

The Influence of Management Information System Transition on Individual Impact Mediated by Perceived Ease of Use and Usefulness

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ABSTRACT

Objectives: The aim of the research is to reveal how perceived usefulness and ease of use can bridge the gap among the impacts on individuals of information quality, system quality, and service quality.

Methodology: This study uses a quantitative method to assess the theoretical model by asking several questions linked to Google Forms. This study utilized a quantitative analysis instrument by SmartPLS software. Partial Least Square-Structural Equation Modelling utilizes data analysis. The population of this study were employees at PT KIMI which moved to manufacture tire products in West Java with a total sample of 75 respondents. The data analysis used is the Partial Least Square-Structural Equation Model (PLS-SEM) by SmartPLS 3.0 software. The initial phase in data analysis is to summarize figures on the respondents' descriptions. The subsequent phase is to gauge the validity and reliability through discriminant validity and reliability tests.

Finding: The study results showed that employees' perceived usefulness and ease of use mediate the relationship between information quality, system quality, and individual impact. Conversely, the service quality could not directly influence individual impact through perceived usefulness. Perceived ease of use and usefulness serially mediate the relationship between system quality, service quality, and individual impact.

Conclusion: The perceived ease of use and usefulness variables can serially mediate the relationship between system quality and service quality on individual impact. Users of information systems will feel a more significant personal impact if perceived usefulness and ease of use are implemented to achieve comfortable working.

Keywords: System Quality; Information Quality; Service Quality; Individual Impact; Perceived ease of use
Perceived usefulness

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INTRODUCTION

PT KIMI is a manufacturing company engaged in the mining, quarrying, and construction machinery industry in Dump Body production, Concrete Mixer assembly, Garbage Compactor assembly (waste compression device), and Tire and Tailgate lifter production. PT KIMI has experienced the development of a management information system, starting from a traditional information system purchased from a third party in 2015, namely the Sonsoft system which is an accounting and financial system. The existing conventional system stands alone and must be connected with other departments' administrative functions. Information systems that need to be integrated will result in data and process redundancies which lessens employee performance effectivity and efficiency. In addition, the old system can only be used in the company's LAN network. Based on some of the limitations of the old system, the development of an Enterprise Resource Planning (ERP) system was then carried out. ERP is a computer-based system that manages all company resources (McLeod & Schell, 2012). Transitioning from the old information system to the ERP system takes work. Employees must change the habit of working with the old system and readjust to the new way of working. Therefore, it is essential to examine how the transition to a new information system impacts each individual's use of the new management information system.

Information systems often fail to be implemented by some organizations due to complex technological challenges (Al-Araibi et al., 2019). Internet traffic is heavy, more technical help must be needed, and the internet connection could be better (Eltahir, 2019). Most participants reject information systems (Vershitskaya et al., 2020) and inadequate technological devices, such as hardware, software, services, and network systems (Almaiah & Almulhem, 2018). Another obstacle is lower-quality interactive content (Almaiah & Alyoussef, 2019), ambiguity, and content mismatch with user needs (Ozudogru & Hismanoglu, 2016). However, many studies have shown that information systems can improve users' performance in organizations because of the quality of information, systems, and services (Irawan & Syah, 2017; Irfan et al., 2019; Maghfiroh & Nuryana, 2022; *Dharma Putra & Nusraningrum*, 2022; Hamdan et al., 2023). Previous studies show a gap in research results between information quality variables and individual performance.

Based on the previous research gap, we are trying to utilize the Technology Acceptance Model (TAM) hypothesis to fill the existing research gap developed by Venkatesh (Venkatesh et al., 2003, 2007). According to TAM, a person's psychological desire to use IT is impacted by two factors. The first is perceived usefulness which determines how much a person thinks using IT will help him perform better at work. The second is perceived ease of use which determines how much using IT is effortless. As a result, perceived usefulness and ease of use might moderate the effect of the system, information, and service quality on individual performance.

