .000     |          | .060     | .000     | .001     | .001     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |

**Correlations**

|          |                     | VAR00009 | VAR00010 | VAR00011 | VAR00012 | VAR00013 | VAR00014 | VAR00015 | VAR00016 |
|----------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|
| VAR00013 | Pearson Correlation | .184     | .462*    | .249     | .347     | 1        | .553**   | .684**   | .160     |
|          | Sig. (2-tailed)     | .329     | .010     | .184     | .060     |          | .002     | .000     | .400     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00014 | Pearson Correlation | .395*    | .341     | .406*    | .618**   | .553**   | 1        | .694**   | .317     |
|          | Sig. (2-tailed)     | .031     | .065     | .026     | .000     | .002     |          | .000     | .088     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00015 | Pearson Correlation | .463*    | .604**   | .359     | .583**   | .684**   | .694**   | 1        | .495**   |
|          | Sig. (2-tailed)     | .010     | .000     | .052     | .001     | .000     | .000     |          | .005     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00016 | Pearson Correlation | .522**   | .527**   | .532**   | .571**   | .160     | .317     | .495**   | 1        |
|          | Sig. (2-tailed)     | .003     | .003     | .002     | .001     | .400     | .088     | .005     |          |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00017 | Pearson Correlation | .319     | .464**   | .505**   | .549**   | .223     | .393*    | .480**   | .549**   |
|          | Sig. (2-tailed)     | .086     | .010     | .004     | .002     | .236     | .032     | .007     | .002     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00018 | Pearson Correlation | .266     | .162     | .114     | .436*    | .193     | .357     | .390*    | .087     |
|          | Sig. (2-tailed)     | .155     | .393     | .550     | .016     | .308     | .053     | .033     | .647     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00019 | Pearson Correlation | .570**   | .499**   | .398*    | .473**   | .101     | .413*    | .525**   | .348     |
|          | Sig. (2-tailed)     | .001     | .005     | .029     | .008     | .594     | .023     | .003     | .059     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00020 | Pearson Correlation | .365*    | .636**   | .353     | .487**   | .355     | .598**   | .634**   | .557**   |
|          | Sig. (2-tailed)     | .048     | .000     | .055     | .006     | .054     | .000     | .000     | .001     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00021 | Pearson Correlation | .575**   | .738**   | .337     | .600**   | .462*    | .521**   | .709**   | .527**   |
|          | Sig. (2-tailed)     | .001     | .000     | .068     | .000     | .010     | .003     | .000     | .003     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00022 | Pearson Correlation | .111     | -.018    | -.035    | .287     | -.123    | .373*    | .313     | .118     |
|          | Sig. (2-tailed)     | .561     | .925     | .854     | .124     | .516     | .042     | .092     | .534     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00023 | Pearson Correlation | .178     | .545**   | .242     | .495**   | .241     | .361*    | .564**   | .441*    |
|          | Sig. (2-tailed)     | .346     | .002     | .197     | .005     | .199     | .050     | .001     | .015     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       | 30       |

