

# The Influence of Effectiveness and Quality of Information Systems Based on *Enterprise Resource Planning (ERP)* on Employee Performance of PT Swabina Gatra

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## Abstract

PT. Swabina Gatra is a national private company that has played an important role in the industrial sector, especially in the provision of goods and services in Indonesia. This study aims to examine the impact of the effectiveness and quality of Enterprise Resource Planning (ERP)-based information systems on employee productivity and adaptation while strengthening the literature on the relationship between Enterprise Resource Planning (ERP) and employee performance. This study is quantitative. The sample of this study consisted of 40 respondents who were employees of PT. Swabina Gatra who worked with the Enterprise Resource Planning (ERP) system. This study used instrument tests such as validity and reliability tests, normality tests, multicollinearity tests, and autocorrelation tests, followed by hypothesis tests and determination tests. The results of the study revealed that the effectiveness variable did not have a significant influence on employee performance, while the quality variable showed a significant influence on employee performance.

**Keywords:** Effectiveness; Quality; ERP; Employee Performance

## 1. Introduction

PT. Swabina Gatra is a national private company that has played an important role in the industrial sector, especially in the provision of goods and services in Indonesia. In facing the challenge of maintaining optimal performance amidst market dynamics and increasingly tight competition, this company has strived to improve performance through various strategies. Human resource development and optimization of operational processes are the main focus of PT. Swabina Gatra. Employee performance plays a very important role in supporting the achievement of company targets, so that increasing the effectiveness and quality of operational systems is an important priority to achieve higher competitiveness. In an effort to remain competitive, PT. Swabina Gatra has emerged as a pioneer of the technological revolution with innovative steps. Realizing the importance of adapting to change, this company has begun to pioneer the use of the Enterprise Resource Planning (ERP) system since 2019. The implementation of this ERP system is not only a transformation strategy, but also a bold step to improve performance in various aspects of the business, especially in creating more integrated financial management.

Employee performance is one of the main indicators that determine the success of a company. In general, employee performance is influenced by various factors, including the work environment, motivation, skills, and technological capabilities. In the context of a modern company such as PT. Swabina Gatra, the role of technology is crucial in increasing employee efficiency and productivity. Employees who are able to use technology well will tend to be more productive and able to complete their tasks more efficiently. Previous research has shown that technology that is well adopted by employees can improve individual and team performance, reduce the time needed to complete work, and improve output quality (Hasibuan & Suhairi, 2023). However, in addition to technological mastery, other factors such as support from management, adequate training, and a good understanding of business processes also greatly affect employee performance. Employees who have a deep understanding of how technology, such as ERP, supports their work will be more likely to use the system to its full potential. (Fauzany, 2024). In addition, good performance is also directly proportional to employee job satisfaction. Employees who feel comfortable and helped by the technology used in their daily work will tend to work better.

ERP systems have proven to be one of the important factors that influence employee performance in various companies, including PT. Swabina Gatra. The implementation of ERP systems is very important for companies because it can improve operational efficiency and decision-making quality (Febrianto & Soediantono, 2022). ERP systems not only

function to process information, but also to present accurate and comprehensive reports. The architecture of this system has four main characteristics: integration, standardization, centralization, and automation of daily tasks (Barna et al., 2021). Thus, functions within the organization can be interconnected, organizational rules follow best practices, data is available in real time, and daily tasks can be performed automatically. This system not only improves internal efficiency, but also ensures the accuracy and completeness of reports (Andriani & Trisnarningsih, 2023). The success of the information system can be measured from the performance achieved by individuals as a whole during a certain period in carrying out their duties with criteria such as quality of work results, work effectiveness, and targets or goals that have previously been mutually agreed upon. The effectiveness and quality of the ERP system have been proven to play a significant role in improving employee performance, both in terms of productivity and work efficiency, which ultimately has an impact on the overall performance of the organization (Shahrir et al., 2023).

Effectiveness is one of the main indicators in assessing the success of ERP system implementation in a company. Enterprise Resource Planning (ERP) has made a significant contribution to the effectiveness of the company (Wahdiniawati et al., 2023). PT Swabina Gatra in the effectiveness of ERP implementation is not only assessed from a technical perspective, but also from how this system is able to support employee activities in completing operational tasks more quickly and accurately. Effective ERP implementation can help companies avoid manual errors, reduce redundancy, and speed up workflows so that employee productivity increases significantly (Amiruddin et al., 2024). ERP effectiveness has a positive effect on employee performance (Izati & Rahayuningsih, 2023; Prima, 2018; Syah & Alphi, 2014).