Therefore, this research is intended to examine how perceived usefulness and perceived ease of use can bridge the correlation between information quality and individual impacts, the correlation between system quality and individual impacts, and the correlation between service quality and individual impacts. The primary variables influencing an employee's behaviour while utilizing information systems are perceived usefulness and ease of use. Through this study, we expect to contribute to companies considering matters affecting information systems development.

LITERATURE REVIEW

Management Information System

An integrated information-based system called a management information system (MIS) is created to support an organization's management, operations, and decision-making processes (Cats-Baril & Thompson, 2003). According to Turban et al. (2005), an information system is a set of organized and interconnected components that interact systematically to build or process data into information.

Enterprise Resource Planning (ERP) System

According to McLeod & Schell (2012), ERP is a computer-based system that enables the management of all corporate resources based on the whole corporation. O'Brien & Marakas (2010) state that some interconnected software modules power an enterprise system that encompasses all company operations to support the internal business operations of the organization.

Information System Success Model

The research for the successful application of information technology is the IS Success model developed by DeLone & McLean (1992, 2003). There are six dimensions of the IS Success model proposed by DeLone and McLean (1992).

The first dimension is information quality which is how the information output is produced promptly and accurately related to user needs and dependability (DeLone, 1988; DeLone et al., 2008, 2012; DeLone & McLean, 2003). The second construct is system quality, measured based on how the system works according to its function can be used efficiently to produce quality data. It can be accessed anywhere, connected to other divisions, and relied upon by system users (DeLone et al., 2012; DeLone & McLean, 2003). The third construct is service quality which is explained as the ability of IT employees to formulate solutions to potential issues with various types of IT infrastructure (Pitt et al., 1995). Well-service quality would improve information system user satisfaction (Rohani & Hati, 2018; Siti, 2017; Oktaviar, C. et al., 2022). The fourth dimension is the system used which counts the number of times a user uses a system for a day or a week to determine how frequently they use an information system's output (Davis, 1989; Urbach et al., 2010). The fifth dimension is user satisfaction which measures user perception by balancing user expectancies with the concrete outcomes reached by product users (Kotler & Keller, 2016). The sixth dimension is the individual impact which measures perceptions of the impact of using the system on their performance (Aparicio et al., 2017; DeLone & McLean, 1992).

Technology Acceptance Model (TAM)

TAM was designed to forecast individual acceptance and usage of new IT (Venkatesh et al., 2003, 2007). According to TAM, a person's psychological desire to use IT is impacted by two factors. The first is perceived usefulness which determines how much a person thinks using IT will help him perform better at work. The second is perceived ease of use which determines how much using IT is effortless.

Research Hypothesis and Theoretical Framework

Based on previous research, we suggest a study framework measuring how information systems can affect individual performance using several research variables in the Technology Acceptance Model to bridge the relationship between research variables in the IS Success

Model. The IS success model and TAM were modified and a research model with six constructs was created, as shown in Figure 1.

