

## INTISARI

Implementasi sistem manajemen informasi sebagai alat kerja wajib (*mandatory*) dalam upaya meningkatkan produktifitas dan efisiensi organisasi sudah menjadi hal lumrah dewasa ini. Namun tidak selalu hasil implementasi tersebut memenuhi harapan tim manajemen dan pekerja. Banyak riset yang telah dilakukan untuk menjawab faktor-faktor yang mempengaruhi keberterimaan dan keberhasilan suatu sistem informasi, baik yg bersifat *mandatory* maupun sukarela, namun kajian terkait keberterimaan LIMS di lingkungan pengolahan minyak bumi masih sedikit dan perlu untuk dikaji lebih lanjut.

Penelitian ini berupaya memberikan kontribusi pada riset keberterimaan LIMS dengan menawarkan model yang menjelaskan faktor-faktor utama yang mempengaruhi keberterimaan LIMS di lingkungan *mandatory*. Model konseptual dibangun berdasarkan teori-teori yang sudah mapan (*Unified Theory of Acceptance and Use of Technology*, *Theory of Reasoned Action*, *Theory of Planned Behaviour*, *Diffusion of Innovation*) dan riset-riset terdahulu yang relevan.

Pengujian model dilakukan melalui survei pada 233 pekerja laboratorium di 4 kilang dengan 129 respon yang valid. Metode Partial Least Square (PLS) SEM dengan aplikasi SmartPLS 3.2.4 digunakan untuk menganalisis data hasil survei. Penelitian ini menemukan 6 faktor yang mempengaruhi keberterimaan LIMS, yaitu: kompatibilitas sistem, harapan peningkatan prestasi, pelatihan yang diterima, dukungan manajemen, harapan kemudahan sistem, dan kualitas keluaran. Disamping 6 faktor tersebut, penelitian ini juga menemukan sikap terhadap penggunaan LIMS (*Attitude towards using LIMS*) sebagai mediator kuat bagi keberterimaan (dan keberhasilan) LIMS melalui proksi adopsi simbolis (*Symbolic Adoption*).

Model akhir keberterimaan LIMS yang penulis namakan “MKL”, mampu menjelaskan 72.6% variansi pada adopsi/keberterimaan simbolis (SA) dan 76.4% variansi pada variabel mediasi (ATT). Model ini akan membantu praktisi dalam memahami faktor-faktor yang mempengaruhi adopsi dan mengambil langkah-langkah yang diperlukan untuk meningkatkan adopsi dan pemanfaatan suatu sistem informasi.

Kata kunci: Laboratory Information Management System, keberterimaan teknologi, PLS, UTAUT, *mandatory*

## **ABSTRACT**

Implementation of an information management systems as a mandatory tools in an organization to improve the productivity and efficiency is becoming common today. But the outcome of these implementations often time didn't meet the expectations of the management team and employees. Many researches have been carried out to understand the factors that affect the acceptance and success of an information system in a mandatory or voluntary settings, but a study related to the acceptance of Laboratory Information Management System (LIMS) in petroleum processing environment is still very rare and need to be studied further.

This study was to contribute to the researches of LIMS and offering a model that explains the main factors that affect the acceptance of LIMS in the mandatory environment. The conceptual model was built based on prominent theories and models (Unified Theory of Acceptance and Use of Technology, Theory of Reasoned Action, Theory of Planned Behavior, Diffusion of Innovation), and relevant researches. Model testing was done through a survey of 233 laboratory workers at four refineries with 129 valid responses. Partial Least Square (PLS) SEM methods with SmartPLS 3.2.4 application was employed to analyze the survey data.

This research found six factors that affect the acceptance, namely: perceived system compatibility, performance expectancy, training, management support, efforts expectancy, and the information/output quality. Besides these six factors, the study also found that the attitude towards the use of LIMS as a strong mediator for acceptance (and success) of LIMS through the proxies of symbolic adoption.

The final LIMS acceptance model (called "MKL"), has the power to explain 72.6% of variance in adoption/acceptance of symbolic adoption construct, and 76.4% variance of the mediating variables. This model will help practitioners to understand the factors that influence the adoption and take the steps necessary to increase the adoption and utilization of the information system.

**Keywords:** Laboratory Information Management System, technology acceptance, PLS, UTAUT, mandatory.