

ABSTRACT

The development of information technology, especially in Indonesia grew rapidly in the presence of modernization in terms of technology-based software, information technology services provider often gets programmers have complained that the program design is frequently changing and adding new functionality that is not well documented, so the programmer too often to did "rework". This study was to gain influence variables, obtain relationship between dimensions, and gain relationships between indicators, each of which views of greatest value is based on two variables used are ITIL and Service Quality. This type of research is applied research in the case of PT. Anabatic Technologies Tbk using qualitative methods. The test used to use validity and reliability, normality test, heterocedasticity, linearity test, variable correlation, correlation dimension, and regression. From the test results obtained by the value of r table above test is considered valid and to the data obtained are considered reliable. To test for normality and the result is normal distribution, its not happen heterokedastisitas, and linearity data is considered to have influence. While there is a correlation between the correlation dimension of "service strategy" and "Responsiveness". Based on the Anova table means there is a significant value of influence between these two variables, and H_0 is rejected while H_1 accepted.

Keywords: Information Technology, Rework, Programmer, ITIL, Service Quality



ABSTRAK

Perkembangan teknologi informasi khususnya di Indonesia semakin pesat dengan adanya modernisasi di sisi teknologi yang berbasis perangkat lunak, penyedia jasa teknologi informasi seringkali mendapat programmer yang mengeluh karena design program yang sering berubah-ubah dan penambahan fungsi baru yang tidak terdokumentasi dengan baik sehingga programmer terlalu sering untuk melakukan "rework". Penelitian ini untuk mendapatkan pengaruh variabel, mendapatkan hubungan antar dimensi-dimensi, dan mendapatkan hubungan antara indikator yang masing-masing dilihat dari nilai terbesar berdasarkan 2 variabel yang digunakan yaitu ITIL dan Service Quality. Jenis penelitian ini adalah penelitian terapan dalam kasus di PT. Anabatic Technologies Tbk dengan menggunakan metode kualitatif. Pengujian yang digunakan menggunakan uji validitas dan reabilitas, uji normalitas, uji heterokedastisitas, uji linearitas, korelasi variabel, korelasi dimensi, dan regresi. Dari hasil uji diperoleh nilai uji diatas r tabel dianggap valid dan untuk data yang diperoleh dianggap reliable. Untuk uji normalitas berdistribusi normal, heterokedastisitas tidak terjadi heterokedastisitas, dan linearitas data dianggap mempunyai pengaruh. Sedangkan korelasi terdapat korelasi antar dimensi yaitu "service strategy" dan "Responsiveness". Berdasarkan tabel Anova nilai significant artinya terdapat pengaruh antara kedua variabel tersebut, dan H0 ditolak sedangkan H1 diterima.

Kata Kunci: Teknologi Informasi, *Rework*, Programmer, *ITIL*, *Service Quality*