**Correlations**

|          |                     | VAR00017 | VAR00018 | VAR00019 | VAR00020 | VAR00021 | VAR00022 | VAR00023 |
|----------|---------------------|----------|----------|----------|----------|----------|----------|----------|
| VAR00001 | Pearson Correlation | .470**   | .180     | .443*    | .637**   | .755**   | .153     | .539**   |
|          | Sig. (2-tailed)     | .009     | .340     | .014     | .000     | .000     | .421     | .002     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00002 | Pearson Correlation | .518**   | .361*    | .438*    | .649**   | .727**   | .280     | .496**   |
|          | Sig. (2-tailed)     | .003     | .050     | .016     | .000     | .000     | .134     | .005     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00003 | Pearson Correlation | .410*    | .322     | .578**   | .473**   | .497**   | .433*    | .380*    |
|          | Sig. (2-tailed)     | .024     | .083     | .001     | .008     | .005     | .017     | .039     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00004 | Pearson Correlation | .518**   | .370*    | .586**   | .355     | .470**   | .315     | .426*    |
|          | Sig. (2-tailed)     | .003     | .044     | .001     | .055     | .009     | .090     | .019     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00005 | Pearson Correlation | .505**   | .149     | .187     | .664**   | .520**   | .169     | .443*    |
|          | Sig. (2-tailed)     | .004     | .431     | .322     | .000     | .003     | .371     | .014     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00006 | Pearson Correlation | .316     | .047     | .369*    | .517**   | .515**   | .089     | .385*    |
|          | Sig. (2-tailed)     | .088     | .806     | .044     | .003     | .004     | .640     | .036     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00007 | Pearson Correlation | .660**   | .536**   | .567**   | .557**   | .570**   | .249     | .733**   |
|          | Sig. (2-tailed)     | .000     | .002     | .001     | .001     | .001     | .185     | .000     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00008 | Pearson Correlation | .385*    | .370*    | .527**   | .554**   | .470**   | .208     | .634**   |
|          | Sig. (2-tailed)     | .036     | .044     | .003     | .001     | .009     | .270     | .000     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00009 | Pearson Correlation | .319     | .266     | .570**   | .365*    | .575**   | .111     | .178     |
|          | Sig. (2-tailed)     | .086     | .155     | .001     | .048     | .001     | .561     | .346     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00010 | Pearson Correlation | .464**   | .162     | .499**   | .636**   | .738**   | -.018    | .545**   |
|          | Sig. (2-tailed)     | .010     | .393     | .005     | .000     | .000     | .925     | .002     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00011 | Pearson Correlation | .505**   | .114     | .398*    | .353     | .337     | -.035    | .242     |
|          | Sig. (2-tailed)     | .004     | .550     | .029     | .055     | .068     | .854     | .197     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00012 | Pearson Correlation | .549**   | .436*    | .473**   | .487**   | .600**   | .287     | .495**   |
|          | Sig. (2-tailed)     | .002     | .016     | .008     | .006     | .000     | .124     | .005     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |

**Correlations**

|          |                     | VAR00017 | VAR00018 | VAR00019 | VAR00020 | VAR00021 | VAR00022 | VAR00023 |
|----------|---------------------|----------|----------|----------|----------|----------|----------|----------|
| VAR00013 | Pearson Correlation | .223     | .193     | .101     | .355     | .462*    | -.123    | .241     |
|          | Sig. (2-tailed)     | .236     | .308     | .594     | .054     | .010     | .516     | .199     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00014 | Pearson Correlation | .393*    | .357     | .413*    | .598**   | .521**   | .373*    | .361*    |
|          | Sig. (2-tailed)     | .032     | .053     | .023     | .000     | .003     | .042     | .050     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00015 | Pearson Correlation | .480**   | .390*    | .525**   | .634**   | .709**   | .313     | .564**   |
|          | Sig. (2-tailed)     | .007     | .033     | .003     | .000     | .000     | .092     | .001     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00016 | Pearson Correlation | .549**   | .087     | .348     | .557**   | .527**   | .118     | .441*    |
|          | Sig. (2-tailed)     | .002     | .647     | .059     | .001     | .003     | .534     | .015     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00017 | Pearson Correlation | 1        | .560**   | .409*    | .552**   | .464**   | .083     | .512**   |
|          | Sig. (2-tailed)     |          | .001     | .025     | .002     | .010     | .663     | .004     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00018 | Pearson Correlation | .560**   | 1        | .334     | .220     | .370*    | .329     | .438*    |
|          | Sig. (2-tailed)     | .001     |          | .071     | .243     | .044     | .076     | .015     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00019 | Pearson Correlation | .409*    | .334     | 1        | .517**   | .573**   | .221     | .397*    |
|          | Sig. (2-tailed)     | .025     | .071     |          | .003     | .001     | .241     | .030     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00020 | Pearson Correlation | .552**   | .220     | .517**   | 1        | .802**   | .404*    | .556**   |
|          | Sig. (2-tailed)     | .002     | .243     | .003     |          | .000     | .027     | .001     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00021 | Pearson Correlation | .464**   | .370*    | .573**   | .802**   | 1        | .318     | .545**   |
|          | Sig. (2-tailed)     | .010     | .044     | .001     | .000     |          | .087     | .002     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00022 | Pearson Correlation | .083     | .329     | .221     | .404*    | .318     | 1        | .235     |
|          | Sig. (2-tailed)     | .663     | .076     | .241     | .027     | .087     |          | .212     |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |
| VAR00023 | Pearson Correlation | .512**   | .438*    | .397*    | .556**   | .545**   | .235     | 1        |
|          | Sig. (2-tailed)     | .004     | .015     | .030     | .001     | .002     | .212     |          |
|          | N                   | 30       | 30       | 30       | 30       | 30       | 30       | 30       |

