ABSTRACT

User Satisfaction Analysis of Human Resource Information Systems at PT. XYZ Using the End-User Computing Satisfaction Method

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This thesis is a research study aimed at analyzing user satisfaction with the Human Resource Information Systems at PT. XYZ using the End-User Computing Satisfaction (EUCS) method. The HRIS at PT. XYZ is a critical system for administrative and operational information, particularly focusing on Human Resources (HR). The research methodology involves collecting data through an online questionnaire distributed to 30 respondents who are HRIS users within the Human Resource Management (HRM) unit at PT. XYZ. The collected data from the questionnaire were processed and analyzed based on the EUCS criteria for user satisfaction, which include content, accuracy, format, ease of use, timeliness, and user satisfaction. The findings of this study reveal that HRIS users are satisfied with the performance of the HRIS at PT. XYZ. The variables content, accuracy, format, ease of use, and user satisfaction were rated as "Satisfied," while the variable timeliness was rated as "Very Satisfied." In conclusion, HRIS users at PT. XYZ are satisfied with all evaluated aspects of the system. Nevertheless, it is recommended that the company maintain the system's performance and carry out regular updates to meet the evolving needs of its users in the future.

Keywords: HRIS, EUCS, User Satisfaction

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Publication Years   : 1988 - 2024