



UNIVERSITY OF INDONESIA
FACULTY OF SOCIAL AND POLITICAL SCIENCES
DEPARTEMENT OF ADMINISTRATIVE SCIENCE
UNDERGRADUATE EXTENTION PROGRAM

ABSTRACT

Sayadatun Nisa (0905230735), Analysis of Academic Information System Next Generation Quality Based on Students of Bachelor Degree Program of Civil Engineering Faculty of Engineering Class of 2006 in 2007/2008 Second Term Period, 17 pages+ 169 pages+ 106 table+ 17 pictures+ 5 additions+ 30 Bibliography (1968-2006)

The advanced development of human's civilization is always in line with the advanced development of technology. The rapid development in information and communication technology in the globalization era, require an organization or company to have fast and accurate information needed in the decision making process. The main problem as how to improve the quality of the university and faculty level integrated Academic Information System Next Generation Quality based on the perception of Students of Bachelor Degree Program of Civil Engineering.

This research used quantitative approach, while the type of the research was descriptive. With the whole Faculty of Engineering University of Indonesia's student body acting as research population, this research's sample has been limited to 131 students from the regular Bachelor degree program from Department of Civil Engineering.

Data collected technique was done by field and literature research data collecting. Field research data collecting was done through surveys by distributing questionnaires, while the literature research data collecting was completed through *company profile*, *manual book* and literature studies. All data in this research is compiled in the period of February – June 2008. The data processing technique use was by processing primary data from questionnaires by using Statistic Product and Service Solution (SPSS) 12.0 version.

From survey analysis result, it can be known that the perception of students of bachelor degree program of civil engineering class of 2006 in the 2008 period on SIAK-NG's quality is good. It shows in all the sub dimensions in dimensions of SIAK-NG's quality variable.

In light of these findings, Faculty of Engineering University of Indonesia need to fixed the various troubles in the systems soon, such as in system reliability and timeliness sub dimensions, and also the service quality of the front liner should be improved as the front liner being the party mostly involved with the SIAK-NG users. Other problems in relation with the service area are also needed to be improves by giving tutorials or professional trainings. While problems in system area could be fix by improves the facility of hardware, software and other proponent equipment.



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ABSTRAK

Sayadaton Nisa (0905230735), *Analisis Kualitas Sistem Informasi Akademik Next Generation Berdasarkan Persepsi Mahasiswa S1 Reguler Departemen Teknik Sipil Angkatan 2006 FTUI Periode Semester Genap 2007/2008*, 17 halaman tambahan+ 169 halaman isi+ 106 tabel+ 17 gambar+ 5 lampiran+ 30 buku (1968-2006)

Perkembangan zaman yang semakin pesat senantiasa diiringi dengan teknologi yang semakin canggih. Seiring dengan pesatnya perkembangan teknologi khususnya di bidang teknologi informasi dan komunikasi serta dalam rangka menghadapi era globalisasi, sebuah organisasi atau perusahaan sangat membutuhkan informasi yang cepat dan akurat yang diperlukan untuk membantu proses pengambilan keputusan. Penelitian mengenai kualitas Sistem Informasi Akademik *Next Generation* berdasarkan persepsi mahasiswa S1 Reguler Departemen Teknik Sipil ini ditujukan guna meningkatkan kualitas dari sistem informasi akademik yang terintegrasi di lingkungan Universitas Indonesia umumnya, dan di lingkungan Fakultas Teknik Universitas Indonesia khususnya.

Penelitian ini menggunakan pendekatan kuantitatif, sedangkan jenis penelitiannya adalah deskriptif. Populasi penelitian ini adalah seluruh mahasiswa FTUI. Sampelnya adalah mahasiswa program S1 reguler Departemen Teknik Sipil dengan jumlah sampel sebanyak 131 orang.

Teknik pengumpulan data dilakukan melalui survei lapangan dan studi kepustakaan. Pengumpulan data pada survei lapangan dilakukan dengan menyebarkan kuesioner. Sedangkan studi literatur diperoleh melalui *company profile*, *manual book* dan kepustakaan. Data-data dikumpulkan dari bulan Februari hingga Juni 2008. Data yang diperoleh kemudian dilakukan pengujian statistik dengan bantuan perangkat lunak SPSS versi 12.0.

Dari hasil survei dan analisis yang dilakukan diketahui bahwa persepsi mahasiswa mahasiswa S1 Reguler Departemen Teknik Sipil Angkatan 2006 FTUI Periode 2008 terhadap kualitas SIAK-NG adalah baik. Telihat dari keseluruhan sub-sub dimensi pada dimensi-dimensi variabel kualitas SIAK-NG.

Melihat hasil tersebut, ada baiknya FTUI membenahi sistem yang bermasalah, yakni pada sub dimensi *system reliability* dan *timeliness*. Selain itu kualitas pelayanan dari para *front liner* juga lebih ditingkat lagi, sebab para *front liner* tersebut adalah pihak yang berhubungan langsung dengan pengguna. Solusi untuk masalah yang terkait dengan lingkup pelayanan bisa diperbaiki dengan memberikan *tutorial-tutorial* maupun pelatihan-pelatihan professional. Sedangkan untuk lingkup sistem bisa diperbaiki dengan meningkatkan fasilitas *hardware*, *software* maupun fasilitas pendukung lainnya.