

ABSTRACT

WEB-BASED STUDENT SATISFACTION SURVEY DESIGN WITH RAPID APPLICATION DEVELOPMENT (RAD) METHOD AT TELKOM PURWOKERTO INSTITUTE OF TECHNOLOGY

Oleh

Dwiky Bagus Prasetyo

18102119

The large number of universities in Indonesia, makes the competition between universities getting tougher. Universities must be able to face all of the changes that exist in order to create a better education quality for student. Based on this, the quality of universities services is one of the important factors for supporting learning activities in universities. To find out the quality of service from universities, it is necessary to conduct a student satisfaction survey, which is used to find out how students think about the quality of college services that have been provided. Existing student satisfaction surveys can only take answer data and data processing of survey results is carried out using Microsoft Excel. This study aims to create a web-based student satisfaction survey that is used to conduct surveys and process data from survey results so that universities do not need to calculate survey results themselves. This student satisfaction survey was made using the Laravel framework and Rapid Application Development (RAD) as a method for developing the system. The level of student satisfaction is calculated using the Customer Satisfaction Index (CSI) method. The questions asked in this web-based student satisfaction survey are divided into 5 types of statements, namely Administration of Civil Service, Students, Facilities and Infrastructure, Education, Finance, and Researchers and Community Service. Where each of the types of statements has 5 statement groups, that is Tangible, Reability, Assurance, Empathy, and Responsiveness. The results of this study are to produce a web-based student satisfaction survey system where this web serves to conduct surveys and process data from survey results, so that the results can be seen directly and the university side does not need to do the calculations themselves. Berside that from Blackbox Testing result, a representation of the functionality of 95,43% was obtained.

Keywords : CSI, Laravel, Student Satisfaction, Survey, Website