

ABSTRACT

EVALUATION OF WAREHOUSE MANAGEMENT SYSTEM QUALITY ON USER SATISFACTION USING EUCS (END USER COMPUTING SATISFACTION) AND IPA (IMPORTANCE PERFORMANCE ANALYSIS) (CASE STUDY: PT LARIS MANIS UTAMA)

Oleh
Febri Cintya Maharani

Warehouse Management System (WMS) is an android-based mobile app that is used to organize and control various processes that occur in warehousing. The results of distributing pre-research questionnaires to PT Laris Manis Utama employees who use WMS found several problems from users, namely when using WMS but stopped completely and could not run again as it should. When exposed to cold temperatures for too long, the system is less responsive. Some WMS features do not work properly, this makes users less satisfied with the features available. And the appearance of the system is less attractive and difficult to understand. Because these problems have an impact on user satisfaction. This study aims to measure the results of the analysis of the quality of WMS services using the EUCS and IPA methods while providing the results of the analysis and recommendations needed to improve the quality of WMS services in the future. The End User Computing Satisfaction (EUCS) method is a method for measuring service quality and Importance Performance Analysis (IPA) which assesses the performance of WMS based on the importance of each variable. The results of the EUCS calculation show that there are several variables such as content, accuracy, format, timeliness whose expectation level is higher than the performance level, which means that improvement is needed to align performance with user expectations. The results of the suitability analysis on WMS have a suitability level of 94.13% not reaching 100%, this identifies that the service has not fully satisfied user expectations. The average GAP result of -0.25 or the GAP value <0 indicates that it has not met user expectations. Based on the IPA Cartesian diagram, it shows that there is a need for quality improvement in quadrant I "C2,C3,A2,F4,E3,T3" and quadrant III "C4,C5,A1,A4,F3,E4,T4".

Keywords: Evaluation, User Satisfaction, End User Computing Satisfaction (EUCS), Importance Performance Analysis (IPA), Warehouse Management System (WMS)