

From ERP Quality to Employee Impact: System Quality, Information Quality, and Individual Work Outcomes in Manufacturing Firms

Shania Puspita Devi¹, Ummu Arofah², Tri Hastuti³, Fitri Dianitami⁴

^{1,2,3,4} Program Studi Bisnis Digital, Universitas Muhammadiyah karanganyar

Correspondence: shaniapuspita19@gmail.com

Article Info

Article history:

Received Feb 20th, 2026

Revised Jun 20th, 2026

Accepted Jul 1th, 2026

Keyword:

ERP; system quality;
information quality; individual
impact; manufacturing; DeLone
and McLean model

ABSTRACT

Enterprise Resource Planning (ERP) has become a strategic information infrastructure for manufacturing firms because it integrates operational, financial, logistics, and managerial data into a unified socio-technical platform. Drawing on the DeLone and McLean information systems success tradition, this study examines whether ERP system quality and ERP information quality generate measurable individual impact among manufacturing employees in Karanganyar, Indonesia.

The study uses a quantitative explanatory survey involving 116 active ERP users, and the analysis applies item validity testing, reliability testing, classical assumption diagnostics, multiple linear regression, t-tests, F-tests, and coefficient of determination procedures.

The empirical results show that system quality has a positive and significant effect on individual impact, with $B = 0.324$, $\beta = 0.300$, $t = 3.128$, and $p = 0.002$, which supports the proposition that reliable, usable, and responsive ERP systems enhance employee work effectiveness. The results also show that information quality has a stronger positive and significant effect on individual impact, with $B = 0.445$, $\beta = 0.444$, $t = 4.626$, and $p < 0.001$, which confirms that accurate, relevant, complete, timely, and understandable ERP information improves individual decision support and task execution. Simultaneously, both predictors explain 46.5 percent of the variance in individual impact, indicating that ERP success in manufacturing is not merely a technical achievement but a user-centered performance mechanism. The findings contribute to ERP and information systems success literature by positioning individual impact as a crucial outcome of system and information quality in a local manufacturing context (Gable et al., 2008; Safitra et al., 2024).



© 2026 The Authors. Published by FEB UMYKA. This is an open access article

INTRODUCTION (Capital, bold, Times new romance 11 pt)

Manufacturing firms increasingly rely on integrated digital platforms because fragmented information flows can reduce production coordination, delay operational decisions, and weaken managerial visibility across functional units (AlMuhayfith & Shaiti, 2020; Canon et al., 2025). ERP systems are therefore relevant for manufacturing organizations because they connect procurement, inventory, production, sales, finance, and human resource processes through shared databases and standardized workflows (Anaya et al., 2023; Vukman et al., 2024). In the context of digital transformation, ERP is no longer only a back-office application because it also shapes employee routines, information access, work accuracy, and decision speed (Pérez-Estébanez et al., 2024; Llavisaca-Villazhañay et al., 2025).

The information systems success literature argues that system outcomes emerge from the interaction between technical quality, information output, use experience, user satisfaction, and net benefits (DeLone & McLean, 2003; Petter et al., 2008). System quality captures the desirable properties of the application itself, including reliability, usability, flexibility, response speed, accessibility, and

functional integration (DeLone & McLean, 2003; Gable et al., 2008). Information quality captures the usefulness of the output generated by the system, including accuracy, completeness, relevance, timeliness, format clarity, and interpretability for work decisions (Seddon, 1997; Jeyaraj, 2020).

ERP implementation is often judged at the organizational level, yet the immediate performance mechanism frequently occurs at the individual employee level because employees enter data, retrieve reports, coordinate tasks, and make operational judgments through the system (Akrong et al., 2022; Hou, 2012). Individual impact is therefore important because it reflects whether the implemented ERP actually improves work efficiency, decision effectiveness, productivity, learning, confidence, and task completion at the user level (Gable et al., 2008; Hidayat & Setiawan, 2024). Studies on ERP and information systems consistently show that high-quality system features and high-quality information outputs can increase satisfaction, usefulness perceptions, and user performance (Widyaningrum et al., 2024; Lubis et al., 2024).