\*\* . Correlation is significant at the 0.01 level (2-tailed).

\* . Correlation is significant at the 0.05 level (2-tailed).

Rotated Component Matrix<sup>a</sup>

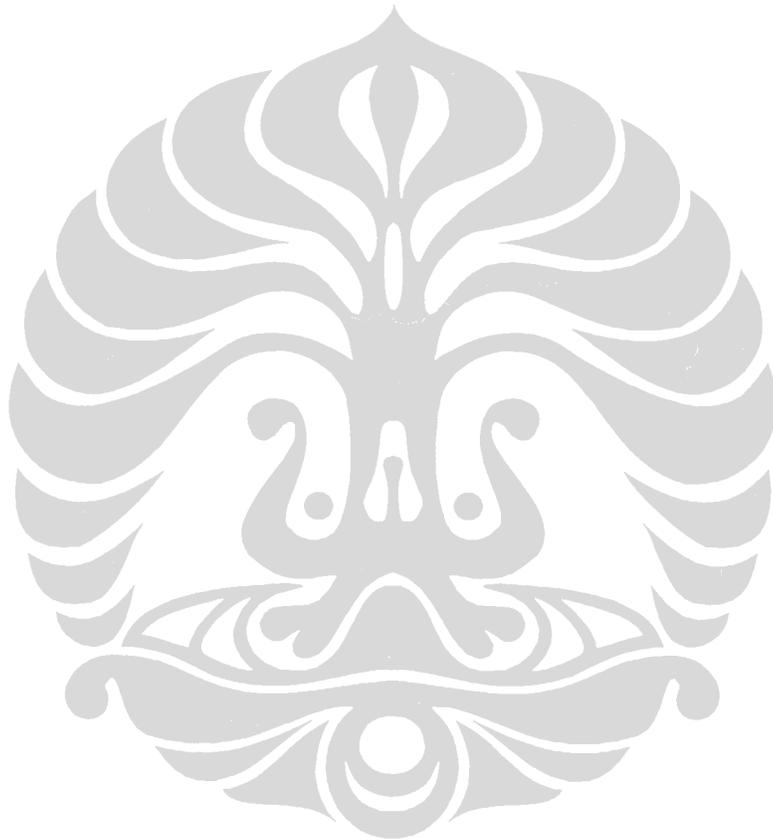
|          | Component |      |       |       |
|----------|-----------|------|-------|-------|
|          | 1         | 2    | 3     | 4     |
| VAR00016 | .871      | .178 | .137  | .204  |
| VAR00005 | .826      | .083 | .337  | .179  |
| VAR00001 | .622      | .150 | .383  | .403  |
| VAR00018 | -.090     | .775 | .320  | -.067 |
| VAR00004 | .372      | .716 | -.064 | .472  |
| VAR00007 | .345      | .638 | .413  | .276  |
| VAR00017 | .415      | .564 | .267  | .143  |
| VAR00003 | .554      | .562 | .144  | .252  |
| VAR00019 | -.018     | .520 | .370  | .505  |
| VAR00015 | .338      | .477 | .423  | .421  |
| VAR00008 | .179      | .276 | .743  | .082  |
| VAR00014 | .232      | .354 | .702  | .033  |
| VAR00020 | .396      | .061 | .651  | .495  |
| VAR00012 | .382      | .448 | .492  | .072  |
| VAR00006 | .180      | .104 | -.076 | .885  |
| VAR00010 | .378      | .105 | .415  | .650  |
| VAR00021 | .303      | .195 | .584  | .602  |
| VAR00002 | .486      | .350 | .326  | .500  |

Extraction Method: Principal Component Analysis.  
 Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 13 iterations.

