

ABSTRACT

ANALYSIS OF USER SATISFACTION OF THE MOTORKU X APPLICATION WITH THE PIECES FRAMEWORK METHOD

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User satisfaction is the level of feeling by users or customers in assessing the good or bad system that can be used as the basis for the system development to improve the performance of the system that has been built. Therefore, a PKL/KP report will be prepared to analyze user satisfaction with the AHASS Wahana Motor workshop application system service, one of which is the Motorku X application which is used to order online workshop service services. The preparation of this PKL/KP report uses data collection techniques in the literature and direct observations made during PKL/KP. The purpose of this study was to determine the service satisfaction of the Motorku X application system. The method used is the Pieces Framework method in analyzing the data. This method is very suitable in analyzing each system under study because it provides real results on the effectiveness of the system used by the company.

Keywords: Analysis, Customer Satisfaction, Workshop, PIECES