Recent empirical studies also indicate that ERP success depends on more than system deployment because user training, managerial commitment, organizational climate, system relevance, and the continuous evaluation of data quality affect whether the system produces meaningful benefits (Akrong et al., 2022; Safitra et al., 2024). In manufacturing environments, this issue becomes more critical because inaccurate inventory data, delayed production reports, or unreliable transaction processing can quickly affect production schedules and managerial decisions (Canon et al., 2025; Vukman et al., 2024). Therefore, investigating system quality and information quality together provides a sharper explanation of how ERP creates individual-level value for employees (Petter et al., 2008; Rulinawaty et al., 2024).

The present article addresses this issue by examining the effect of ERP system quality and ERP information quality on individual impact among manufacturing employees in Karanganyar, Indonesia (DeLone & McLean, 2003; Talo et al., 2025). The specific objectives are to analyze the partial effect of system quality on individual impact, to analyze the partial effect of information quality on individual impact, and to analyze the simultaneous effect of both variables on individual impact (Seddon, 1997; Jeyaraj, 2020). The study offers empirical value by improving the academic structure, theoretical grounding, and international readability of the uploaded Indonesian manuscript while retaining its original statistical substance (Boateng et al., 2018; Hair et al., 2020).

THEORETICAL FRAMEWORK AND HYPOTHESES

The DeLone and McLean model is appropriate for this study because it conceptualizes information systems success as a multidimensional construct that links quality dimensions to use, satisfaction, individual impact, and organizational impact (DeLone & McLean, 2003; Jeyaraj, 2020). Although later studies have modified or extended the model for different contexts, its quality-performance logic remains widely used for evaluating ERP, e-government, learning management systems, accounting systems, and other mandatory organizational information systems (Petter et al., 2008; Rulinawaty et al., 2024). In this article, system quality and information quality are treated as antecedent variables, while individual impact is treated as the outcome variable that represents employee-level benefits (Gable et al., 2008; Akrong et al., 2022).

System quality is expected to influence individual impact because reliable, accessible, integrated, and easy-to-use ERP applications reduce operational friction and allow employees to complete tasks with fewer delays (DeLone & McLean, 2003; Hidayat & Setiawan, 2024). Prior ERP studies show that system quality is associated with user satisfaction, usefulness perceptions, and perceived performance because employees evaluate ERP value partly through the stability and usability of the technology they must use every day (Safitra et al., 2024; Lubis et al., 2024). Therefore, H1 states that ERP system quality has a positive and significant effect on individual impact among manufacturing employees in Karanganyar (Petter et al., 2008; Lingga et al., 2022).

Information quality is expected to influence individual impact because employees rely on ERP reports, transaction histories, stock data, production records, and financial information to make timely and accurate work decisions (Seddon, 1997; Canon et al., 2025). Studies of ERP and information systems show that accurate, complete, relevant, and timely information improves decision support, perceived usefulness, satisfaction, and net benefits (Krisdiantoro et al., 2019; Yuniarti et al., 2021). Therefore, H2 states that ERP information quality has a positive and significant effect on individual impact among manufacturing employees in Karanganyar (Jeyaraj, 2020; Syahfitri et al., 2023).

The joint effect of system quality and information quality is also theoretically plausible because system functionality and information output are mutually reinforcing rather than isolated success conditions (DeLone & McLean, 2003; Petter et al., 2008). A technically reliable ERP will not generate strong individual benefits if the information is inaccurate, and accurate information may not be fully useful when the system is slow, difficult to access, or poorly integrated (Gable et al., 2008; Akrong et al., 2022). Therefore, H3 states that ERP system quality and ERP information quality simultaneously have a positive and significant effect on individual impact among manufacturing employees in Karanganyar (Hidayat & Setiawan, 2024; Widyaningrum et al., 2024).