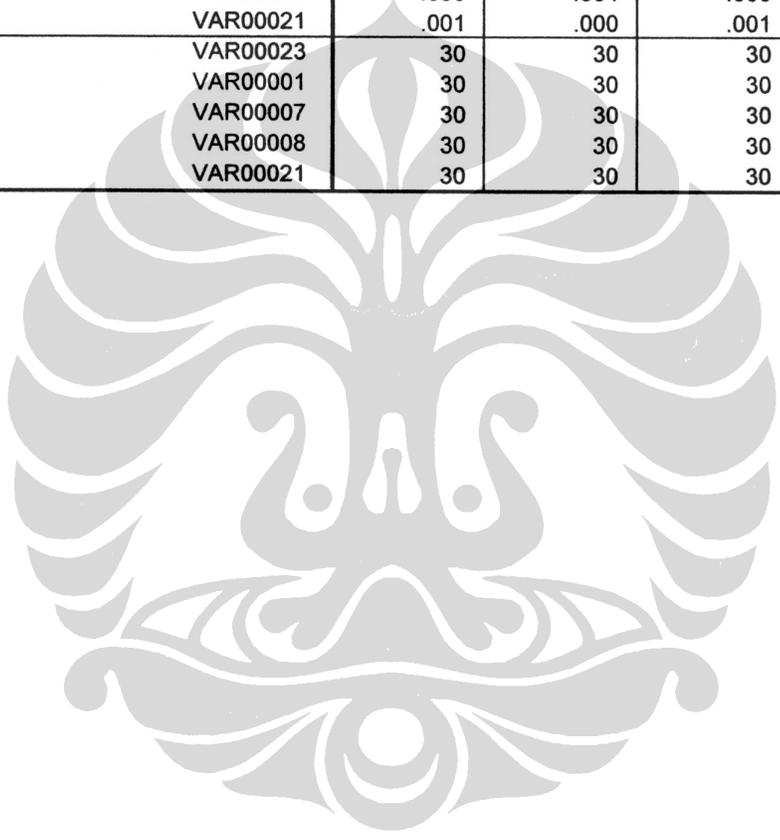
### Descriptive Statistics

|          | Mean   | Std. Deviation | N  |
|----------|--------|----------------|----|
| VAR00023 | 3.9000 | .84486         | 30 |
| VAR00001 | 4.0333 | .76489         | 30 |
| VAR00007 | 3.9667 | .71840         | 30 |
| VAR00008 | 3.7333 | .78492         | 30 |
| VAR00021 | 3.4667 | .62881         | 30 |



**Correlations**

|                     |          | VAR00023 | VAR00001 | VAR00007 | VAR00008 | VAR00021 |
|---------------------|----------|----------|----------|----------|----------|----------|
| Pearson Correlation | VAR00023 | 1.000    | .539     | .733     | .634     | .545     |
|                     | VAR00001 | .539     | 1.000    | .567     | .475     | .755     |
|                     | VAR00007 | .733     | .567     | 1.000    | .718     | .570     |
|                     | VAR00008 | .634     | .475     | .718     | 1.000    | .470     |
|                     | VAR00021 | .545     | .755     | .570     | .470     | 1.000    |
| Sig. (1-tailed)     | VAR00023 | .        | .001     | .000     | .000     | .001     |
|                     | VAR00001 | .001     | .        | .001     | .004     | .000     |
|                     | VAR00007 | .000     | .001     | .        | .000     | .001     |
|                     | VAR00008 | .000     | .004     | .000     | .        | .004     |
|                     | VAR00021 | .001     | .000     | .001     | .004     | .        |
| N                   | VAR00023 | 30       | 30       | 30       | 30       | 30       |
|                     | VAR00001 | 30       | 30       | 30       | 30       | 30       |
|                     | VAR00007 | 30       | 30       | 30       | 30       | 30       |
|                     | VAR00008 | 30       | 30       | 30       | 30       | 30       |
|                     | VAR00021 | 30       | 30       | 30       | 30       | 30       |



