

PENGARUH KUALITAS SISTEM, KUALITAS LAYANAN DAN KUALITAS INFORMASI TERHADAP KEPUASAN PENGGUNA CEISA

(Studi pada Kantor Pengusaha Pengurusan Jasa Kepabeanan di Indoneisa)

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ABSTRAK

CEISA merupakan sistem informasi milik DJBC yang digunakan oleh para Pengusaha Pengurusan Jasa Kepabeanan (PPJK) untuk membuat dokumen pabean yang berisi informasi tentang identitas barang dan kendaraan pengangkut, jumlah bea masuk/bea keluar, dan pajak yang perlu dibayarkan importir. Tujuan dari penelitian ini adalah untuk mengetahui bagaimana kualitas sistem, kualitas layanan, dan kualitas informasi CEISA mempengaruhi kepuasan pengguna CEISA di kantor PPJK di seluruh Indonesia. Dalam penelitian ini digunakan metodologi penelitian deskriptif dan verifikatif.

Sebanyak 30 pengguna CEISA di Indonesia dijadikan sebagai sampel penelitian menggunakan metode *purposive sampling*. Pengumpulan data menggunakan kuesioner skala *likert*. Data yang telah dikumpulkan, diolah menggunakan *Software SPSS IBM Statistics v27*, dengan pengujian hipotesis analisis linier berganda disertai analisis koefisien determinasi.

Berdasarkan hasil uji statistik, disimpulkan bahwa secara parsial kualitas sistem, kualitas layanan, dan kualitas informasi tidak berpengaruh signifikan terhadap kepuasan pengguna CEISA. Secara bersama-sama, kualitas sistem, kualitas layanan, dan kualitas informasi berpengaruh terhadap kepuasan pengguna sistem informasi akuntansi.

Kata kunci : **Kualitas Sistem, Kualitas Layanan, Kualitas Informasi, Kepuasan Pengguna, Sistem Informasi Akuntansi**

***THE INFLUENCE OF SYSTEM QUALITY, SERVICE QUALITY AND
INFORMATION QUALITY ON CEISA USER SATISFACTION***

(Study at Customs Services Management Offices in Indonesia)

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ABSTRACT

CEISA is an information system owned by DJBC that is used by Customs Service Entrepreneurs to create customs documents that contain information about customs information, such as identity of goods and transport vehicles, the amount of import/export duties, and taxes that need to be paid by importers. The purpose of this research is to determine how system quality, service quality and information affect user satisfaction of CEISA in PPJK offices throughout Indonesia. In this research, descriptive and verification research methodology were used.

The sample of this research are 30 CEISA users in Customs Services Management Offices in Indonesia using the purposive sampling method. Data collection used a likert scale questionnaire. The data that has been collected is processed using SPSS IBM Statistics v27 software, by testing multiple linear analysis hypotheses accompanied by analysis of the coefficient of determination.

Based on the results of statistical tests, it was concluded that partially system quality, service quality, and information quality did not have a significant effect on user satisfaction. Together, system quality, service quality and information quality have a significant effect on CEISA user satisfaction.

Keywords: System Quality, Service Quality, Information Quality, User Satisfaction, Accounting Information System