FAKTOR-FAKTOR YANG MEMPENGARUHI KINERJA SISTEM *E-BILLING* PADA DINAS PERTANAHAN DAN TATA RUANG DAERAH ISTIMEWA YOGYAKARTA

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Laporan Tugas Akhir ini menganalisis faktor-faktor yang mempengaruhi kinerja sistem *e-Billing*. Analisis dilakukan pada Dinas Pertanahan dan Tata Ruang Daerah Istimewa Yogyakarta. Variabel yang menjadi fokus analisis ini adalah dukungan manajemen, kemampuan teknik personal, persepsi kemudahan, persepsi kemanfaatan, kompleksitas tugas dan kinerja sistem informasi. Dalam memperoleh data, penulis menggunakan metode survei. Survei dilakukan dengan penyebaran kuesioner kepada responden. Metode analisis data yang digunakan yaitu metode analisis regresi linier berganda. Data diolah menggunakan SPSS. Kemudian analisis diuji dengan uji F, uji t dan uji determinan R^2. Hasil penulisan laporan tugas akhir ini menunjukkan bahwa dukungan manajemen tidak mempengaruhi kinerja sistem *e-Billing*. Kemampuan teknik personal mempengaruhi kinerja sistem *e-Billing*. Persepsi kemudahan mempengaruhi kinerja sistem *e-Billing*. Persepsi kemanfaatan mempengaruhi kinerja sistem *e-Billing* dan kompleksitas tugas mempengaruhi kinerja sistem *e-Billing*.

Kata Kunci: Dukungan Manajemen, Kemampuan Teknik Personal, Persepsi Kemudahan, Persepsi Kemanfaatan, Kompleksitas Tugas dan Kinerja Sistem Informasi.

Several Factors Affecting Performances Of E-Billing System At Department of Land and Spatial Planning of Yogyakarta Special Region

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This final project report analyzed several factors affecting performances of e-Billing system. The analysis was carried out at Department of Land and Spatial Planning of Yogyakarta Special Region. The variables used in this analyses were management support, personal technical abilities, perception ease, perception expediency, task complexity and information system performance. In obtaining data, the author used survey method. The survey was conducted by distributing questionnaires to respondents. The analysis method used was a multiple linear regression analysis method. Data were processed using SPSS. Then the analysis was tested by F test, t test and R2 determinant test. The result of this final report writing showed that management support did not affect the performance of e-Billing systems. Personal technical abilities affected e-Billing system performance. Perception ease affected e-Billing system performance. Perceptions expediency affected e-Billing system performance and task complexity affected e-Billing system performance.

Keywords: Management support, personal technical abilities, perception ease, perception expediency , task complexity and information system performance.