

RINGKASAN

Penelitian ini memiliki judul “Pengaruh *Collaboration Tools* dan Infrastruktur TI terhadap Integrasi Rantai Pasok dan Kualitas Layanan (Studi pada Kanwil DJPb Provinsi Jawa Tengah)”.

Tujuan penelitian untuk menguji dampak penggunaan *collaboration tools* dan infrastruktur teknologi informasi (TI) terhadap kualitas layanan dan integrasi rantai pasok. Penelitian ini dilakukan di Kanwil DJPb Jawa Tengah yang bertanggung jawab dalam pengelolaan perbendaharaan negara. Kerangka teori utama yang melandasi penelitian ini adalah *Resource-Based View* (RBV).

Metodologi penelitian yang digunakan adalah kuantitatif, dengan data yang dikumpulkan melalui kuesioner. Populasi penelitian terdiri dari karyawan Kanwil DJPb Jawa Tengah. Analisis data menggunakan teknik SEM-PLS untuk menilai hubungan antara variabel *collaboratio tools*, infrastruktur TI, integrasi rantai pasokan, dan kualitas layanan. Penelitian ini diharapkan dapat memberikan wawasan teoritis dan praktis dalam implementasi TI di sektor publik.

Hasil penelitian ini menunjukkan bahwa: (1) Variabel *collaboration tools* mempengaruhi kualitas layanan, (2) Variabel infrastruktur TI mempengaruhi kualitas layanan, (3) Variabel *collaboration tools* mempengaruhi integrasi rantai pasok, (4) Variabel infrastruktur TI mempengaruhi integrasi rantai pasok secara positif. Implikasi dari hasil dapat menjadi tolok ukur dan pertimbangan bagi lembaga pemerintahan dalam menerapkan teknologi dalam organisasi.

Kata Kunci: *Collaboration Tools*, Infrastruktur TI, Integrasi Rantai Pasok, Kualitas Layanan

SUMMARY

This research has title “The Effect of Collaboration Tools and IT Infrastructure on Supply Chain Integration and Service Quality (Study at the Regional Office of DJPb Central Java Province)”.

The purpose of the study was to examine the impact of collaboration tools and information technology (IT) infrastructure on service quality and supply chain integration. This research was conducted at the Regional Office of DJPb Central Java which is responsible for managing the state treasury. The main theoretical framework underlying this research is the Resource-Based View (RBV).

The research methodology used is quantitative, with data collected through questionnaires. The research population consisted of employees of the Regional Office of DJPb Central Java. Data analysis used SEM-PLS technique to assess the relationship between collaboration tools, IT infrastructure, supply chain integration, and service quality. This research is expected to provide theoretical and practical insights in IT implementation in the public sector.

The results of this study indicate that: (1) Collaboration tools affect service quality, (2) IT infrastructure affect service quality, (3) Collaboration tools affect supply chain integration, (4) IT infrastructure variables affect supply chain integration. The implications of the results can be a benchmark and consideration for government agencies in implementing technology in the organization.

Keywords: Collaboration Tools, IT Infrastructure, Supply Chain Integration, Service Quality