**Model Summary<sup>b</sup>**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .764 <sup>a</sup> | .584     | .517              | .58686                     |

**Model Summary<sup>b</sup>**

| Model | Change Statistics |          |     |     |               | Durbin-Watson |
|-------|-------------------|----------|-----|-----|---------------|---------------|
|       | R Square Change   | F Change | df1 | df2 | Sig. F Change |               |
| 1     | .584              | 8.776    | 4   | 25  | .000          | 1.355         |

a. Predictors: (Constant), VAR00021, VAR00008, VAR00007, VAR00001

b. Dependent Variable: VAR00023

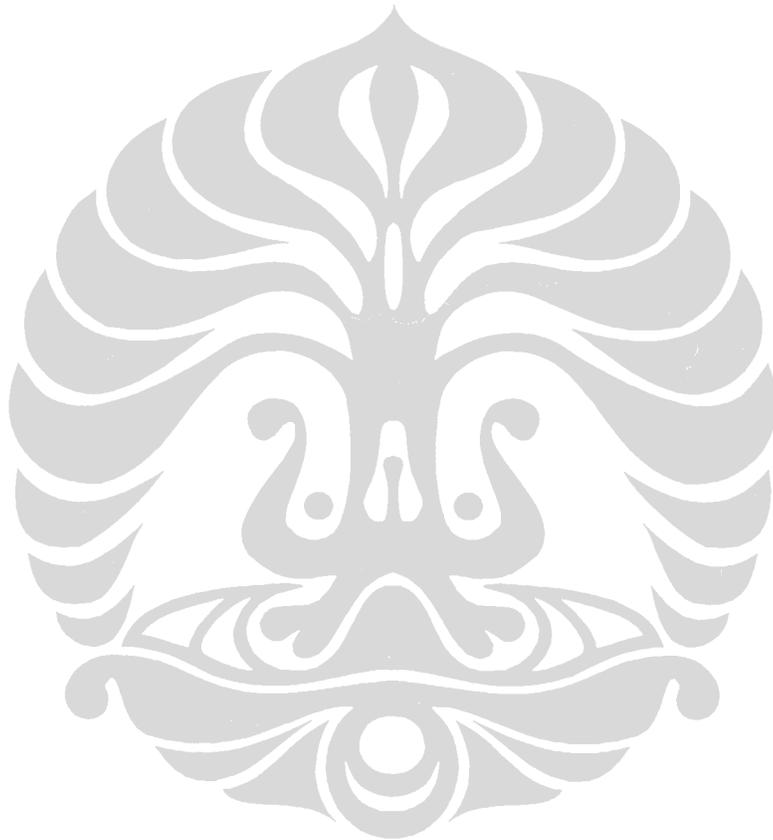


ANOVA<sup>b</sup>

| Model |            | Sum of Squares | df | Mean Square | F     | Sig.              |
|-------|------------|----------------|----|-------------|-------|-------------------|
| 1     | Regression | 12.090         | 4  | 3.022       | 8.776 | .000 <sup>a</sup> |
|       | Residual   | 8.610          | 25 | .344        |       |                   |
|       | Total      | 20.700         | 29 |             |       |                   |

