

Analisis faktor kualitas Software as a Service (SaaS) = Analysis of quality factors of Software as a Service (SaaS) / Yan Yonathan Rotinsulu

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20416282&lokasi=lokal>

Abstrak

[ABSTRAK

Peluang memperluas target pasar dengan memanfaatkan teknologi komputasi awan yang sedang berkembang mendorong PT. Indodev Niaga Internet (DataOn) untuk meluncurkan produk Software as a Service (SaaS) mereka yaitu SunfishHR SaaS. Pada kenyataannya masih ditemukan masalah yang harus dihadapi pelanggan saat menggunakan produk tersebut seperti perbaikan yang menyebabkan fungsi lain terganggu, batas waktu pengerjaan yang tidak konsisten, dan dokumentasi yang kurang.

Tujuan dari penelitian ini adalah untuk mengidentifikasi faktor-faktor kualitas SaaS, menentukan prioritas faktor-faktor tersebut, dan menentukan faktor apa saja yang perlu diperbaiki oleh DataOn. Seluruh faktor diidentifikasi dengan melakukan studi literatur dan penelitian sebelumnya yang terkait dengan kualitas SaaS. Seluruh prioritas ditentukan dengan menggunakan metode Analytic Hierarchy Process(AHP) dan melibatkan 10 responden yang memiliki pengalaman di bidang SaaS selama 4-18 tahun.

Hasil penelitian menunjukkan bahwa terdapat 32 faktor yang mempengaruhi kualitas SaaS. Faktor-faktor tersebut terdiri dari 15 faktor pada kategori terkait produk, 10 faktor terkait proses, dan 7 faktor terkait organisasi. Prioritas tertinggi untuk setiap kategori adalah faktor Security pada kategori produk, faktor Quality Control pada kategori proses, dan faktor Technically Competent Employees pada kategori organisasi.

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ABSTRACT

The opportunity to expand the market with using emerging technology such as cloud computing encourage PT. Indodev Niaga Internet that also known as DataOn to launch their product called SunfishHR SaaS (Software as a Service).

But on their way to sell this product, DataOn facing problems reported by customer such as error, delayed deadline, and less product documentation.

The purpose of this research are to find all factors that related to SaaS quality, determine the priority of each factor that compare experts and organization's perception, and find what factors DataOn should improve their work. All factors are identified by combining previous study that related about the quality of SaaS and also confirmed by experts. All priorities are determined by using Analytic Hierarchy Process (AHP) method and involved 10 respondents that have

experience in SaaS for 4-18 years.

Results found 32 factors that related to quality of SaaS. They are 15 factors in product-related category, 10 factors in process-related category, and 7 factors in organization-related category. The highest priority for product-related category, process-related category, and organization-related category are Security, Quality Control, and Technically Competent Employees respectively. , The opportunity to expand the market with using emerging technology such as

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