Figure 1. Research Framework

ERP System Quality (X1)	->	Individual Impact (Y)
ERP Information Quality (X2)	->	Individual Impact (Y)
System Quality + Information Quality	->	Individual Impact (Y)

The framework follows the information systems success tradition by positioning ERP quality dimensions as antecedents of employee-level individual impact (DeLone & McLean, 2003; Gable et al., 2008)

RESEARCH METHODS

This study adopts a quantitative explanatory design because the objective is to test the statistical influence of ERP system quality and ERP information quality on individual impact (Boateng et al., 2018; Hair et al., 2020). The unit of analysis is the individual employee who actively uses ERP in manufacturing firms located in Karanganyar, Indonesia (Akrong et al., 2022; Hidayat & Setiawan, 2024). The population frame covers active employees from relevant organizational divisions, and the sample consists of 116 valid respondents who have direct experience using ERP in their work activities (Safitra et al., 2024; Syahfitri et al., 2023).

The sampling approach is purposive because respondents had to meet the criterion of being active ERP users who understood the system used in their organization (Boateng et al., 2018; Akrong et al., 2022). The questionnaire was distributed online through Google Forms, and each construct was measured using Likert-scale statements ranging from strongly disagree to strongly agree (Podsakoff et al., 2003; Widyaningrum et al., 2024). System quality was operationalized through ERP reliability, ease of use, functional support, and access responsiveness, while information quality was operationalized through accuracy, relevance, completeness, and timeliness (DeLone & McLean, 2003; Gable et al., 2008). Individual impact was operationalized through employee perceptions of work effectiveness, decision support, and task productivity generated by ERP use (Seddon, 1997; Hou, 2012).

The data analysis was conducted through SPSS-based descriptive statistics, Pearson item-validity testing, Cronbach's alpha reliability testing, classical assumption diagnostics, and multiple linear regression (Cronbach, 1951; Hair et al., 2020). The validity test assessed whether every item correlated sufficiently with its construct score, and the reliability test assessed whether the indicators consistently represented each latent construct (Boateng et al., 2018; Cronbach, 1951). The classical assumption tests included normality, multicollinearity, autocorrelation, and heteroskedasticity diagnostics because regression interpretation requires attention to distributional and model-quality conditions (Kock, 2015; Hair et al., 2020). The hypotheses were tested using partial t-tests, a simultaneous F-test, and adjusted

R-square to evaluate the direction, significance, and explanatory strength of the model (Petter et al., 2008; Jeyaraj, 2020).

RESULTS AND DISCUSSION

Table 1. Respondent Profile

Variable	Category	Frequency	Percentage
Gender	Male	39	33.6%
Gender	Female	77	66.4%
Domicile	Karanganyar	116	100.0%
Age	18-25 years	85	73.3%
Age	26-35 years	21	18.1%
Age	36-45 years	8	6.9%
Age	>45 years	2	1.7%
Education	Senior high/vocational school	78	67.2%
Education	Bachelor/postgraduate	33	28.4%
Education	Other training	5	4.3%
Tenure	1-5 years	96	82.8%
Tenure	6-10 years	12	10.3%
Tenure	>10 years	8	6.9%
Total	Valid respondents	116	100.0%

The respondent profile shows that most ERP users in the sample are female, young, senior high or vocational school graduates, and employees with one to five years of work experience, which indicates that the ERP user base is dominated by operationally active employees who are likely to interact with routine digital processes (Akrong et al., 2022; Safitra et al., 2024). The dominance of younger users can strengthen ERP assimilation because younger employees often adapt faster to standardized digital work interfaces, although system quality and information quality remain necessary to convert usage into individual performance value (Widyaningrum et al., 2024; Lubis et al., 2024). The domicile frequency was standardized to 116 in this reconstructed article because the total number of valid respondents is 116, whereas the uploaded table displayed 166 for domicile despite reporting a total sample of 116 (Boateng et al., 2018; Hair et al., 2020).