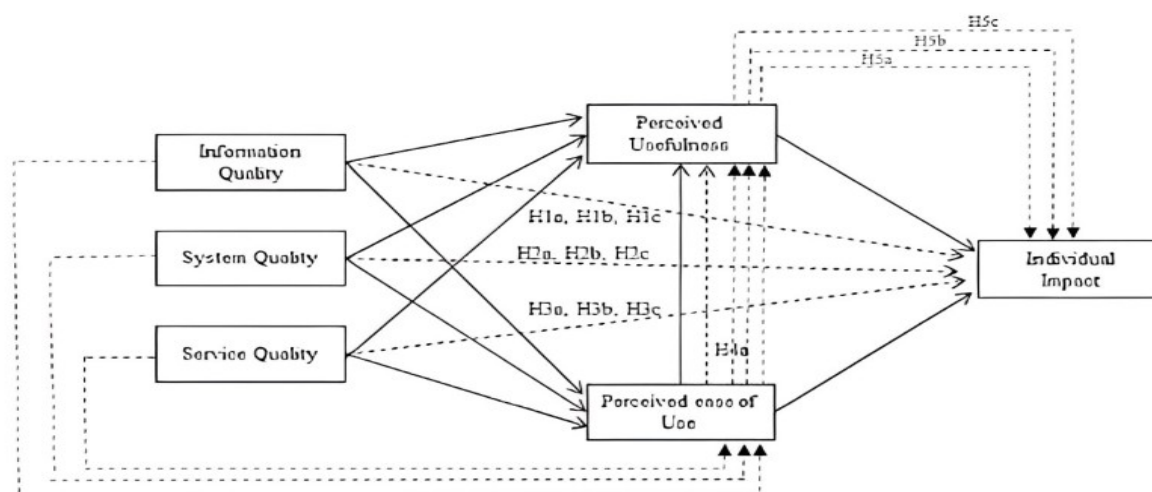


Figure 1. Research Framework. Notes --> Indirect relationship; → Direct relationship

One of the critical goals of the system transition at PT KIMI is to improve the information quality that users may access which will boost their perception of the system's usefulness. Earlier studies have shown that information systems users perceive personally are significantly influenced by the information's quality (Al-Fraihat et al., 2020). Information quality describes how information is presented in a complete, timely, accurate, relevant, and reliable manner (DeLone, 1988; DeLone et al., 2008, 2012; DeLone & McLean, 2003). Thus, the current research proposes that:

- H1a.** Perceived usefulness mediates the relationship between information quality and individual impact.
- H1b.** Perceived ease of use mediates the relationship between information quality and individual impact.
- H1c.** Perceived ease of use mediates the relationship between information quality and perceived usefulness.

The system transition at PT KIMI was carried out to keep pace with PT KIMI's growth. An increase in transactions at PT KIMI must be balanced with an increase in information systems. Previous research has shown a significant correlation between system quality and users' opinions of usability and contentment with information systems (Aparicio et al., 2017; Maghfiroh & Nuryana, 2022; I. M. Y. Putra & Nusraningrum, 2022). System quality is measured based on how the system works according to its function, can be used easily, produces quality data, can be accessed anywhere, connected to other divisions, and can be relied upon by system users (DeLone et al., 2012; DeLone & McLean, 2003). Thus, the current research proposes that:

- H2a.** Perceived usefulness mediates the relationship between system quality and individual impact.
- H2b.** Perceived ease of use mediates the relationship between system quality and individual impact.

H2c. Perceived ease of use mediates the relationship between system quality and perceived usefulness.

Support from management and staff involved in developing information systems is needed to create a quality information system. Service quality is explained as the responsibility and concern of system service support employees in helping system users according to their competence (DeLone & McLean, 2003). According to earlier studies, Information system user satisfaction is significantly impacted by service quality (Al-Sabawy et al., 2013; Hassanzadeh et al., 2012). Support from IT staff for system users will make the transition process to the new system to be smooth and reduce the anxiety that the transition to the new system is complex. Thus, the current research proposes that :

H3a. Perceived usefulness mediates between the relationship between service quality and individual impact.

H3b. Perceived ease of use mediates between the relationship service quality and individual impact.

H3c. Perceived ease of use mediates between the relationship service quality and perceived usefulness.

The employee's impression that a system is easy to operate will impact the perception that it is helpful because it makes his job more manageable. According to earlier studies, perceived ease of use positively impacts perceived usefulness (Aprilia & Santoso, 2020; Tyas & Darma, 2017). As a result, the current research hypothesizes that:

H4a. Perceived ease of use mediates the relationship between perceived usefulness and individual impact.

Perceived ease of use and perceived usefulness can simultaneously influence the behavior of information system users (Aprilia & Santoso, 2020; Tyas & Darma, 2017). The satisfaction and usefulness obtained by information system users positively affect individual performance (Irfan et al., 2019; Maghfiroh & Nuryana, 2022). Therefore, the current research hypothesizes that:

H5a. Perceived ease of use and perceived usefulness serially mediates the relationship between information quality and individual impact.

