

## ABSTRAK

Sumariani, Ni Putu Kasih (2026), Evaluasi Sistem Informasi Akademik Di Politeknik Pariwisata Bali Menggunakan Model DeLone & McLean.

Tesis, Ilmu Komputer, Program Pascasarjana, Universitas Pendidikan Ganesha.

Tesis ini sudah disetujui dan diperiksa oleh Pembimbing I: Prof. Dr. I Made Candiasa, M.I.Kom. dan Pembimbing II: Prof. Dr. Luh Joni Erawati Dewi, S.T., M.Pd.

Kata Kunci: DeLone & McLean, Evaluasi, Politeknik Pariwisata Bali, Sistem Informasi Akademik, SIAMIK

Penelitian ini bertujuan untuk mengevaluasi keberhasilan penerapan Sistem Informasi Akademik (SIAMIK) di Politeknik Pariwisata Bali menggunakan Model DeLone & McLean, serta merumuskan rekomendasi pengembangan sistem berdasarkan temuan yang diperoleh. Meski telah menunjang layanan akademik dan administrasi, SIAMIK dalam operasionalnya masih menghadapi kendala, antara lain antarmuka yang kurang interaktif, belum tersedianya fitur *Single Sign-On* (SSO), integrasi yang belum maksimal dengan layanan perpustakaan dan keuangan, serta sejumlah proses administrasi yang masih manual. Penelitian menggunakan pendekatan kuantitatif dengan lima variabel Model DeLone & McLean, yaitu kualitas sistem, kualitas informasi, kualitas layanan, kepuasan pengguna, dan manfaat bersih. Sebanyak 102 responden dipilih melalui teknik *proportionate stratified random sampling* dari populasi 2.605 pengguna SIAMIK. Data dikumpulkan melalui kuesioner tervalidasi dan diolah menggunakan SEM-PLS dengan SmartPLS 4. Hasil analisis menunjukkan kualitas sistem, kualitas informasi, dan kualitas layanan berada pada kategori baik, sedangkan kepuasan pengguna dan manfaat bersih mencapai kategori sangat baik. Pengujian hipotesis membuktikan ketiga dimensi kualitas berpengaruh positif terhadap kepuasan pengguna, yang selanjutnya juga berpengaruh positif terhadap manfaat bersih. Atas dasar temuan tersebut, direkomendasikan pengembangan fitur seperti laporan otomatis, peningkatan berkelanjutan pada ketiga dimensi kualitas, integrasi SIAMIK dengan sistem lain, penerapan SSO, digitalisasi administrasi melalui input nilai *real-time*, serta evaluasi sistem berkala.

## ABSTRACT

*Sumariani, Ni Putu Kasih (2026), Evaluation of the Academic Information System At Bali Tourism Polytechnic Using the DeLone and McLean Model. Thesis, Computer Science, Postgraduate Program, Ganesha University of Education.*

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*Keywords: DeLone and McLean Model, Evaluation, Bali Tourism Polytechnic, Academic Information System, SIAMIK.*

*This study aims to evaluate the success of the implementation of the Academic Information System (SIAMIK) at Bali Tourism Polytechnic using the DeLone & McLean Model, and to formulate system development recommendations based on the findings obtained. Although it has supported academic and administrative services, SIAMIK's operations still face several challenges, including an interface that is not sufficiently interactive, the absence of a Single Sign-On (SSO) feature, integration that has not been optimal with library and finance services, and a number of administrative processes that are still carried out manually. This study employs a quantitative approach using the five variables of the DeLone & McLean Model, namely system quality, information quality, service quality, user satisfaction, and net benefit. A total of 102 respondents were selected through proportionate stratified random sampling from a population of 2,605 SIAMIK users. Data were collected through a validated questionnaire and analyzed using SEM-PLS with SmartPLS 4. The analysis results show that system quality, information quality, and service quality fall into the good category, while user satisfaction and net benefit reach the very good category. Hypothesis testing confirms that the three quality dimensions have a positive effect on user satisfaction, which in turn also has a positive effect on net benefit. Based on these findings, recommendations include developing features such as automated reporting, continuous improvement of the three quality dimensions, integrating SIAMIK with other systems, implementing SSO, digitalizing administration through real-time grade input, and conducting periodic system evaluations.*