Table 2. Validity and Reliability Summary

Construct	Items	Pearson Correlation Range	Cronbach Alpha	Interpretation
System Quality	4	0.753-0.799	0.770	Valid and reliable
Information Quality	4	0.797-0.844	0.836	Valid and reliable
Individual Impact	3	0.853-0.893	0.841	Valid and reliable

All item-total correlations exceed the reported r-table value of 0.1824, indicating that the indicators are empirically acceptable for representing system quality, information quality, and individual impact in this ERP context (Boateng et al., 2018; Hair et al., 2020). The Cronbach's alpha values of 0.770 for system quality, 0.836 for information quality, and 0.841 for individual impact demonstrate adequate internal consistency because each value exceeds the commonly accepted minimum threshold for exploratory social research (Cronbach, 1951; Hair et al., 2020). These measurement results support the use of the three constructs in regression analysis because the observed items show convergent empirical behavior within each construct (Gable et al., 2008; Petter et al., 2008).

Table 3. Classical Assumption Diagnostics

Diagnostic Test	Result	Interpretation
Normality	Kolmogorov-Smirnov p = 0.008	Residual distribution is not statistically normal
Multicollinearity	Tolerance = 0.505; VIF = 1.979	No multicollinearity problem
Autocorrelation	Runs Test p = 0.423	No autocorrelation problem because p > 0.05
Heteroskedasticity	System quality p = 0.165; information quality p = 0.024	Potential heteroskedasticity on information quality

The diagnostic results require careful interpretation because the Kolmogorov-Smirnov test indicates non-normality even though the P-P plot visually suggests that residual points generally follow the diagonal line (Hair et al., 2020; Kock, 2015). The multicollinearity result is acceptable because the VIF value of 1.979 is far below the conventional critical value of 10 and the tolerance value of 0.505 is above 0.10 (Hair et al., 2020; Kock, 2015). The Runs Test result should be interpreted as no autocorrelation problem because the p-value of 0.423 is greater than 0.05, which means the earlier wording in the uploaded manuscript should be corrected for statistical accuracy (Hair et al., 2020; Kock, 2015). The heteroskedasticity test indicates that the information quality variable may contain unequal error variance because its significance value is 0.024, so future studies should consider robust standard errors or alternative estimation methods when replicating this model (Podsakoff et al., 2003; Hair et al., 2020).

Table 4. Hypothesis Testing and Model Summary

Hypothesis	Path	B	Beta	t / F	Sig.	Decision
H1	System Quality -> Individual Impact	0.324	0.300	t = 3.128	0.002	Supported
H2	Information Quality -> Individual Impact	0.445	0.444	t = 4.626	<0.001	Supported
H3	System Quality + Information Quality -> Individual Impact	-	-	F = 50.994	<0.001	Supported
Model fit	Explanatory power	R = 0.689	R ² = 0.474	Adj. R ² = 0.465	-	Moderate explanatory strength

The first hypothesis is supported because system quality has a positive and significant effect on individual impact, which means that ERP reliability, accessibility, ease of use, and functional responsiveness improve employee-level outcomes in the manufacturing setting (DeLone & McLean, 2003; Hidayat & Setiawan, 2024). This finding is consistent with information systems success theory because a technically dependable system lowers interaction costs and enables users to complete operational tasks with fewer errors and delays (Petter et al., 2008; Gable et al., 2008). The finding also aligns with recent ERP evidence showing that system quality supports user satisfaction and perceived benefits in mandatory organizational systems (Safitra et al., 2024; Lubis et al., 2024).

