

ABSTRACT

ANALYSIS OF ACADEMIC INFORMATION SYSTEM IMPROVEMENT USING WEB USABILITY AND IMPORTANCE PERFORMANCE ANALYSIS APPROACH (CASE STUDY: I-GRACIAS TELKOM UNIVERSITY STUDENT OF INDUSTRIAL ENGINEERING FACULTY)

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As the modern world continues to grow, information technology and information systems are two things that have been widely used in all fields including education in processing, obtaining, compiling, storing and also manipulating data in producing output that can be used as information. As one of the ICT-based tertiary institutions, Telkom University is one of the few Private Universities that develops information technology and utilizes information systems to become competitive international standard universities. The access of I-Gracias itself is not without constraints and there are still many complaints.

This research aims to identify the usability web found in Telkom University I-Gracias on the menu used by users as students to be improved using importance performance analysis based on the dimensions of learnability, memorability, efficiency, error and satisfaction with the indicators on the NAU questionnaire and given recommendations for improvement recommendations based on the integration of web usability and importance performance analysis methods

Based on the results of the research on the web usability dimensions obtained 4 indicators that need to be improved and some recommendations for improvements proposed to develop the performance of Telkom University I-Gracias academic information system.

Keywords: *web usability, importance performance analysis, academic sistem information, Nielsen's Model, NAU, learnability, efficiency, memorability, error, satisfaction*