ABSTRACT

Rudi Muharram, "Implementation of Software Quality Recording Meter (SI-CAMER) Impacts on the Effectiveness of Work and Satisfaction of Employees on The Record Meter Section of The Regional Water Company (PDAM) Tirtawening in the City of Bandung, West Java" under the guidance of Prof. Dr. Hj. UmiNarimawati, Dra., S.E., M.Sc.

The software Meter Registration Information System (SI-CAMER) is a software /application that is a tool that is used in the processing of meter data in the meter recording section, which includes meter data processing and evaluation, so the outcome of the process can be used for the calculation of monthly water usage bill. The objective of this research is, to find out Implementation of Software Quality Recording Meter (SI-CAMER) Impacts on the effectiveness of work and employees' satisfaction.

The method used in this study is descriptive and verifying with a quantitative approach. The unit for analysis in the research consists of 18 employees, with the use of non-probability sampling technique, and Path Analysis, coefficient determination, and t and F Tests, for data analysis and hypothesis testing. While data processing used the SPSS 13.0 for Windows Program.

Results of the research conducted, are: partially, the Effectiveness of work is predominantly influenced by the implementation of SI-CAMER Software in PDAM Bandung City Tirtawening. Partially, Employees' (Users') satisfaction is predominantly influenced by the implementation of SI-CAMER Software in PDAM Bandung City Tirtawening. Partially, Employees' (Users') satisfaction is predominantly influenced by the work effectiveness. Simultaneously, the implementation of SI-CAMER has influences on increasing work effectiveness and employee's Satisfaction (User).

Keywords : Meter Registration Information System (SI-CAMER), work Effectiveness, Employee's Satisfaction (user).