The quality of the ERP system implemented also plays an important role in influencing employee performance. The success of ERP can be measured through the level of quality of the system produced, the information used, and the impact of the information on users (Lawalata, 2012). A system that has an intuitive user interface, high stability, and reliability in data processing can improve employee job satisfaction and performance. Conversely, a complex and difficult-to-use system can reduce motivation and cause a decrease in productivity. At PT Swabina Gatra, a good quality ERP system is expected to provide easy access to information and process automation, which will ultimately improve employee work accuracy and efficiency. This has a direct impact on employees' ability to achieve company targets and contributes to improving the overall performance of the organization. In the study (Anik Hanifatul Azizah, Rokhman Fauzi, 2020; Rohani & Hati, 2018; Very, 2024) The results showed that the quality of the ERP system had a significant positive effect on employee performance.

Although many studies have discussed the impact of ERP implementation on company performance, studies that specifically examine the effect of ERP effectiveness and quality on employee performance are still limited. PT. Swabina Gatra has implemented ERP since 2019, but there has been no in-depth evaluation of its impact on employee productivity and adaptation. Hence this study aims to bridge this gap by examining the relationship between ERP implementation and employee performance.

### **Theory of TAM (Technology Acceptance Model)**

The Technology Acceptance Model (TAM) theory is a model designed to understand how users accept and utilize information technology. Seen by Fred Davis in 1989, this theory is based on a social psychology approach that explains the various factors that influence individuals in accepting new technology. According to (Yamawati & Dewi, 2021) In the TAM (Technology Acceptance Model), user acceptance of the use of information systems is influenced by two main factors, namely perceived usefulness and perceived ease of use.

Based on the Technology Acceptance Model (TAM), ERP systems can improve employee performance by increasing the perception of usefulness and ease of use. Employees who feel that ERP is useful and easy to use will have a positive attitude towards the system, which ultimately increases the interest and frequency of using this technology. Thus, ERP not only facilitates employees' work but also improves their overall efficiency and productivity.

### **Enterprise Resource Planning (ERP)**

Enterprise Resource Planning (ERP) is an information system that integrates data processing to manage various activities across all of a company's business functions in an integrated manner (Alwan & Fahmi, 2023). Enterprise Resources Planning is often referred to as a back office system, indicating that customers and the public are not involved in this system, and only involves suppliers as a support system because ERP is an integrated system that focuses on the company's internal coordination network (Jones et al., 2022). With an ERP system, all data from various departments can be accessed and updated on the same platform, thus minimizing errors due to data duplication and increasing operational efficiency. ERP also enables smoother workflows between business functions, speeds up the decision-making process, and provides better visibility into the entire company's operations through real-time reports and analysis.

### **Effectiveness of Enterprise Resource Planning (ERP) Implementation**

Effectiveness is the degree of success in achieving desired goals by optimally utilizing resources. ERP systems offer significant benefits in integrating business processes, thereby increasing operational effectiveness and efficiency (Febrianto & Soediantono, 2022). An effective ERP system is one that is successfully integrated with the company's business

processes, is well used by employees, and is able to provide significant benefits in terms of saving time, costs, and improving the company's overall performance. Indicators of effectiveness according to (Andi et al., 2022):

1. Timely
2. Accurate
3. Reliable

### **Quality of Enterprise Resource Planning (ERP) Implementation**

Quality refers to the extent to which a system meets established standards. In the context of implementing ERP (Enterprise Resource Planning), this quality includes the design, implementation, and functionality of the system according to the needs of the organization, as well as its ability to improve operational efficiency and data integration. ERP contributes to improving the quality of financial reports, speeding up the book closing process, and reducing the time to prepare reports. In addition, ERP supports better decision making, working capital control, financial ratio analysis, and improves the effectiveness of the internal audit function in the company (Febrianto & Soediantono, 2022). Indicators of quality according to (Atmoko, 2020):

1. Adaptability
2. Availability
3. Reliability
4. Response Time
5. Usability

### **Employee performance**

Employee performance is a combination of ability and motivation. This is important to note because the performance of each individual will affect the overall performance of the organization. According to (Dityawarman et al., 2016) Employee performance can be concluded as an individual's ability to complete their tasks by utilizing information technology, which shows a positive and significant relationship to the use of information systems. The performance results achieved are influenced by the level of employee achievement, both individually and in a team, and reflect how well and how effective a person is in meeting the demands of their work. Indicators of employee performance according to (Atmoko, 2020):

1. Quality of Work
2. Quantity
3. Timeliness
4. Effectiveness
5. Independence
6. Commitment

### **The Influence of ERP Information System Effectiveness on Employee Performance**

The effectiveness of ERP information systems plays an important role in supporting employee performance by optimizing data integration, increasing information accessibility, and accelerating the decision-making process within the company. An effective ERP system is able to increase operational efficiency and productivity through real-time insights that allow employees to make immediate adjustments when needed (Witjaksono et al., 2023). An effective ERP implementation can help companies avoid manual errors, reduce redundancy, and speed up workflows, thereby significantly increasing employee productivity. (Amiruddin et al., 2024; Febrianto & Soediantono, 2022; Izati & Rahayuningsih, 2023).

