ABSTRACT

EVALUATION OF SUCCESS OF IGRACIAS MOBILE FROM THE PERSPECTIVE OF ITTP STUDENTS USING THE DELONE & MCLEAN (D&M) MODEL

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The role of Information Technology (IT) in organizations, companies and individuals is very useful, if it is implemented in accordance with the goals, vision and mission of the organization. Higher education is an organization that needs to apply information technology which aims to get speed, accuracy and ease in processing and obtaining data or information. Telkom Purwokerto Institute of Technology (ITTP) is one of the tertiary institutions that has implemented Information Technology (IT) in its operational processes that are tailored to the goals, vision and mission of the organization. One example of the application of Information Technology (IT) at the Telkom Purwokerto Institute of Technology (ITTP) is i-Gracias mobile. The i-Gracias mobile application is a mobile-based application that contains lecture operational activities, to bridge students and lecturers in the ongoing lecture process. This research was conducted with the aim of evaluating the success of the i-Gracias mobile system using the Delone and McLean (D&M) success model. The Delone and McLean (D&M) model involves several success variables, namely: system quality, service quality, information quality, user satisfaction, and net benefits. After evaluating and repairing i-Gracias mobile, users feel satisfied, as evidenced by the success of the i-Gracias system which functions optimally. The results of this study can provide recommendations for the development of the i-Gracias mobile system. Based on the results of calculations using the multiple linear regression method, it can be obtained that the information quality variable (X1) has a positive and significant influence on user satisfaction (Y) with a value of 0.400. System quality variable (X2) has a positive and significant influence on user satisfaction (Y) with a value of 0.147. This variable has the least influence on success in using i-Gracias mobile. The service quality variable (X3) has a positive and significant influence on user satisfaction (Y) with a value of 0.579. This variable has the greatest influence on success in using i-Gracias mobile. User satisfaction variable (X4) has no significant effect on user satisfaction (Y) with a value of 0.291.

Keywords: Evaluation of Success, i-Gracias Mobile, Delone and Mc Lean (D&M), SPSS, ITTP