H5b. Perceived ease of use and perceived usefulness serially mediates the relationship between system quality and individual impact.

H5c. Perceived ease of use and perceived usefulness serially mediates the relationship between service quality and individual impact.

METHOD

This study uses a quantitative method to assess the theoretical model by asking several questions linked to Google Forms. The questionnaire consists of questions with an assessment indicator scale. Employee responses were tabulated using a 5-point Likert scale (1 - strongly disagree, ... 5 - strongly agree). A total of 112 PT KIMI employees became this study's population. The questionnaire is distributed electronically via a link to the Google form. Of all the questionnaires distributed, 75 respondents answered, nine answered incompletely, and 28 still needed to respond. Therefore, this study used 75 respondents who gave complete answers as a research sample with the respondents' characteristics listed in Table 1. The questionnaire was collected for two weeks between the second and third weeks of October 2022. Data was analyzed using the SmartPLS program.

Researchers used instruments for Information Quality based on Aparicio et al. (2017) consisting of four just-in-time items, relevant, accurate, and comprehensive information. DeLone et al. (2012) adopted the following indicators for System Quality, consisting of four items: flexible access, integration with another system, high features, and stable systems. The indicators for Service Quality are adapted by Urbach et al. (2010) and consist of four items: knowledge of IT Support, updated application, high assisting support, and remote access. The indicators for Perceived Usefulness are adopted by Venkatesh & Bala (2008), consisting of four items that improve working, boost practical tasks, increase task productivity, and help accomplish the task. The indicators for Perceived Ease of Use are adapted by Venkatesh & Bala (2008) and consist of four items: quick understanding of interaction, no anxiety about system interaction, access to performing tasks, and adaptive performance. The indicators for Individual Impact are adopted by Aparicio et al. (2017) consisting of four items: enhanced task performance, increased job productivity, comfortable access, and rapid job accomplishment. Established on the examinations, it was obtained that the attributes of those who responded were as in Table 1. This inquiry was led by males (96%), with most positions at the staff level (92%). Production division dominates the respondents in this study (69%).

Table 1. Characteristics of respondents

		Frequency	Percentage
Gender	Male	72	96%
	Female	3	4%
Position	Staff	69	92%
	Ass Manager	4	5%
	Manager	2	3%
Departemen	Admin sales	1	1%
	Produksi	52	69%
	Engineering	3	4%
	Finance & Accounting	5	7%
	HRGA	2	3%
	Information Technology	1	1%
	Maintenance	2	3%
	Purchasing	1	1%
	Quality Control	2	3%
	Warehouse	3	4%
	PPIC	3	4%

RESULTS AND DISCUSSION

Results

Discriminant Validity

Table 2 shows discriminant validity. According to Gold et al. (2001), the test supports the construct if the research results show that the Heterotrait-Monotrait ratio (HTMT 0.90) is less than 0.90. Table 2 shows a value between 0.486 - 0.756, less than the standard value of 0.90. So, the test supports the constructs.

Convergent Validity

Convergent validity testing aims to be carried out to determine the validity of each relationship between indicators and constructs or latent variables. According to Table 3, loading factors show a value between 0.708 and 0.821, more significant than the standard rate of 0.708. Composite reliability is between 0.734 and 0.852, more significant than the standard rate of 0.7. Furthermore, AVE shows a value between 0.507 and 0.662, more significant than the standard

rate of 0.5. So, it can be concluded that the validity test component shows a value above the standard rate and supports the constructs.

