

ABSTRACT

The research was motivated by the importance of operational systems for banks. Bank has a job as intermediary institution between people who want to save money and people who need loans. Economic shocks of 1997-1998 occurred in Indonesia is quite large. The main problem that caused the economic crisis is due to the economic system is not supported by a strong banking system. Therefore, Bank Indonesia immediately create policies using the Basel I standards issued by the Basel Committee on Banking Supervision in 1988 which was then refined into Basel II in 2006. Basel II sets standards that the new system. The problem that then arises is "whether the new system can affect the performance of individuals in it?". The purpose of this study was to analyze the influence of the variable quality of the system to the perception of the quality system, influence the perception of the quality system and quality of information on the intended use and end-user satisfaction, and influence the intensity of use and end-user satisfaction to individual impact.

The next stage is to conduct a literature review and formulation of hypotheses. After that, the data collected through questionnaire method the bank's operations to 63 employees by using purposive sampling technique. Next step conducted an analysis of data obtained by using path analysis. This analysis includes: validity and reliability, the classic assumption test, testing hypotheses through path analysis. The results of tests performed using path analysis to get the independent variables affect a significant effect on the other independent variables in causality. Variable intensity of use and user satisfaction affects the dependent variable (individual impact).

Keywords: quality of information systems, perceptions of system quality, information quality, intensity of use, end-user satisfaction, the impact of individual performance, information system success model.