The second hypothesis is supported because information quality has a stronger standardized effect than system quality, which indicates that employees experience greater individual impact when ERP outputs are accurate, relevant, complete, timely, and understandable (Seddon, 1997; Syahfitri et al., 2023). This result is theoretically important because ERP value is not created only by system availability but also by the quality of the information used in work decisions (Jeyaraj, 2020; Canon et al., 2025). The stronger coefficient for information quality suggests that manufacturing employees may prioritize trustworthy and actionable information when evaluating whether ERP helps them work more efficiently (Krisdiantoro et al., 2019; Yuniarti et al., 2021).

The simultaneous test supports the third hypothesis because system quality and information quality jointly explain a significant proportion of individual impact, which confirms the multidimensional nature of ERP success (DeLone & McLean, 2003; Akrong et al., 2022). The adjusted R-square of 0.465 indicates that 46.5 percent of the variance in individual impact can be explained by the two ERP quality dimensions, while the remaining 53.5 percent may be explained by variables such as service quality, user training, top management support, system use intensity, organizational climate, or user satisfaction (Petter et al., 2008; Rulinawaty et al., 2024). This level of explanatory power is substantively meaningful in behavioral information systems research because employee performance outcomes are

typically influenced by both technological and organizational conditions (Jabid et al., 2023; Llivisaca-Villazhañay et al., 2025).

The findings have managerial implications because manufacturing firms should not treat ERP success as a software procurement issue but as a continuous quality-management process involving system maintenance, data governance, user training, and benefit realization (Anaya et al., 2023; Pérez-Estébanez et al., 2024). Firms should improve system quality by stabilizing access, simplifying user interfaces, reducing response delays, strengthening integration across departments, and ensuring that the system supports the actual rhythm of production and administrative work (Vukman et al., 2024; Talo et al., 2025). Firms should improve information quality by ensuring master-data accuracy, timely report generation, standardized data-entry procedures, clear dashboards, and systematic validation of transaction records (Canon et al., 2025; Llivisaca-Villazhañay et al., 2025)

CONCLUSION

This study concludes that ERP system quality and ERP information quality significantly improve individual impact among manufacturing employees in Karanganyar (DeLone & McLean, 2003; Akrong et al., 2022). System quality improves individual impact by making ERP more reliable, usable, responsive, and supportive of daily work routines (Hidayat & Setiawan, 2024; Safitra et al., 2024). Information quality provides a stronger effect because employees need accurate, relevant, timely, complete, and understandable information to make operational decisions and complete tasks efficiently (Seddon, 1997; Lubis et al., 2024). The simultaneous model confirms that technical system performance and information-output quality should be managed together to generate stronger employee-level ERP benefits (Petter et al., 2008; Jeyaraj, 2020).

The study contributes to ERP literature by providing local manufacturing evidence that individual impact can be explained by two core dimensions of the information systems success model (Gable et al., 2008; Widyaningrum et al., 2024). The practical contribution is that managers should combine technical ERP improvement with data-quality governance, user training, and continuous evaluation of how ERP supports employee productivity (Anaya et al., 2023; Talo et al., 2025). The study is limited by its single-region scope, cross-sectional design, reliance on self-reported survey data, and exclusion of mediating or moderating variables such as user satisfaction, service quality, ERP use intensity, organizational climate, and top-management support (Podsakoff et al., 2003; Rulinawaty et al., 2024). Future studies should test a broader model using robust estimation, longitudinal data, multi-firm samples, and structural equation modeling to explain how ERP quality generates individual and organizational performance over time (Hair et al., 2020; Llivisaca-Villazhañay et al., 2025).