Table 2. Discriminant Validity

	IM	IQ	PU	PEU	SQQ	SQ
IM						
IQ	0,756					
PU	0,723	0,686				
PEU	0,681	0,496	0,586			
SQQ	0,571	0,688	0,496	0,686		
SQ	0,530	0,500	0,486	0,616	0,676	

Table 3. Convergent Validity

Constructs	Items	Loading Factor	Cronbach's Alpha	rho_A	Composite Reliability	AVE
Information Quality (IQ)	IQ1	0.741				
	IQ2	0.708	0.750	0.768	0.837	0.662
	IQ3	0.801				
	IQ4	0.746				
SQ1	0.753					
System Quality (SQ)	SQ2	0.778	0.711	0.761	0.734	0.521
	SQ3	0.713				
	SQ4	0.7102				
	SQQ1	0.737				
Service Quality (SQQ)	SQQ2	0.76	0.768	0.774	0.752	0.535
	SQQ3	0.752				
	SQQ4	0.765				
	PU1	0.821				
Perceived Usefulness (PU)	PU2	0.775	0.758	0.795	0.799	0.507
	PU3	0.728				
	PU4	0.771				
	PEU1	0.75				
Perceived Ease of Use (PEU)	PEU2	0.727	0.783	0.792	0.807	0.512
	PEU3	0.739				
	PEU4	0.741				
	IM1	0.741				
Individual Impact (IM)	IM2	0.708	0.770	0.786	0.852	0.592
	IM3	0.801				
	IM4	0.746				

Table 4. Results of the Hypothesis Examination

	Hypothesis	Original Sample (O)	T Statistics	P Values	Test Result
H1a	Information Quality -> Perceived Usefulness -> Individual Impact	0.155	2.226	0.026	Signifikan
H1b	Information Quality -> Perceived ease of Use -> Individual Impact	0.063	1.570	0.081	Signifikan
H1c	Information Quality -> Perceived ease of Use -> Perceived Usefulness	0.043	1.281	0.140	Non-Signifikan
H2a	System Quality -> Perceived Usefulness -> Individual Impact	0.075	1.682	0.093	Signifikan
H2b	System Quality -> Perceived ease of Use -> Individual Impact	0.192	3.527	0.000	Signifikan
H2c	System Quality -> Perceived ease of Use -> Perceived Usefulness	0.13	2.108	0.036	Signifikan
H3a	Service Quality -> Perceived Usefulness -> Individual Impact	0.067	1.139	0.177	Non-Signifikan
H3b	Service Quality -> Perceived ease of Use -> Individual Impact	0.136	2.424	0.016	Signifikan
H3c	Service Quality -> Perceived ease of Use -> Perceived Usefulness	0.092	1.877	0.061	Signifikan
H4a	Perceived ease of Use -> Perceived Usefulness -> Individual Impact	0.123	2.008	0.045	Signifikan
H5a	Information Quality -> Perceived ease of Use -> Perceived Usefulness -> Individual Impact	0.019	1.141	0.176	Non-Signifikan
H5b	System Quality -> Perceived ease of Use -> Perceived Usefulness -> Individual Impact	0.056	1.769	0.077	Signifikan
H5c	Service Quality -> Perceived ease of Use -> Perceived Usefulness -> Individual Impact	0.04	1.625	0.073	Signifikan

Hypothesis Testing Results

The analysis shown in Table 4 and Figure 2 describes the coefficients of the standard study model path. According to Table 4, the Information quality variable indirect influence on Individual impact through Perceived Usefulness was positive and significant (p-value is 0.026, less than 0.1) which is accepted and mediated. The information quality variable indirect influence on individual impact through perceived ease of use was positive and significant (p-value is 0.081, less than 0.1) which is accepted and mediated. On the other side, the information quality variable indirect influence on perceived usefulness through perceived ease of use was positive but insignificant (p-value is 0.140, more than 0.1) which is non-supported. Thus, H1a and H1b are supported, but H1c is rejected.

The system quality variable indirect influence on Individual impact through perceived usefulness was positive and significant (p-value is 0.093, less than 0.1) which is accepted and mediated. The system quality variable indirect influence on Individual impact through perceived ease of use was positive and significant (p-value is 0.000, less than 0.1) which is accepted and mediated. The system quality variable indirect influence on perceived usefulness through perceived ease of use was positive and significant (p-value is 0.036, less than 0.1) which is accepted and mediated. Thus, H2a, H2b, and H2c are supported.

