PENGARUH KUALITAS SISTEM INFORMASI AKADEMIK TERHADAP KEPUASAN MAHASISWA DENGAN KERANGKA *END-USER COMPUTING SATISFACTION* (EUCS)

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh kualitas Sistem Informasi Akademik terhadap kepuasan mahasiswa dengan menggunakan kerangka *End-User Computing Satisfaction* (EUCS). Kualitas sistem informasi akademik diukur melalui lima dimensi, yaitu *Content, Accuracy, Format, Ease of Use*, *dan Timeliness*. Penelitian ini dilakukan pada mahasiswa Program Studi D-IV Manajemen Rekayasa Konstruksi Politeknik Negeri Malang. Metode penelitian dalam penelitian ini adalah kuantitatif dengan teknik pengumpulan data melalui kuesioner. Sampel penelitian berjumlah 85 responden yang dipilih menggunakan teknik *simple random sampling*. Data dianalisis menggunakan analisis regresi linier sederhana yang didahului dengan uji validitas, reliabilitas, serta uji asumsi klasik. Hasil penelitian menunjukkan bahwa kualitas Sistem Informasi Akademik berpengaruh positif dan signifikan terhadap kepuasan mahasiswa. Nilai koefisien determinasi (R^2) sebesar 0,648 menunjukkan bahwa kualitas sistem mampu menjelaskan sebesar 64,8% variasi kepuasan mahasiswa. Secara deskriptif, dimensi *Content, Format, dan Ease of Use* memperoleh penilaian yang tinggi, sementara dimensi *Timeliness*, khususnya pada aspek kecepatan respon sistem saat jam sibuk, menunjukkan nilai yang relatif lebih rendah dibandingkan dimensi lainnya. Dengan demikian, dapat disimpulkan bahwa kualitas Sistem Informasi Akademik merupakan faktor utama dalam meningkatkan kepuasan mahasiswa. Namun, peningkatan performa sistem, khususnya dalam hal kecepatan dan responsivitas, perlu menjadi perhatian untuk meningkatkan kualitas layanan secara optimal.

Kata kunci : Sistem Informasi Akademik, EUCS, Kepuasan Mahasiswa, Kualitas Sistem, Regresi Linier

THE EFFECT OF ACADEMIC INFORMATION SYSTEM QUALITY ON STUDENT SATISFACTION WITH THE END-USER COMPUTING SATISFACTION (EUCS) FRAMEWORK

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ABSTRACT

This study aims to analyze the effect of Academic Information System quality on student satisfaction using the End-User Computing Satisfaction (EUCS) framework. The quality of the academic information system is measured through five dimensions, namely Content, Accuracy, Format, Ease of Use, and Timeliness. This research was conducted on students of the D-IV Construction Engineering Management Study Program at Politeknik Negeri Malang. This study employs a quantitative approach with data collected through questionnaires. The sample consists of 85 respondents selected using simple random sampling. The data were analyzed using simple linear regression, preceded by validity, reliability, and classical assumption tests. The results indicate that the quality of the Academic Information System has a positive and significant effect on student satisfaction. The coefficient of determination (R^2) value of 0.648 shows that the system quality explains 64.8% of the variance in student satisfaction. Descriptively, the dimensions of Content, Format, and Ease of Use received high evaluations, while the Timeliness dimension, particularly system response speed during peak hours, showed relatively lower scores compared to other dimensions. It can be concluded that the quality of the Academic Information System is a key factor in improving student satisfaction. However, improving system performance, especially in terms of speed and responsiveness, is necessary to enhance service quality optimall.

Keywords: Academic Information System, EUCS, Student Satisfaction, System Quality, Linear Regression