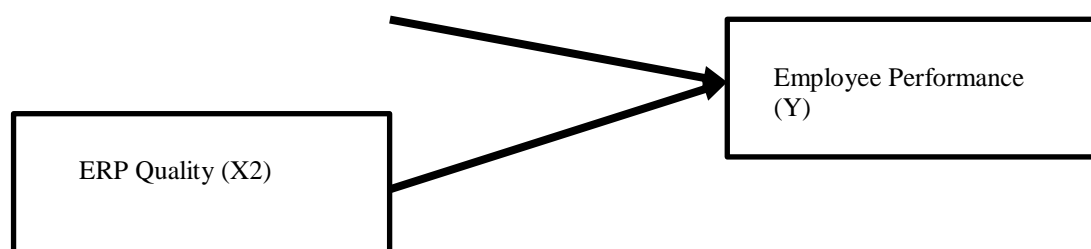
H1: The Effectiveness of ERP Information Systems Affects Employee Performance

### **The Influence of ERP Information System Quality on Employee Performance**

The success of an ERP implementation can be assessed based on the quality of the resulting system, the accuracy to users (Lawalata, 2012). In addition, the quality of information provided, by the ERP system enables employees to make better and faster decisions, which in turn improves their performance. In addition, the quality of services, including adequate technical support and training, ensures that employees can use the system optimally, thereby achieving higher performance. In a study conducted by (Anik Hanifatul Azizah, Rokhman Fauzi, 2020; Rohani & Hati, 2018; Very, 2024) The results showed that the quality of the ERP system had a significant positive effect on employee performance.

H2: ERP Information System Quality Affects Employee Performance.

ERP Effectiveness (X1)



**Picture 1.**  
**Conceptual Framework**

## 2. Methods

### Types of Research and Description of Research Population

The type of research conducted by the researcher is quantitative research. The population in the study is all objects or individuals who are the target of the study. The population needs to be clearly determined by the researcher before conducting the study. The population in this study is employees of PT. Swabina Gatra, namely 125 employees.

### Sampling Techniques

The sampling technique is a representative sampling of the population with the number and characteristics owned. Meanwhile, the sample used in this study is a purposive sampling technique. The population in the study was determined by the criteria that daily use ERP-based accounting information systems when working.

### Research Sources

The data source in this study is primary data obtained through respondents' answers to the questionnaire. The questionnaire contains a number of statements related to the effectiveness and quality of the ERP system.

### Data Analyssis Techniques

This study uses a quantitative approach and the use of statistical analysis methods and for the calculation uses SPSS26 (Statistical Product and Service Solution). This study aims to analyze how the effectiveness of the implementation of accounting information systems and the quality of accounting information systems affect employee performance at PT. Swabina Gatra.

## 3. Findings and Discussion

In this study, the data used is primary data. Primary data was obtained by conducting an online survey using a google form distributed to respondents, namely all employees of PT. Swabina Gatra. From this study, the resulting sample was 40 respondents who met the criteria as research samples. Of that number, 45% were women and 55% were men. Which consists of the Learning & Development, Business Training & Development, Internal Audit, Accounting, Treasury, Budgeting, AMDK, Billing, SWA Army, PHO, HR, Labor Supply, Personnel Payroll units.

### 3.1. Findings

#### 3.1.1. Data Instrument Test Results

##### 3.1.1.1. Validity Test Results

**Table 1. Validity Test Results**

Item	Correlations	
	Total	Information
X1.1	,675**	Valid
X1.2	,843**	Valid
X1.3	,795**	Valid
X1.4	,700**	Valid
X1.5	,760**	Valid
X1.6	,823**	Valid
X2.1	,621**	Valid

X2.2	,875**	Valid
X2.3	,764**	Valid
X2.4	,782**	Valid
X2.5	,469**	Valid
X2.6	,452**	Valid
Y.1	,615**	Valid
Y.2	,508**	Valid
Y.3	,743**	Valid
Y.4	,534**	Valid
Y.5	,622**	Valid
Y.6	,610**	Valid

Source: Writer, 2024

Based on table 1, it can be seen that the results of the validity test analysis show that all statement items for the variables of Accounting Information System Effectiveness (X1), Accounting Information System Quality (X2 and Employee Performance (Y) have a correlation coefficient value greater than 0.3 so that they are declared VALID.