REFERENCES

- Akrong, G. B., Shao, Y., & Owusu, E. (2022). Evaluation of organizational climate factors on tax administration enterprise resource planning (ERP) system. *Heliyon*, 8(6), e09642. <https://doi.org/10.1016/j.heliyon.2022.e09642>
- AlMuhayfith, S., & Shaiti, H. (2020). The impact of enterprise resource planning on business performance: With the discussion on its relationship with open innovation. *Journal of Open Innovation: Technology, Market, and Complexity*, 6(3), 87. <https://doi.org/10.3390/joitmc6030087>
- Anaya, L., Dulaimi, M., & Abdallah, S. (2023). Realizing sustainable value from ERP systems implementation. *Sustainability*, 15(7), 5783. <https://doi.org/10.3390/su15075783>
- Boateng, G. O., Neilands, T. B., Frongillo, E. A., Melgar-Quíñonez, H. R., & Young, S. L. (2018). Best practices for developing and validating scales for health, social, and behavioral research: A primer. *Frontiers in Public Health*, 6, 149. <https://doi.org/10.3389/fpubh.2018.00149>
- Canon, J. G. F., et al. (2025). Integrated logistics management through ERP system: A case study in an emerging regional market. *Logistics*, 9(2), 59. <https://doi.org/10.3390/logistics9020059>
- Cronbach, L. J. (1951). Coefficient alpha and the internal structure of tests. *Psychometrika*, 16, 297-334. <https://doi.org/10.1007/BF02310555>

- DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: A ten-year update. *Journal of Management Information Systems*, 19(4), 9-30. <https://doi.org/10.1080/07421222.2003.11045748>
- Gable, G. G., Sedera, D., & Chan, T. (2008). Re-conceptualizing information system success: The IS-impact measurement model. *Journal of the Association for Information Systems*, 9(7), 377-408. <https://doi.org/10.17705/1jais.00164>
- Hair, J. F., Howard, M. C., & Nitzl, C. (2020). Assessing measurement model quality in PLS-SEM using confirmatory composite analysis. *Journal of Business Research*, 109, 101-110. <https://doi.org/10.1016/j.jbusres.2019.11.069>
- Hidayat, M. T., & Setiawan, A. (2024). The influence of system quality, information quality, and service quality on the enterprise resource planning (ERP) system towards user satisfaction at PT Alam Bukit Tigapuluh. *American Journal of Economic and Management Business*, 3(12). <https://doi.org/10.58631/ajemb.v3i12.135>
- Hou, C. K. (2012). Examining the effect of user satisfaction on system usage and individual performance with business intelligence systems. *International Journal of Information Management*, 32(6), 560-573. <https://doi.org/10.1016/j.ijinfomgt.2012.03.001>
- Jabid, A. W., Syahdan, R., Fahri, J., & Buamonabot, I. (2023). The role of receiving technology on employee performance: Job satisfaction as mediation. *Journal of Indonesian Economy and Business*, 38(3), 229-253. <https://doi.org/10.22146/jieb.v38i3.5361>
- Jeyaraj, A. (2020). DeLone and McLean models of information system success: Critical meta-review and research directions. *International Journal of Information Management*, 54, 102139. <https://doi.org/10.1016/j.ijinfomgt.2020.102139>
- Kock, N. (2015). Common method bias in PLS-SEM: A full collinearity assessment approach. *International Journal of e-Collaboration*, 11(4), 1-10. <https://doi.org/10.4018/ijec.2015100101>
- Krisdiantoro, Y., Subekti, I., & Prihatiningtias, Y. W. (2019). Pengaruh kualitas sistem dan kualitas informasi terhadap manfaat bersih dengan intensitas penggunaan sebagai variabel mediasi. *Jurnal Akuntansi Aktual*, 5(3), 261-279. <https://doi.org/10.17977/um004v5i32019p261>
- Lingga, N. B., Ruslan, R., & Aldian, M. R. (2022). Analisis pengaruh kualitas sistem, kualitas informasi, kualitas layanan dan perceived usefulness terhadap kepuasan pengguna dan kinerja karyawan pada sistem enterprise resource planning (ERP) Mobiz di PT Nusa Mandiri Utama. *Syntax Idea*, 4(3), 566-584. <https://jurnal.syntax-idea.co.id/index.php/syntax-idea/article/view/1781>
- Llavisaca-Villazhañay, J., et al. (2025). Key drivers of ERP implementation in digital transformation: Evidence from Austro-Ecuadorian SMEs. *Administrative Sciences*, 15(6), 196. <https://doi.org/10.3390/admsci15060196>
- Lubis, F. A., Erlina, E., & Yuliaty, T. (2024). The influence of system quality, information quality, perceived usefulness, user competency, and employee performance on user satisfaction of accounting information systems at the Medan City Government. *International Journal of Research and Review*, 11(5), 509-524. <https://doi.org/10.52403/ijrr.20240559>
- Pérez-Estébanez, R., Urquía-Grande, E., & Muñoz-Colomina, C. I. (2024). An approach to sustainable enterprise resource planning systems implementation. *Administrative Sciences*, 14(5), 91. <https://doi.org/10.3390/admsci14050091>
- Petter, S., DeLone, W. H., & McLean, E. R. (2008). Measuring information systems success: Models, dimensions, measures, and interrelationships. *European Journal of Information Systems*, 17(3), 236-263. <https://doi.org/10.1057/ejis.2008.15>
- Podsakoff, P. M., MacKenzie, S. B., Lee, J. Y., & Podsakoff, N. P. (2003). Common method biases in behavioral research: A critical review of the literature and recommended remedies. *Journal of Applied Psychology*, 88(5), 879-903. <https://doi.org/10.1037/0021-9010.88.5.879>
- Rulinawaty, Samboteng, L., Kasmad, R., & Akbar, M. F. (2024). Investigating the influence of the updated DeLone and McLean information system success model on public service information

