

ABSTRAK

Nugraha, Gemara Adhiyasa Parahita (2026), *Analisis Kualitas Sistem Informasi Akademik (SIAKAD) Universitas PGRI Mahadewa Indonesia Menggunakan Metode WebQual 4.0, Importance Performance Analysis (IPA), dan Usability Testing*. Tesis, Ilmu Komputer, Program Pascasarjana, Universitas Pendidikan Ganesha.

Tesis ini sudah disetujui dan diperiksa oleh Pembimbing I: dan Pembimbing II:

Kata-kata kunci: SIAKAD, *WebQual 4.0*, *Importance Performance Analysis*, *Usability Testing*, kualitas sistem informasi, kepuasan pengguna.

Penelitian ini bertujuan untuk menganalisis kualitas Sistem Informasi Akademik (SIAKAD) Universitas PGRI Mahadewa Indonesia berdasarkan persepsi dan pengalaman pengguna. SIAKAD memiliki peran penting dalam mendukung layanan akademik, seperti pengisian KRS, akses jadwal perkuliahan, pengecekan nilai, dan informasi administrasi akademik. Permasalahan yang melatarbelakangi penelitian ini adalah masih adanya kendala yang dirasakan pengguna, seperti informasi yang belum terkini, tampilan sistem yang kurang menarik, serta kekhawatiran terhadap keamanan data pribadi. Penelitian ini menggunakan pendekatan kuantitatif. Instrumen penelitian berupa kuesioner *WebQual 4.0* dengan 23 indikator yang diberikan kepada 65 responden, terdiri atas mahasiswa, dosen, dan staf. Analisis data dilakukan melalui statistik deskriptif, perhitungan *gap*, pemetaan *Importance Performance Analysis* (IPA), serta *usability testing* terhadap 20 partisipan. Pengujian *usability* mengacu pada standar ISO 9241:11 yang mencakup aspek efektivitas, efisiensi, dan kepuasan pengguna. Hasil penelitian menunjukkan bahwa seluruh indikator memiliki nilai *gap* negatif dengan rata-rata sebesar -0,64. Temuan ini menunjukkan bahwa kinerja SIAKAD belum sepenuhnya memenuhi harapan pengguna. Hasil pemetaan IPA menunjukkan delapan indikator berada pada Kuadran I sebagai prioritas utama perbaikan, yaitu pengalaman positif pengguna, informasi terkini, akurasi informasi, ketepatan informasi, keamanan dan kepercayaan, keamanan data pribadi, komunikasi dosen-mahasiswa, serta kesesuaian komunikasi dengan layanan. Hasil *usability testing* menunjukkan efektivitas penggunaan sistem tergolong tinggi, dengan tingkat keberhasilan login sebesar 100% dan akses jadwal sebesar 95%. Efisiensi penggunaan masih berada pada kategori sedang, terutama pada pengisian KRS dengan rata-rata waktu 6,5 menit, sedangkan kepuasan pengguna memperoleh skor rata-rata 3,42 dari skala 5. Hasil tersebut menunjukkan bahwa kualitas SIAKAD UPMI belum optimal, sehingga prioritas perbaikan perlu diarahkan pada pembaruan informasi, keamanan data, pengalaman pengguna, dan efektivitas komunikasi akademik.

ABSTRACT

Nugraha, Gemara Adhiyasa Parahita (2026), Analysis of Academic Information System (SIKAD) Quality at Universitas PGRI Mahadewa Indonesia Using WebQual 4.0, Importance Performance Analysis (IPA), and Usability Testing. Thesis, Computer Science, Graduate Program, Universitas Pendidikan Ganesha.

This thesis has been approved and examined by Supervisor I: and Supervisor II:

Keywords: SIKAD, WebQual 4.0, Importance Performance Analysis, Usability Testing, information system quality, user satisfaction.

This study aimed to analyze the quality of the Academic Information System (SIKAD) at Universitas PGRI Mahadewa Indonesia based on users' perceptions and experiences. SIKAD plays an important role in supporting academic services, such as course registration, access to class schedules, grade checking, and academic administrative information. The problems underlying this study were related to several user constraints, including outdated information, an unattractive system interface, and concerns regarding personal data security. This study employed a quantitative approach. The research instrument was a WebQual 4.0 questionnaire consisting of 23 indicators distributed to 65 respondents, including students, lecturers, and staff members. The data were analyzed using descriptive statistics, gap calculation, Importance Performance Analysis (IPA) mapping, and usability testing involving 20 participants. The usability assessment referred to ISO 9241:11, which covers effectiveness, efficiency, and user satisfaction. The results showed that all indicators had negative gap values, with an average gap of -0.64. This finding indicates that the performance of SIKAD has not fully met user expectations. The IPA mapping results showed that eight indicators were located in Quadrant I as the main priorities for improvement, namely positive user experience, up-to-date information, information accuracy, information precision, security and trust, personal data security, lecturer-student communication, and communication suitability with services. The results of usability testing showed that system effectiveness was relatively high, with a 100% success rate for login and 95% for schedule access. System efficiency was still in the moderate category, especially in course registration, with an average completion time of 6.5 minutes, while user satisfaction obtained an average score of 3.42 on a 5-point scale. These results indicate that the quality of SIKAD UPMI is not yet optimal; therefore, improvement priorities should focus on information updating, data security, user experience, and the effectiveness of academic communication.