

## The Evaluation of Academic System of Bina Darma University on Students Satisfaction

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### ***Abstract***

*Bina Darma University has applied online academic system that can be accessed on <http://sisfo.binadarma.ac.id>. In this academic system there are some kinds of information that can be obtained by the students. On the webpage menus, it can be seen that all of the information provided is very important and useful especially for students. In relation to the importance and benefits perceived by the students, the satisfaction of the information obtained from the academic system will arise. To measure the level of satisfaction of students of the online academic system at Universitas Bina Darma, the researchers used the usability testing method with questionnaire distribution*

**Keywords :** *academic systems, students satisfaction, usability testing*

### **1 INTRODUCTION**

The development of technology has become a trigger to acquire data or information quickly and accurately. The development of better technology tools will yield great benefits for an agency or a company. Nowadays Bina Darma has applied online academic system which can be accessed on <http://sisfo.binadarma.ac.id>. On this online academic system, there are some kinds of information that can be obtained by students, such as academic data, personal data, GPA, study report, short semester study report, the conversion scores, academic advisors and thesis advisors, and tuition fee information.

There are three previous researches related to this study: 1) First, the study that was done by Camilla (2013) showed that measuring the level of user satisfaction by using the End User Computer Satisfaction method can be seen from five perspectives. They are content, accuracy, format, ease of use and timelines. The variable used to measure the level of satisfaction with the system application used is individual performance. The population in this study were the employees of business service service. The sampling technique used is probability sampling with the approach of simple random sampling i.e. taking samples from a population with random members. Then, in analyzing the data, descriptive analysis was used to determine the respondents' responses to each question in the questionnaire, 2) Sekundera (2006). He has done an analysis of end user by using the Technology Acceptance Model

(TAM) and End User Computing Satisfaction (EUCS). In his research, Charlesto said that Technology Acceptance Model (TAM) was developed to explain the behavior with two variables. It is useful and easy to use. He applied End User Computing Satisfaction (EUCS) models to measure user satisfaction of information system. The information system of a company can be used if it has a good quality and is able to give satisfaction to the users. It is one indicator of the success of the development of information, and 3) Wahyu Hidayat, A. Yani Ranius and Usman Ependi (2014) also applied usability testing in the evaluation of Prabumulih government website. In their research, they suggests that the method of usability testing or interoperability test is to measure the efficiency, convenience and the ability to recall how to interact without any difficulties or errors. In this research, three respondents were taken to represent the population (users) and also represent the three levels of users who are active users, skilled users and novice users.

Of all the menus provided on the online academic system at Bina Darma University, it can be seen that all of the information prepared is very important and useful, especially for students. In relation to the importance and benefits perceived by the students, the satisfaction of the information obtained from the academic system will arise. The issue on the level of satisfaction is very important, because it relates to the purpose of the academic system that is to provide information to students about their academic results. Therefore, the researchers were interested in evaluating the level of students satisfaction on the existing online academic system at Bina Darma University.

## 2 RESEARCH METHODOLOGY

In collecting the data for usability testing, the researchers used several methods: 1) Observation and Interview. Observations made at Bina Darma University who are from different semester. They are first, fifth, and seventh semester students. The interviews were conducted by asking questions directly the students of the University of Bina Darma, 2) Questionnaire. Questionnaire distributions were done to ask questions to perform usability testing in order determine the level of students satisfaction on the information obtained from the academic system at Bina Darma University, and 3) Library Research. This method was done to find out other researches related to this study. The analysis on the usability testing to measure the level of satisfaction of students to the academic system at Universitas Bina Darma who are from different semester; first, fifth, seventh, or final year students. The selection of respondents is based on which questions and the identity of the respondents.

The analysis done covered five aspects of usability, namely: 1) Learnability. To determine how far the users understand, why the search and identified the information they are looking for. Here students have the reasons to access the academic system to obtain some information about academic results, payment history and their personal data, 2) Efficiency. It Explains how an efficient website can provide information quickly, here it will be known whether the information about the data that exist in the academic student academic system can be accessed quickly or not, 3) Memorability. It describes whether the website is easy to remember, is easy to learn from her how to run. This aspect explains whether the academic system at the University of Bina is easy to remember, easy to learn and is easy to run and whether it takes a long time or not for the students to understand it when there are changes in the academic system, 4) Errors and Security. It explains how often a website experiences errors occurs on the menus or links. On this aspect, it will be examined whether all menus or

links contained within the academic system are accessible or not, and 5) Satisfaction. This aspect is most desired by each user. The users want a website that can be easily used and studied. In addition, a user also wants to find what they need quickly, knowing where they are and can go anywhere within a site. In the usability testing, this is a very important aspect, because of the satisfaction, that we can see whether a system has great benefits for the user or not.

### 3 RESULT AND DISCUSSION

After doing some literature review, the researchers chose to apply the methods of usability testing method since the usability of websites is strongly related to the field of Human-Computer Interaction (HCI), which is about how human beings as users of the website interact with the existing system on the website. The website should be designed as economical as possible with the principles of human-centered design, making it easier for users to use the website. All the advantages and disadvantages of users must be considered in designing a website in order to be usable.

The researchers chose to use a method of usability testing in evaluating the academic system at Universitas Bina Darma because this method of usability testing or interoperability test is to measure the efficiency, convenience and the ability to recall how to interact without any difficulties or errors.

### 4 CONCLUSION

The researchers concluded that the menus or the links on the online academic system of Bina Darma hasmade the students quite satisfied as they provide useful information for the students. The information provided is the information of the academic data, personal data, GPA, study reports, short semester study report, the conversion scores, academic advisors and thesis advisors, and tuition fee information.

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