

Analisis Kepuasan Pengguna Sistem Informasi Land Funding Management System Menggunakan Metode PIECES Framework

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ABSTRAK

Sistem informasi berperan penting dalam mendukung efektivitas dan efisiensi proses bisnis organisasi, termasuk dalam layanan pendanaan pengadaan tanah pada Proyek Strategis Nasional (PSN). Sebelum diterapkannya sistem informasi *Land Funding Management System* (LFMS), proses layanan pendanaan dilakukan secara manual dan kurang efisien. Hal ini menyebabkan tingginya biaya operasional, lambatnya proses informasi, dan rendahnya akuntabilitas. Permasalahan ini mendorong perlunya analisis terhadap tingkat kepuasan pengguna terhadap sistem informasi LFMS yang telah dikembangkan dan diimplementasikan oleh Lembaga Manajemen Aset Negara (LMAN).

Penelitian ini menggunakan metode kuantitatif dengan pendekatan studi kasus. Teknik pengumpulan data dilakukan melalui observasi, wawancara, studi pustaka, dan penyebaran kuesioner kepada 74 responden yang merupakan pengguna aktif sistem LFMS di lingkungan PPK Pengadaan Tanah Jalan Tol Wilayah I. Evaluasi sistem dilakukan menggunakan kerangka kerja PIECES (*Performance, Information, Economics, Control, Efficiency, dan Service*), dengan pengukuran data menggunakan Skala Likert.

Hasil analisis menunjukkan bahwa secara keseluruhan pengguna merasa puas terhadap sistem LFMS, dengan penilaian tertinggi pada aspek efisiensi waktu dan kemudahan penggunaan sistem. Pengguna menilai sistem telah membantu dalam proses administrasi, meningkatkan ketertiban dokumen, serta mempercepat proses layanan. Meskipun demikian, terdapat beberapa masukan untuk peningkatan fitur layanan serta penyempurnaan tampilan antarmuka.

Kesimpulan dari penelitian ini adalah bahwa sistem informasi LFMS telah memberikan dampak positif terhadap proses bisnis pengadaan tanah dan dinilai mampu memenuhi kebutuhan pengguna. Peneliti menyarankan agar pengembangan sistem terus dilakukan, terutama dalam meningkatkan aspek performa sistem, guna menunjang proses digitalisasi layanan publik yang lebih optimal ke depannya.

Kata Kunci: Sistem Informasi, Kepuasan Pengguna, LFMS, PIECES Framework, Pengadaan Tanah

Analysis of User Satisfaction of Land Funding Management Information System Using PIECES Framework Method

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ABSTRACT

Information systems play a crucial role in supporting the effectiveness and efficiency of organizational business processes, including in the funding services for land acquisition in National Strategic Projects (PSN). Before the implementation of the Land Funding Management System (LFMS), the funding process was conducted manually and lacked efficiency. This condition led to high operational costs, slow information flow, and low accountability. These issues encouraged the need for an analysis of user satisfaction with the LFMS developed and implemented by the State Asset Management Agency (LMAN).

This research adopts a quantitative method with a case study approach. Data collection techniques include observation, interviews, literature review, and the distribution of questionnaires to 74 respondents who are active users of LFMS in the Toll Road Land Acquisition Working Unit Region I. System evaluation is carried out using the PIECES framework (Performance, Information, Economics, Control, Efficiency, and Service), with data measured using the Likert scale.

The analysis results show that users are generally satisfied with the LFMS, with the highest ratings found in time efficiency and system usability. Users acknowledge that the system has facilitated administrative processes, improved document organization, and accelerated service procedures. However, there are suggestions for further improvements in service features and interface design.

In conclusion, the LFMS has had a positive impact on the land acquisition business process and is considered capable of meeting user needs. The researcher recommends continued system development, particularly in improving aspects of system performance, to support the advancement of digital public services in the future.

Keywords: Information System, User Satisfaction, LFMS, PIECES Framework, Land Acquisition