

LAMPIRAN

PANDUAN SURVEY

Nama :

Jurusan :

Angkatan :

A. KUALITAS SISTEM

No	Pertanyaan		
1.	Bagaimana menurut anda mengenai kemudahan dalam mengakses sistem Sintak?		
Jelaskan :			
Secara keseluruhan, kemudahan dalam mengakses sistem Sintak berada pada skor.....			
Sangat Sulit	Sulit	Mudah	Sangat Mudah
1	2	3	4
2.	Bagaimana menurut anda mengenai kecepatan dalam mengakses sistem Sintak?		

Jelaskan :			
Secara keseluruhan, kecepatan dalam mengakses sistem Sintak berada pada skor.....			
Sangat Tidak Cepat	Tidak Cepat	Cepat	Sangat Cepat
1	2	3	4
3.	Bagaimana menurut anda tentang keandalan dari kerusakan dan kesalahan pada sistem Sintak?		
Jelaskan :			
Secara keseluruhan, keandalan dari kerusakan dan kesalahan pada sistem Sintak berada pada skor...			
Sangat Tidak Andal	Tidak Andal	Andal	Sangat Andal
1	2	3	4
4.	Bagaimana menurut anda tentang kemampuan sistem Sintak jika terjadi perubahan menu Sintak terkait kegiatan akademik?		

Jelaskan :			
Secara keseluruhan, kemampuan sistem Sintak jika terjadi perubahan menu Sintak terkait kegiatan akademik berada pada skor..			
Sangat Tidak Fleksibel	Tidak Fleksibel	Fleksibel	Sangat Fleksibel
1	2	3	4
5.	Bagaimana menurut anda kegunaan mengenai fitur dan fungsi sistem Sintak?		
Jelaskan :			
Secara keseluruhan, mengenai fitur dan fungsi sistem Sintak berada pada skor..			
Sangat Tidak Berguna	Tidak Berguna	Berguna	Sangat Berguna
1	2	3	4
6.	Bagaimana menurut anda tentang keamanan data dan informasi yang tersimpan dalam sistem Sintak?		

Jelaskan :

Secara keseluruhan, keamanan data dan informasi yang tersimpan dalam sistem Sintak berada pada skor..

Sangat Tidak Aman	Tidak Aman	Aman	Sangat Aman
1	2	3	4

B. KUALITAS INFORMASI

No	Pertanyaan		
1.	Bagaimana menurut anda tentang keakuratan informasi yang diberikan pada sistem Sintak?		
Jelaskan :			
Secara keseluruhan, keakuratan informasi yang diberikan Sintak berada pada skor..			
Sangat Tidak Akurat	Tidak Akurat	Akurat	Sangat Akurat
1	2	3	4
2.	Bagaimana menurut anda tentang kelengkapan informasi yang diberikan Sintak?		

Jelaskan :			
Secara keseluruhan, kelengkapan informasi yang diberikan Sintak berada pada skor..			
Sangat Tidak Lengkap	Tidak Lengkap	Lengkap	Sangat Lengkap
1	2	3	4
3.	Bagaimana menurut anda tentang ketepatan waktu jika ada informasi yang diberikan Sintak?		
Jelaskan :			
Secara keseluruhan, ketepatan waktu jika ada informasi yang diberikan Sintak berada pada skor..			
Sangat Tidak Tepat Waktu	Tidak Tepat Waktu	Tepat Waktu	Sangat Tepat Waktu
1	2	3	4
4.	Bagaimana menurut anda tentang informasi yang relevan yang diberikan Sintak?		

Jelaskan :			
Secara keseluruhan, informasi yang relevan yang diberikan Sintak berada pada skor..			
Sangat Tidak Relevan	Tidak Relevan	Relevan	Sangat Relevan
1	2	3	4

C. KUALITAS LAYANAN

No	Pertanyaan		
1.	Bagaimana menurut anda tentang kecepatan respon dari teknisi jika terjadi kerusakan (<i>error</i>) pada Sintak?		
Jelaskan :			
Secara keseluruhan, kecepatan respon dari teknisi jika terjadi kerusakan (<i>error</i>) pada Sintak berada pada skor..			
Sangat Tidak Cepat	Tidak Cepat	Cepat	Sangat Cepat
1	2	3	4
2.	Bagaimana menurut anda tentang petugas teknisi jika terjadi kerusakan (<i>error</i>) pada Sintak?		

Jelaskan :			
Secara keseluruhan, tentang petugas teknis jika terjadi kerusakan (<i>error</i>) pada Sintak berada pada skor..			
Sangat Tidak Mampu	Tidak Mampu	Mampu	Sangat Mampu
1	2	3	4

D. KEPUASAN PENGGUNA

No	Pertanyaan		
1.	Bagaimana menurut anda mengenai keefisienan tentang adanya sistem Sintak ?		
Jelaskan :			
Secara keseluruhan, adanya pencarian informasi pada sistem Sintak berada pada skor..			
Sangat Tidak Efisien	Tidak Efisien	Efisien	Sangat Efisien
1	2	3	4
2.	Bagaimana menurut anda tentang kinerja sistem Sintak?		

Jelaskan :			
Secara keseluruhan, kinerja sistem Sintak berada pada skor..			
Sangat Tidak Puas	Tidak Puas	Puas	Sangat Puas
1	2	3	4
3.	Bagaimana menurut anda tentang keefektifan sistem Sintak dalam memenuhi kebutuhan pengguna?		
Jelaskan :			
Secara keseluruhan, keefektifan sistem Sintak dalam memenuhi kebutuhan pengguna berada pada skor..			
Sangat Tidak Efektif	Tidak Efektif	Efektif	Sangat Efektif
1	2	3	4

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NAMA : MONICA MELATI PUTRI
NIM : 13.60.0045

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2. G.FREDDY KOESWOYO, M.SI.CPA.		
3. DR. AGNES ADVENSIA C.,M.SI.		

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Nama : Monica Melati Putri
Alamat email : monicaputri08@gmail.com
Fak. / Prodi : Ekonomi & Bisnis / Akuntansi NIM : 13.66.0045
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Perspektif Pengguna Dengan Model Delone dan McLean
(Studi Kasus "SIUTAK" Unika Soegijapranata)

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Petugas,



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 EVALUASI TINGKAT KEPUASAN SISTEM DARI PRESPEKTIF
 PENGGUNA DENGAN MODEL DELONE DAN MCLEAN
 (STUDI KASUS : "SINTAK" UNIKA SOEGIJAPRANATA)

MONICA MELATI PUTRI
 13.60.0045

FAKULTAS EKONOMI DAN BISNIS
 UNIVERSITAS KATOLIK SOEGIJAPRANATA SEMARANG
 2017

-----2/65-----

BAB I
 PENDAHULUAN

1.1 LATAR BELAKANG MASALAH

Pada zaman sekarang, teknologi informasi sangat penting untuk aktivitas kehidupan sehari – hari. Perkembangan teknologi yang pesat membuat pengguna