

Certificate

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Book of Abstracts

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User Satisfaction Evaluation for Alumni Mobile Registration Using End User Computing Satisfaction

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Abstract

Mobile Alumni registration is one of the facilities provided by Bina Darma Career & Training Center to conduct data collection for prospective graduates Bina Darma University. To achieve user satisfaction or repairs must be done to know the weaknesses of products owned so as to make improvements in order to achieve end user satisfaction. End user computing satisfaction is one of the methods to measure user satisfaction; the measurement includes content, accuracy, format, timeliness and ease of use. Hypothesis tests using the F test and t test results obtained $Y = 0.205X_1 - 0.832X_2 + 0.047X_3 + X_4 + 0.183X_5 + 0.202$, of the five variables were tested only three variables that could indicate an effect on satisfaction, namely: variable accuracy, ease of use and timelines, while the other two variables, namely the content and the format has no effect on user satisfaction.

Keywords : Satisfaction, Mobile Registration, EUCS