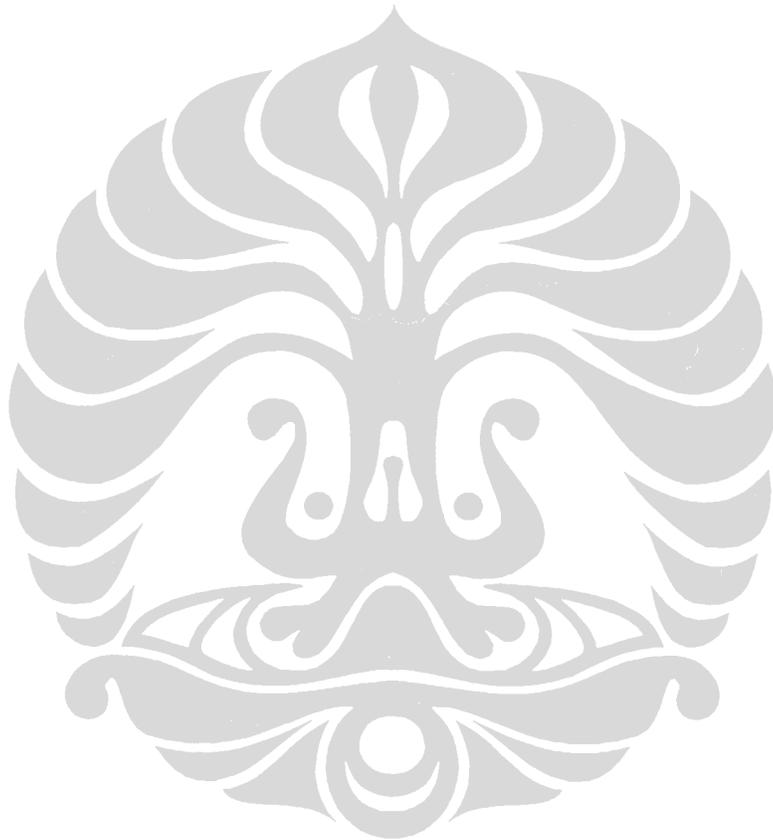
a. Predictors: (Constant), VAR00021, VAR00008, VAR00007, VAR00001

b. Dependent Variable: VAR00023



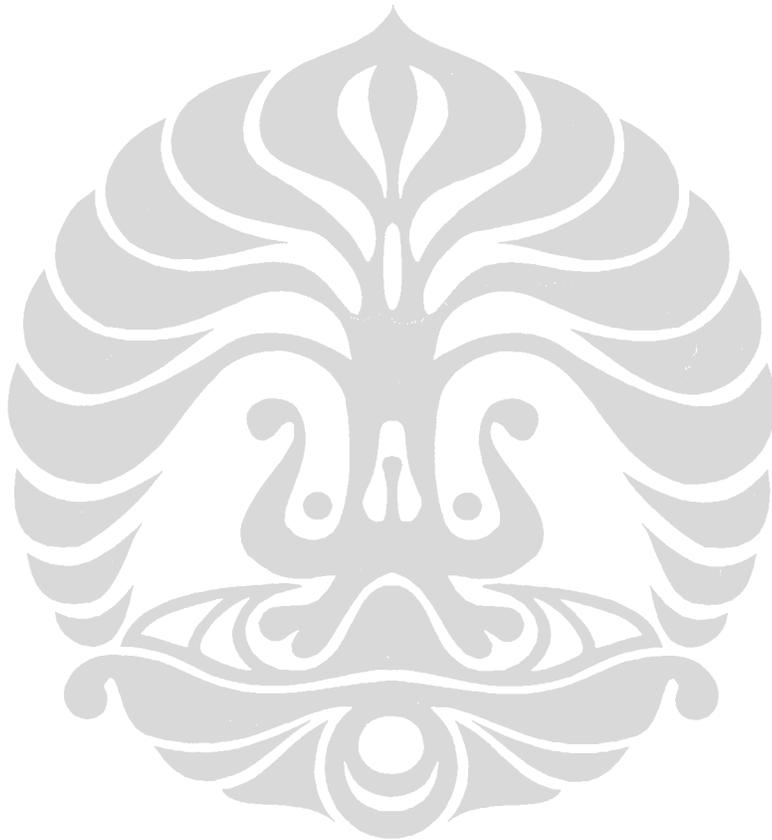
**Coefficients<sup>a</sup>**

| Model |            | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|
|       |            | B                           | Std. Error | Beta                      |       |      |
| 1     | (Constant) | -.041                       | .701       |                           | -.058 | .954 |
|       | VAR00001   | .100                        | .225       | .090                      | .442  | .662 |
|       | VAR00007   | .560                        | .238       | .476                      | 2.348 | .027 |
|       | VAR00008   | .212                        | .201       | .197                      | 1.054 | .302 |
|       | VAR00021   | .152                        | .274       | .113                      | .555  | .584 |