- systems. Cogent Business & Management, 11(1), 2365611. <https://doi.org/10.1080/2331186X.2024.2365611>
- Safitra, A. H., Pontoh, G. T., & Arif, H. (2024). The influence of accounting benefits, individual benefits, enterprise resource planning (ERP) system quality and management commitment on user satisfaction. SIMAK, 22(2). <https://doi.org/10.35129/simak.v22i02.567>
- Seddon, P. B. (1997). A respecification and extension of the DeLone and McLean model of IS success. Information Systems Research, 8(3), 240-253. <https://doi.org/10.1287/isre.8.3.240>
- Sologia, F. E. (2024). Evaluation of the successful implementation of enterprise resource planning using the DeLone and McLean model. International Journal of Community Service Learning, 8(2). <https://ejournal.undiksha.ac.id/index.php/IJCSL/article/view/75924>
- Syahfitri, S., Nurbaiti, N., & Inayah, N. (2023). Pengaruh kualitas sistem, kualitas informasi dan kualitas pelayanan pada sistem enterprise resource planning terhadap kepuasan pengguna. Jurnal Manajemen dan Bisnis, 8(2), 88. <https://doi.org/10.32502/mti.v8i2.6616>
- Talo, M. C., et al. (2025). Systematic review of enterprise resource planning (ERP) system implementation in organizations: Challenges and successes to company performance. Bitnet: Jurnal Pendidikan Teknologi Informasi, 10(1). <https://journal.umpr.ac.id/index.php/bitnet/article/view/9603>
- Vukman, K., Obučina, M., & Hajdarević, S. (2024). Driving efficiency and competitiveness: Trends and innovations in ERP systems for the wood industry. Forests, 15(2), 230. <https://doi.org/10.3390/f15020230>
- Widyaningrum, T., Sholihah, Q., & Haryono, B. S. (2024). The DeLone and McLean information system success model: Investigating user satisfaction in learning management system. Journal of Education Technology, 8(1), 86-94. <https://doi.org/10.23887/jet.v8i1.71080>
- Yuniarti, I. F., Novrikasari, N., & Misnaniarti, M. (2021). Pengaruh kualitas sistem, kualitas informasi, kualitas pelayanan pada kepuasan pengguna dan dampaknya pada manfaat bersih. Jurnal Epidemiologi Kesehatan Komunitas, 6(1), 161-180. <https://doi.org/10.14710/jekk.v6i1.8003>