The service quality variable indirect influence on Individual impact through perceived usefulness was positive but insignificant (p-value is 0.177, greater than 0.1) which is unsupported. The service quality variable indirect influence on Individual impact through perceived ease of use was positive and significant (p-value is 0.016, less than 0.1) which is accepted and mediated. The service quality variable indirect influence on perceived usefulness through perceived ease of use was positive and significant (p-value is 0.061, less than 0.1)

which is accepted and mediated. As a result, H3b and H3c are supported, whereas H3a is rejected.

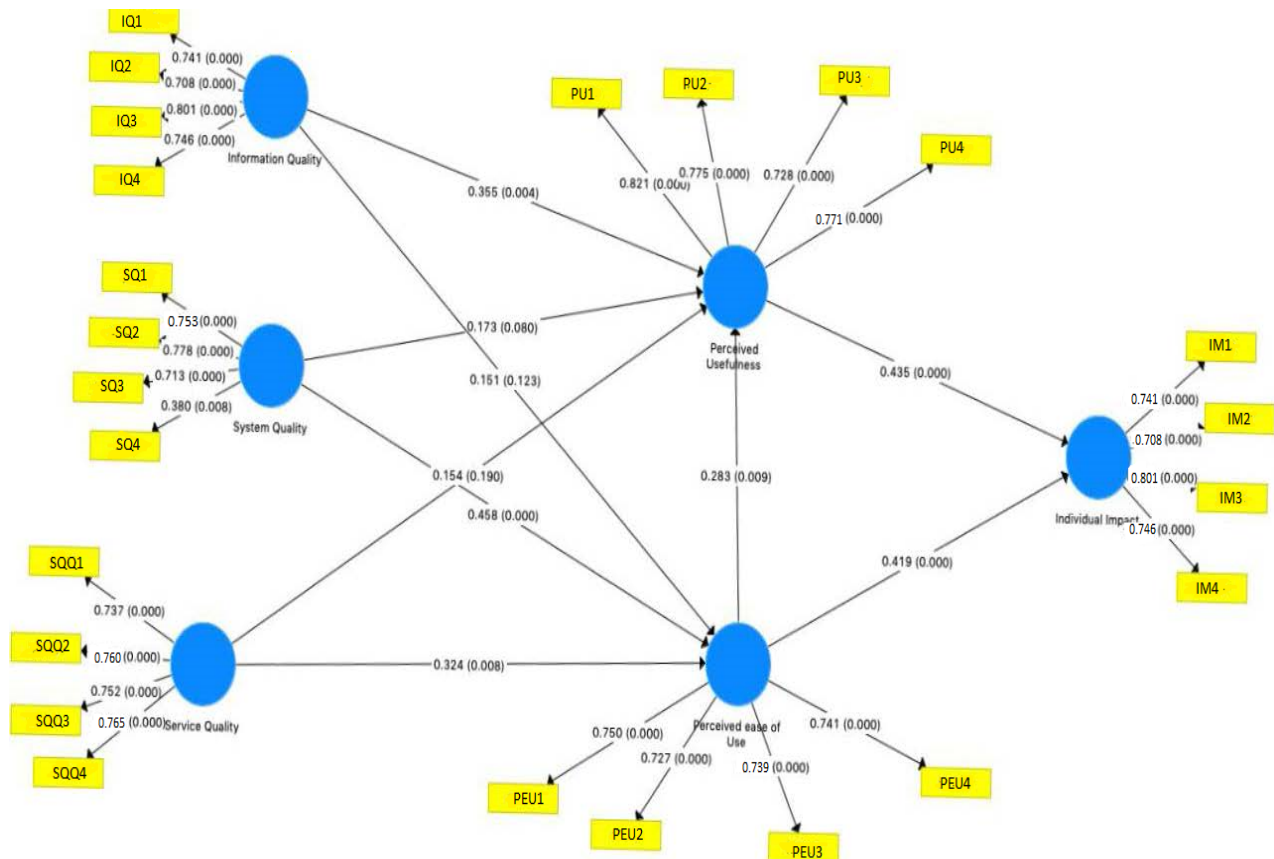


Figure 2. Results in Smart PLS

The perceived ease of use variable indirect influence on individual impact through perceived usefulness was positive and significant (p-value is 0.045, less than 0.1) which is accepted and mediated. H4a is therefore supported.

