ABSTRACT

iGracias is the main academic portal based on the use of information technology used by Telkom University as a unifying medium for all academic activities. So regarding the importance of iGracias, the suitability of system performance and the needs of iGracias users must be evaluated in the application of technology at Telkom University using an appropriate model with the aim of ensuring that iGracias is able to have a positive impact on the suitability of system performance and user needs. This study will evaluate iGracias by analyzing the relationship between variables in the Task Technology Fit (TTF) model, where there are 7 variables in it including task factors, technology factors, internal factors, external factors, habitual use, task technology fit, and individual performance on performance suitability and performance. user needs. The population of this research is Telkom University lecturers and students who use iGracias and the samples taken from this research are 84 respondents. Data collection was carried out by distributing questionnaires through social media using the snowball sampling method and data analysis techniques using SPSS version 2.0. The results of this study, the value of the relationship of variables that have the lowest positive significant effect is the relationship of external factors to habitual use on the suitability of system performance and the needs of iGracias users at Telkom University using the application of the Task Technology Fit (TTF) model. Based on the results of the study, the external factors which discuss the reputation of iGracias become the main priority to improve the performance of the suitability of system performance and user needs because it has the lowest positive significant influence value compared to other variables.

Keywords— [Information technology, task technology fit, igracias, system performance compatibility]