**Coefficients<sup>a</sup>**

| Model |            | 95% Confidence Interval for B |             |
|-------|------------|-------------------------------|-------------|
|       |            | Lower Bound                   | Upper Bound |
| 1     | (Constant) | -1.483                        | 1.402       |
|       | VAR00001   | -.364                         | .563        |
|       | VAR00007   | .069                          | 1.051       |
|       | VAR00008   | -.202                         | .626        |
|       | VAR00021   | -.413                         | .717        |

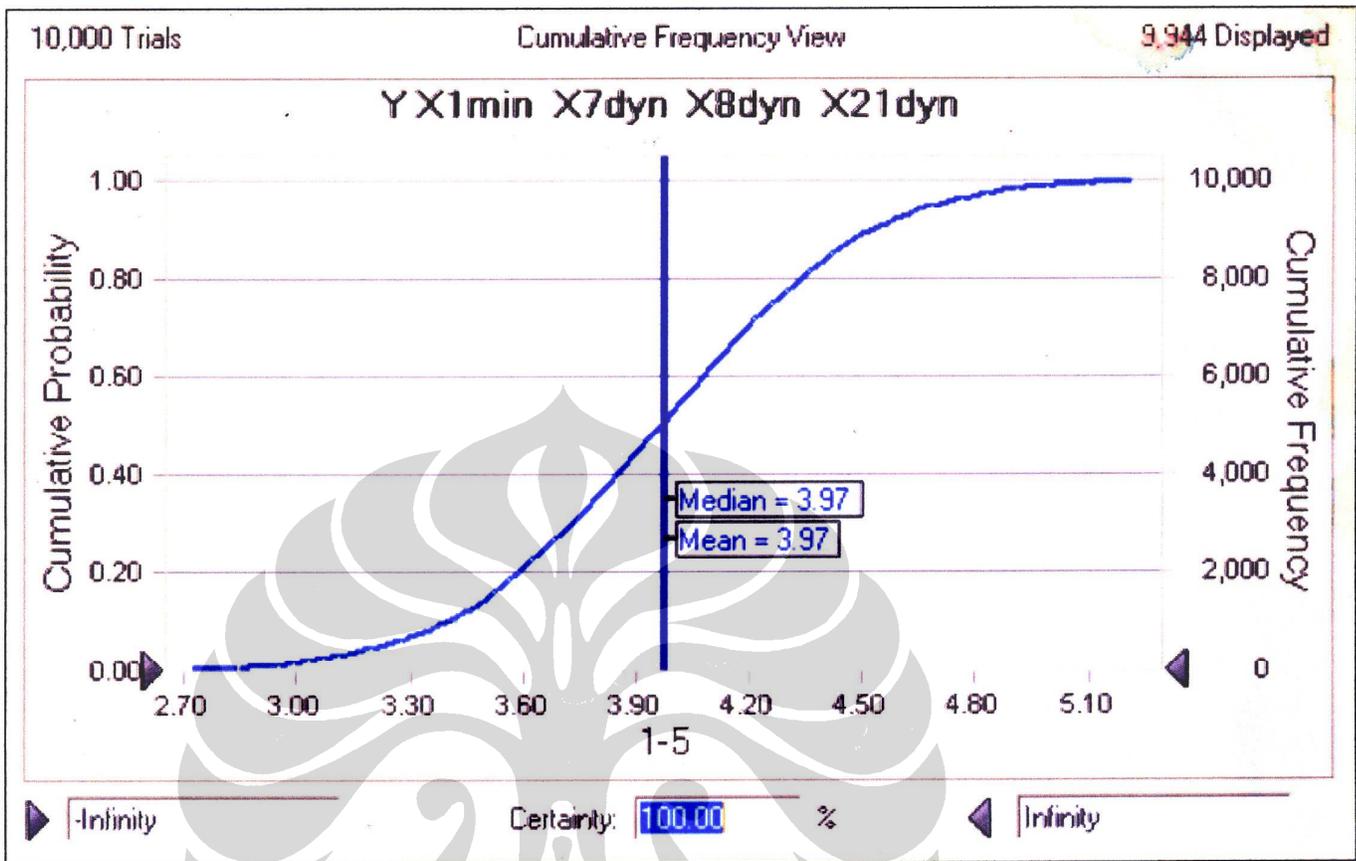


**Coefficients<sup>a</sup>**

| Model |            | Correlations |         |      | Collinearity Statistics |       |
|-------|------------|--------------|---------|------|-------------------------|-------|
|       |            | Zero-order   | Partial | Part | Tolerance               | VIF   |
| 1     | (Constant) |              |         |      |                         |       |
|       | VAR00001   | .539         | .088    | .057 | .400                    | 2.497 |
|       | VAR00007   | .733         | .425    | .303 | .405                    | 2.471 |
|       | VAR00008   | .634         | .206    | .136 | .478                    | 2.094 |
|       | VAR00021   | .545         | .110    | .072 | .399                    | 2.504 |

a. Dependent Variable: VAR00023





## BERITA ACARA PERBAIKAN TESIS

Dengan ini dinyatakan bahwa pada :

Hari / Tanggal : Kamis / 27 Desember 2007  
Jam : 16.00 s/d selesai  
Tempat : R. Rapat Salemba

Telah berlangsung Ujian **Tesis** Semester Ganjil 2007/2008 Program Studi Teknik Sipil Salemba, Program Pendidikan Magister Bidang Ilmu Teknik Manajemen Proyek, Fakultas Teknik Universitas Indonesia dengan peserta :

Nama Mahasiswa : Eva Wijayanti  
No. Mahasiswa : 06 06 00 23 34  
Judul Tesis : Analisis Faktor-Faktor yang Mempengaruhi Keberhasilan ERP

