ABSTRACT

ANALYSIS OF FACTORS INFLUENCING BIMA WEBSITE USER

SATISFACTION USING MODEL AGGELIDIS AND CHATZOGHLOU

(CASE STUDY: IT TELKOM PURWOKERTO)

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Technology modernization is developing so fast that people have become dependent on it. Technology has a major impact on human life. It plays a larger role in the life of a wider community, especially in education, where it plays a role as a knowledge provider. The information system is an integrated unit of information technology and an activity to support operations and management to use the technology. One of the information systems used in education is the Research and Community Service Information Base (BIMA). BIMA is an information system that reports research activities such as planning, implementation, and reporting. BIMA implementation is within the Academic Community of the Telkom Purwokerto Institute of Technology. However, BIMA still has several problems with the infrastructure and systems, creating dissatisfaction when users access it. Based on these conditions, an analysis of user satisfaction with BIMA is needed. The method used in this research is Aggelidis and Chatzoghlou's EUCS development model. The purpose of this study is to find out the results of what factors influence user satisfaction and what factors have a significant effect on BIMA user satisfaction. The testing technique used is SEM-PLS. Based on the test results, there are five variables with a significant effect. Information Quality, System Quality, and Self-Efficacy significantly affected User Satisfaction. Technical Support significantly affected System Quality, and System Quality variables significantly affected Information Quality. One hypothesis has no significant effect on User Satisfaction, namely the Technical Support variable.

Keyword: Aggelidis and Chatzoghlou, BIMA, User Satisfaction, EUCS, SEM-PLS