SUMMARY

SULTONO. Analysis Quality Academic Information System on user Satisfaction in Universitas Pendidikan Indonesia. Supervised by KUDANG BORO SEMINAR dan ERIZAL.

Higher Education, in optimally achieved The Tri Dharma of Higher Education it is needed a good academic and governance services (Good University Governance). As mentioned in Higher Education Law no. 12 of 2012 on the principles of management of Higher Education such as non-profit, accountable, transparent, quality, effective and efficient. This study aimed to analyze the effectiveness of the three quality information systems in the DeLone and McLean Models, the information and service qualities associated with the user satisfaction of Academic Information Systems at the Indonesia University of Education.

The analysis used were Gap Analysis and Structural Equation Model (SEM), Gap Analysis to answer of academic information system of the three-dimensional quality of the system, the information and service qualities used Cartesian diagram. SEM Analysis to answer the relationship between variables, dimensions and indicators, also answered the influence of academic information system with user satisfaction.

Gap Analysis result between performance and expectations, system of academic information with the three dimensions of quality system = -1.03, quality information = -0.86, quality of service = -1.07, then the result of the average value of user satisfaction variable 2.86 indicates that respondents were satisfied with the implementation of academic system information. Furthermore, from the analysis of Gap grouped into Cartesian diagram with four indicator diagram A = 7 indicators, B = 4 indicators, C = 2 indicators, D = 6 indicators. Furthermore, the Gap Analysis result were grouped into Cartesian diagram with four indicators diagram A = 7 indicators, B = 4 indicators, C = 2 indicators, D = 6 indicators. Analysis result of SEM to test the hypothesis, showed that among all the studied variable and indicators had a significant relationships, While the influence of the system academic information on user satisfaction 67 %.

Keywords: academic information system, gap analysis, SEM, user satisfaction.