ABSTRACT

At this time, technological advances are increasing as well as the quality provided by the education provider agency. Universities are said to be successful when meeting the needs of each individual such as students at UIN Malang. In this case, the need in question is service. Services can be identified through student satisfaction.

The process of collecting satisfaction data carried out in person or offline takes time and a complicated process. Data collection is collected manually and students have to go directly to the college to fill their satisfaction through paper, not to mention that students have to queue in advance and of course the queue will not be small. Over a long period of time, the process will make students feel saturated and tired.

From the existing problems, an android-based student satisfaction application is one way to make it easier for students to collect criticism and advice that will be given to universities. The app is built using firebase and will be integrated into the frontend, the backend is the one who does that process. For the analysis of the results, several tests were carried out, namely the unit test, and the blackbox test. Unit tests are carried out to see whether the application is running well or not, and a blackbox test is carried out to find out whether the inputs and outputs are in accordance with the desired expectations or not. With 21 test cases carried out in the blackbox test, a 100% validation value was obtained. Validation is carried out by comparing the test cases carried out with the number of test cases that have been successfully carried out. This value shows that the features in this application can run properly and as expected.

Keywords: Backend, Android, Satisfaction Survey, apps