

**EVALUASI KUALITAS LAYANAN SISTEM INFORMASI AKADEMIK  
NEW GENERATION (SIAK-NG) TERHADAP KEPUASAN DOSEN DAN  
MAHASISWA PADA UNIVERSITAS PENDIDIKAN GANESHA  
MENGUNAKAN METODE *SERVICE QUALITY* (SERVQUAL) DAN  
*IMPORTANCE PERFORMANCE ANALYSIS* (IPA)**

Oleh

**Ni Putu Ari Wahyuni, NIM 1915091011**

**Jurusan Teknik Informatika**

**ABSTRAK**

Universitas Pendidikan Ganesha merupakan salah satu perguruan tinggi yang telah mengimplementasikan sebuah sistem untuk manajemen data akademik mahasiswa yang disebut dengan Sistem Informasi Akademik *New Generation* (SIAK-NG). Namun dalam pengimplementasiannya masih terdapat beberapa kendala yang dialami pengguna, seperti belum teridentifikasinya kualitas layanan di kalangan pengguna baik dosen maupun mahasiswa. Tujuan penelitian ini untuk mengetahui tingkat kesesuaian kualitas layanan, pengaruh tingkat kualitas layanan terhadap kepuasan pengguna, serta memberikan rekomendasi perbaikan yang diprioritaskan untuk meningkatkan kualitas layanan SIAK-NG. Metode yang digunakan yaitu *Service Quality* (SERVQUAL) yang berfokus pada 5 variabel untuk mengukur kualitas layanan diantaranya *Tangibles* (Bukti Nyata), *Reliability* (Kehandalan), *Responsiveness* (Daya Tangkap), *Assurance* (Jaminan) dan *Empathy* (Empati) serta *Importance Performance Analysis* (IPA) berfungsi untuk mengukur tingkat kesesuaian antara tingkat kinerja dan harapan yang kemudian dilakukan *plotting* menggunakan diagram kartesius. Berdasarkan hasil analisis tingkat kesesuaian kualitas layanan berdasarkan data dosen, variabel *Tangibles* sebesar 83% dan *Responsiveness* sebesar 79%. Sedangkan variabel *Reliability* sebesar 93%, *Assurance* sebesar 99% dan *Empathy* sebesar 92%. Namun berdasarkan data mahasiswa variabel *Reliability* sebesar 79% dan *Responsiveness* sebesar 83%. Sedangkan variabel yaitu *Tangibles* sebesar 88%, *Assurance* sebesar 92% dan *Empathy* sebesar 86%. Secara umum, temuan ini menunjukkan bahwa kualitas layanan SIAK-NG sudah sesuai dengan harapan pengguna. Namun, kualitas layanan masih perlu ditingkatkan melalui perbaikan SIAK-NG. Rekomendasi perbaikan terhadap kualitas layanan SIAK-NG diperoleh berdasarkan masukan perbaikan yang diberikan oleh responden melalui kuesioner terbuka. Sedangkan analisis SWOT disusun berdasarkan capaian dari masing-masing variabel SERVQUAL dengan mempertimbangkan skor yang telah diberikan responden kemudian dilakukan pemetaan menggunakan diagram kartesius IPA.

Kata – kata kunci: evaluasi, kualitas layanan, SIAK-NG, SERVQUAL, IPA

**EVALUATION OF NEW GENERATION ACADEMIC INFORMATION  
SYSTEM (SIAK-NG) SERVICE QUALITY ON LECTURERS AND  
STUDENT SATISFACTION AT GANESHA EDUCATION UNIVERSITY  
USING SERVICE QUALITY (SERVQUAL) AND IMPORTANCE  
PERFORMANCE ANALYSIS (IPA) METHODS**

**By**

**Ni Putu Ari Wahyuni, NIM 1915091011**

**Informatics Engineering**

***ABSTRACT***

Ganesha University of Education is one of the tertiary institutions that has implemented a system for managing student academic data called the New Generation Academic Information System (SIAK-NG). However, in its implementation, there are still some obstacles experienced by users, such as the lack of identification of service quality among users, both lecturers and students. The purpose of this study was to determine the suitability level of service quality, the effect of service quality level on user satisfaction, and to provide recommendations for prioritized improvements to improve the quality of SIAK-NG services. The method used is Service Quality (SERVQUAL) which focuses on 5 variables to measure service quality including Tangibles, Reliability, Responsiveness, Assurance and Empathy, and Importance Performance Analysis. IPA) serves to measure the level of conformity between performance levels and expectations which is then plotted using a Cartesian diagram. Based on the results of the analysis of the suitability level of service quality based on lecturer data, the Tangibles variable is 83% and Responsiveness is 79%. While the variable Reliability is 93%, Assurance is 99% and Empathy is 92%. However, based on student data, the variable Reliability is 79% and Responsiveness is 83%. While the variables are Tangibles at 88%, Assurance at 92%, and Empathy at 86%. In general, these findings indicate that the quality of SIAK-NG services meets user expectations. However, service quality still needs to be improved through SIAK-NG improvements. Recommendations for improvements to the quality of SIAK-NG services were obtained based on improvement input provided by respondents through an open questionnaire. While the SWOT analysis is prepared based on the achievements of each SERVQUAL variable by considering the score given by the respondent then mapping is done using the IPA Cartesian diagram.

**Keywords:** evaluation, service quality, SIAK-NG, SERVQUAL, IPA