### 3.1.1.2. Reliability Test Results

**Table 2. Reliability Test Results**

Reliability Statistics			
Variable	Cronbach's Alpha	N of Items	Information
X1_ERP Effectiveness	0,857	6	Reliable
X2_ERP Quality	0,741	6	Reliable
Employee Performance	0,645	6	Reliable

Source: Writer, 2024

The results of the reliability test of the variables of ERP System Effectiveness (X1), ERP System Quality (X2) and Employee Performance (Y) in table 2 show that the Cronbach's alpha value exceeds the minimum requirement of 0.6. Thus, it can be said that all questionnaires from these three variables are reliable so that they can be used for further data analysis.

### 3.1.2. Results of the Classical Assumption Test

#### 3.1.2.1. Normality Test Results

**Table 3. Normality Test Results**

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		40
Normal Parameters <sup>a,b</sup>	Mean	0,0000000
	Std. Deviation	1,43781499
Most Extreme Differences	Absolute	0,133
	Positive	0,115
	Negative	-0,133
Test Statistic		0,133

Asymp. Sig. (2-tailed)	,071 <sup>c</sup>
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Source: Writer, 2024

This test is conducted to determine whether the data population is normally distributed or not. The results of the normality test processed by researchers using SPSS in Table 3 show the Asymp. Sig.>0.05 value, which can be interpreted that the residual values are normally distributed. From the results of the One-Sample Kolmogorov-Smirnov Test, the results of Effectiveness (X1), Quality (X2) and Employee Performance (Y) 0,071>0.05, which means that the data is normally distributed and the data can be continued for further testing.

**3.1.2.2. Multicollinearity Test Results**

**Table 4. Multicollinearity Test Results**

	Coefficients <sup>a</sup>	
	Collinearity Statistics	
	Tolerance	VIF
X1_Effectivity	,439	2,276
X2_Quality	,439	2,276

Source: Writer, 2024

Multicollinearity test is conducted to determine whether there is a correlation between independent variables in the regression model known from the VIF and tolerance values. The results of the multicollinearity test in Table 4 show that Effectiveness (X1) has a VIF of 2.276 <10 and tolerance of 0.439>0.1. Quality (X2) has a VIF of 2.276 <10 and tolerance of 0.439>0.1. which means that there is no multicollinearity in each independent variable consisting of the variables Effectiveness (X1) and Quality (X2).

**3.1.3. Multiple Linear Regression Test Results**

**Table 5. Multiple Linear Regression Test Results**

Model	Coefficients <sup>a</sup>	
	Unstandardized	Sig
	Coefficients	.
(Constant)	3,680	,071
X1	,229	,055
X2	,587	,000

Source: Writer, 2024

In this study, multiple linear regression tests were used to determine whether or not there was an influence of the variables of Effectiveness and Quality of the ERP system on Employee Performance in this study. In Table 5, the multiple linear regression equation is obtained, namely:

$$Y = 3,680 + 0,229X1 + 0,587X2$$

- a. The  $\alpha$  value of 3,680 is a constant that shows that if the variables of the Effectiveness and Quality of the ERP system are stated as constants at zero, then the Employee Performance value is 3,680
- b.  $\beta_1$  (regression coefficient value X1) of 0,229 indicates that Effectiveness has a positive sign on Employee Performance. This illustrates that if the Effectiveness variable increases, then Employee Performance will also increase by 0,229.
- c.  $\beta_2$  (regression coefficient value X2) of 0,587 indicates that Quality has a positive sign on Employee Performance, and if the Quality variable increases, then Employee Performance will also increase by 0,587.

**3.1.4. Hypothesis Testing**

**3.1.4.1. Hypothesis Testing Results**

**Table 6. Hypothesis Testing Results**

	Coefficients <sup>a</sup>	
	t	Sig.

(Constant)	1,861	0,071
X1	1,984	0,055
X2	4,871	0,000

a. Dependent Variable: Y

Source: Writer, 2024

Partial test (T-Test) is used to determine the influence between the variables of Effectiveness and Quality of the ERP system on Employee Performance partially with the condition that the sign value is  $<0.05$  or the T Calculation value  $>$  T Table value, where T Table is obtained from  $N-K$ , with  $N$  being the number of samples and  $K$  being the number of independent and dependent variables. So that  $dF = N-K = 40-3 = 37$ , then the T Table is obtained as much as 1,687.