The information quality variable indirect influence on individual impact through perceived ease of use and perceived usefulness was positive but insignificant (p-value is 0.176, more significant than 0.1) which is unsupported. The system quality variable indirect influence on individual impact through perceived ease of use and perceived usefulness was positive and significant (p-value is 0.077, less than 0.1) which is accepted and mediated. The service quality variable indirect influence on individual impact through perceived ease of use and perceived usefulness was positive and significant (p-value is 0.073, less than 0.1) which is accepted and mediated. Thus, H5a is rejected, but H5b and H5c are supported.

Discussion

The proposed relationships were all put to the test. Perceived usefulness is influenced by information quality, system quality, service quality, and perceived ease of use. Perceived ease of use is influenced by information, system, and service quality. Individual impacts in using a new system are established by perceived ease of use and usefulness. The result of this study shows that information quality's indirect influence on Individual impact was mediated by perceived usefulness (H1a). This result is consistent with earlier studies (Al-Fraihat et al., 2020;

Hassanzadeh et al., 2012). The result of an exemplary system commonly has features such as applicable, well-timed, truthful, comprehensive, and brief (Putra et al., 2020). Thus, a company's ERP system's output quality may impact its users (Nusraningrum et al., 2020). This finding shows that information quality's indirect influence on Individual impact was mediated by perceived ease of use (H1b). This research strengthens earlier studies (Nuryanti et al., 2021; Cidral et al., 2018) which state that the information system's findings would ease users' decisions. On the other side, the information quality variable indirect influence on perceived usefulness through perceived ease of use was insignificant (H1c). This research strengthens earlier studies from Al-Fraihat et al. (2020). H1c was rejected which is seen as proof that giving users quality information does not affect how they utilize the ERP system. One of the reasons is that most information system users are production division employees who interact with the information system only for attendance purposes.

Moreover, the finding of this study shows that system quality's indirect influence on Individual impact was mediated by perceived usefulness (H2a). This research strengthens earlier studies (Al-Sabawy et al., 2013; Pawirosumarto *et al.*, 2015; Cidral et al., 2018). The excellent quality of the system the user uses meets the others applying the system more frequently and eventually gratifies the employee by the system (Almaiah et al., 2018; Almaiah et al., 2019). For example, at PT KIMI, the IT department changed the workings of a system that can only be accessed on the company's internal network (LAN connection) into a web-based system that can be accessed anywhere. It has a significant impact where, during the COVID-19 pandemic, employees can still work and access the system from home. The result of this study shows that system quality's indirect influence on Individual impact was mediated by perceived ease of use (H2b). This result strengthens earlier studies (Al-Fraihat et al., 2020). A system that is comfortable in apprehending employees has a sound influence on the firm (Aprilia & Santoso, 2020). In practice at PT KIMI, the IT department designs dashboards and system displays so that users easily understand them (user-friendly). System users can easily find out which menus need to be accessed to do something.

Furthermore, the outcome of this study shows that system quality's indirect influence on perceived usefulness was mediated by perceived ease of use (H2c). This result strengthens earlier studies (Al-Sabawy et al., 2013). According to Al-Sabawy et al. (2013), system quality is determined by how easy the system is to use and understand system response, sophistication, and customization. The result of this study shows that service quality's indirect influence on individual impact was mediated by perceived ease of use (H3b). The result also indicated that service quality's indirect influence on perceived usefulness was mediated by perceived ease of use (H3c). This result strengthens earlier studies (Al-Sabawy et al., 2013; Maghfiroh & Nuryana, 2022). Service quality is the obligation to endure and maintain conviction (Putra Nusraningrum, 2022; Saratian, E., et al., 2022). This belief is the judgment of the employees to establish if the service has fulfilled their expectations. The good service quality would enhance the contentment of information system employees.

