ABSTRACT

IMPLEMENTATION OF WEB-BASED ACADEMIC INFORMATION SYSTEM : ITS EFFECT ON STUDENT SATISFACTION AND TRUST (CASE STUDY AT UNIKOM)

Agus Firmansyah
Nim: 10508494

Supervised by:
Prof. Dr. Hj. Umi Narimawati, Dra., SE., M.Si

Web-based academic information system is an information system that is used by either students or lecturers of a college. The low quality of the information that is showed in an academic information system will negatively affect thesatisfaction and trust of the students as one of system user.

This research used both qualitative and quantitative methods. Data are collected by observation, interview and questionnaire.The unit of analysis in the research is student of UNIKOM. From the total population of 10338 people (number of active students at UNIKOM recorded in 2011/2012), the size of sample is 100 respondents. Statistic tests used are pearson correlation, path analysis, determination coefficient, and hypotheses test. SPSS 17.0 For windows program is used for data processing.

The research result shows that overall, the implementation of a web-based academic information system in UNIKOM is categorized as good enough. For web-based academicinformation system variable, respondents showed good response. However, there is a gap between the expectation and performance in web-based academicinformation system implemetation. Most respondents feel less satisfied and have less trust, as can be seen from the greater percentage of expectation response than the percentage of performance.

Keywords: Web-based academic information systems, consumer satisfaction, trust