- According to the T-test results table (partial), the Sig value of the influence of Effectiveness (X1) on Employee Performance (Y) is  $0,055 > 0,05$  or the calculated T value is  $1,984 >$  T Table value 1,687. So H1 is rejected. This means that there is no significant partial influence of Effectiveness on Employee Performance.
- According to the T-test results table (partial) shows the Sig Value of the influence of Quality (X2) on Employee Performance (Y) is  $0,000 < 0,05$  or the T Calculation value is  $4,871 >$  T Table value 1,687. So H2 is accepted. This means that there is a significant partial influence of Quality on Employee Performance.

### 3.1.5. Results of the Determination Coefficient Test

This study uses the coefficient of determination test to measure the extent to which the model is able to explain the dependent variable. With decision making if the Adjusted R Square is getting closer to one, then it can be said that the influence of the independent variable on the dependent variable has a significant impact. The results of the coefficient of determination test show an Adjusted R Square value of 0,707 which can be concluded that the variables of Effectiveness and Quality of ERP-based information systems can simultaneously affect Employee performance by 70,7% and the remaining 29,3% is explained by other variables not examined in this study.

## 3.2 Discussion

### 3.2.1 The Influence of ERP-Based Information System Effectiveness on Employee Performance

The first hypothesis test proves that the effectiveness of the ERP system does not affect employee performance. This hypothesis test obtained a significance value of  $0,055 > 0,05$  and a T-value of  $1,984 >$  T Table value of 1,687, which means that there is no significant partial effect of the Effectiveness of ERP-Based Information Systems on Employee Performance.

The results of the first hypothesis test (H1) show that the variable of ERP system effectiveness does not have a significant effect on employee performance, therefore the H1 test is not in line with the TAM theory because system effectiveness cannot affect employee performance at PT. Swabina Gatra. The results of the study stating that ERP effectiveness does not affect employee performance indicate the importance of understanding that TAM theory does not only talk about the technology itself, but also how users feel and utilize the technology. In this case, although the ERP system is effective, the perception of usefulness and ease of use may not have been well established, so it does not contribute to improving employee performance at PT. Swabina Gatra.

This study supports the findings (Widianti et al., 2018) explains that the SIA effectiveness variable does not affect employee performance, because the use of SIA cannot measure the extent of the effectiveness of its output. But it is inversely proportional to the findings (Izati & Rahayuningsih, 2023; Prima, 2018) which states that system effectiveness has a positive effect on employee performance.

### 3.2.2 The Influence of ERP-Based Information System Quality on Employee Performance

The second hypothesis test proves that the quality of the ERP system has an effect on employee performance. This hypothesis test obtained a significance value of  $0,000 < 0,05$  and a T-value of  $4,871 >$  T-value of Table 1,687, which means that there is a partial significant effect of the Quality of ERP-Based Information Systems on Employee Performance.

The results of the second hypothesis test (H2) show that the quality of the ERP system has a significant effect on employee performance at PT. Swabina Gatra. This finding is in line with the Technology Acceptance Theory (TAM), which explains that perceived usefulness and perceived ease of use affect the adoption of technology. Good ERP system quality, such as ease of use and system acoustics, increases employee perceptions that the system will make it easier for them to complete tasks, which ultimately has a positive impact on performance.

This study supports the findings (Sidanta, 2023; Very, 2024; Wedhiningsih & Purnamasari, 2024) which states that system quality has a positive effect on employee performance. An easy-to-use ERP system allows employees to save time in operating the system, reduce its complexity, and minimize errors. Thus, employees can focus more on their main tasks, which contributes to increased productivity.

Good system quality also reduces resistance to change, improves user experience, and encourages faster adoption of technology. Therefore, the results of this study indicate that ERP system quality has a significant positive impact on employee performance.

#### 4. Conclusion

This study shows that the effectiveness of the ERP system does not have a significant effect on employee performance at PT. Swabina Gatra. This result emphasizes the importance of user perceptions of the usefulness and ease of the system in supporting performance improvement, in accordance with the TAM theory. On the contrary, the quality of the ERP system is proven to have a significant effect on employee performance. Good system quality makes it easier for users to complete tasks and increases productivity. This finding underlines that the success of ERP implementation depends not only on the effectiveness of the system, but also on the quality of the system and user experience in utilizing it optimally.

Further research suggestions should consider other external factors that can affect employee performance, such as work environment, management, and employee training and development programs, because these factors have a very important role in supporting the effectiveness of ERP system implementation. By considering these external factors, further research can provide a more holistic understanding of how ERP systems can affect employee performance and how various elements in the organization interact with each other to support the success of the system implementation.

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