Dan dinyatakan harus menyelesaikan perbaikan Tesis yang diminta oleh Dosen Penguji yaitu :

| No | Nama Dosen Penguji       | Perbaikan yang Diminta   | Keterangan   |
|----|--------------------------|--|--|
| 1  | Ir. Anton Katili MT      | Perbaikan sesuai dengan penguji 2 & 3  | Lihat perbaikan untuk penguji 2 & 3  |
| 2  | Dr. Ir. Yusuf Latief MT  | <p>Penambahan pembahasan untuk variabel yang berpengaruh yaitu sebesar 58% dari pakar, referensi dan penulis</p> <p>Disarankan penelitian lebih lanjut untuk variabel berpengaruh lainnya yaitu sebesar 42%</p> <p>Dilakukan simulasi untuk variabel yang berpengaruh</p> <p>Lampiran terstruktur dan diberi halaman</p> | <p>Pembahasan sudah ditambah (lihat Bab V Pembahasan hal. 44-50)</p> <p>Sudah disarankan (lihat Bab VI Kesimpulan dan Saran hal. 51-52)</p> <p>Sudah dilakukan (lihat Bab IV Pelaksanaan Penelitian hal. 43 dan lampiran 14)</p> <p>Sudah dilakukan (lihat Daftar Lampiran hal. ix dan Lampiran hal. 59)</p> |
| 3  | Dr. Ir. Antony Sihombing | <p>Hindari penggunaan 1 paragraf untuk 1 issue pada Sub Bab 1.2 Identifikasi Masalah hal. 2</p> <p>Hindari penggunaan singkatan pada Sub Bab 2.2.6 Penerapan ERP hal. 8</p> <p>Perbaikan penulisan Daftar</p>  | <p>Sudah diperbaiki (lihat Sub Bab 1.2 Identifikasi Masalah hal. 2)</p> <p>Sudah diperbaiki (lihat Sub Bab 2.2.6 Penerapan ERP hal. 8)</p> <p>Sudah diperbaiki (lihat Daftar</p>   |

A

|  |  |   |   |
|--|--|---|---|
|  |  | Acuan dan Daftar Pustaka                    | Acuan hal. 53 dan Daftar Pustaka hal. 56)                     |
|  |  | Penambahan pembahasan pada Bab V            | Pembahasan sudah ditambah (lihat Bab V Pembahasan hal. 44-50) |
|  |  | Penambahan kesimpulan dan saran pada Bab VI | Sudah ditambah (lihat Bab VI Kesimpulan dan Saran hal. 51-52) |

Menyetujui :

Pembimbing 1,

Pembimbing 2,



Ir. Anton Katili, MT



Dr. Ir. Yusuf Latief, MT