On the other hand, the service quality variable indirect influence on Individual impact through perceived usefulness was insignificant (H3a). This result strengthens earlier studies by Al-Fraihat et al. (2020) which show that service quality did not influence the perceived usefulness and frequency of using information systems. One of the reasons is that most information system users are production division employees who interact with the information system only for

attendance purposes. Therefore, they seldom ever receive assistance from IT regarding the usage of information systems.

Besides, the findings of this study show that perceived ease of use's indirect influence on individual impact was mediated by perceived usefulness (H4a). This result strengthens earlier studies (Aprilia & Santoso, 2020; Tyas & Darma, 2017; Arimbawa et al., 2017). One of the causes of employees' perception that the system is easy to use is because they have had experience with the old system. Employees who have experienced the ease of using the old system will perceive that the information system is proper and impacts their performance. The result of this study shows that information quality's indirect influence on individual impact was not mediated by perceived ease of use and perceived usefulness (H5a). This research strengthens earlier studies from Al-Fraihat et al. (2020) which prove that giving users quality information does not affect how they utilize the ERP system. Most of the research respondents in the production division use less of the information generated from the system. They use the system only for attendance purposes rather than increasing productivity.

Additionally, the outcome of this study shows that system quality's indirect influence on individual impact was mediated by perceived ease of use and perceived usefulness (H5b). This result strengthens earlier studies (Al-Sabawy et al., 2013; Cidral et al., 2018; Yuliasuti et al., 2022; Arief, H et al., 2022). According to Al-Sabawy et al. (2013), system quality is determined by how easy the system is to use and understand system response, sophistication, and customization. The focus of perceived usefulness is on the function of the information system in assisting employees in performing and achieving their objectives effectively. The result of this study shows that service quality's indirect influence on individual impact was mediated by perceived ease of use and perceived usefulness (H5c). This result strengthens earlier studies (Al-Sabawy et al., 2013; Maghfiroh & Nuryana, 2022). Employee satisfaction with the system may rise if quality services are provided (Al-Fraihat et al., 2020). Therefore, it is essential to have IT staff that provides complete assistance, is in charge of the information system, helps employees by giving system usage instructions, and can answer technological problems employees may face. It will enable them to fulfill their necessities and encourage positive perception.

The research of this study shows that the factor with the most significant impact on an individual impact through perceived ease of use and perceived usefulness is system quality. A quality information system will produce a system that is easy to use. As expected, functions are reliable, produce quality data, can be accessed anywhere, integrated with other divisions, customized according to user needs, and produce timely information. A quality information system will encourage perceived ease of using the system. Employees will actively use the system if it is simple, making them feel like they are using it and enabling them to perform better personally. This endeavor assisted in organizing the information dashboard and recognized sensing vulnerabilities and chances for enhancement in the entire activity related to utilizing the dashboard. The firm expected to endure the dashboard functioning through a significant period to estimate and enhance its performance. The deeds and developments implemented acknowledged advancing the construction of information systems and performance organization of productive capacities. The implemented endeavors admitted enhancing the creation of information systems and the performance organization. So, the application of this practice was successful, and efficacy in improving a dashboard accommodating the existence of the firm.

CONCLUSION

The research findings have informed the significance of the perceived usefulness and perceived ease of use as a mediator in improving the individual performance of system users. However, the perceived ease of use and usefulness variables can serially mediate the relationship between system quality and service quality on individual impact. Users of information systems will feel a more significant personal impact if perceived usefulness and ease of use are implemented to achieve comfortable working. Therefore, utilizing an ERP system will aid in enhancing each employee's performance on a personal level. Companies that will develop an ERP system must consider aspects of information quality, system quality, and service quality so that the development of an ERP system can meet company expectations.

Further research can be conducted to measure how individual impact after using the ERP system can meet the performance expected by the company to improve company performance. In addition, research should be conducted on respondents who primarily work using information systems so that the individual impact of using information systems can be measured accurately.

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