

## ABSTRAK

Dana is one of the most widely used applications in Indonesia and can make it easy to make transactions digitally. Other examples of the same applications as Dana in Indonesia are Link Aja, OVO, and Doku. Dana App is one of the examples of digital payment and fintech tools that are well known throughout Indonesia. Therefore, Dana application is one of the development of online transactions that has a very easy purpose. On this proposal, the author performs data searching and data analysis. The authors here perform a data search using questionnaires, in order to analyze the data by using questionnaires completed earlier by the respondents.

This study aims to find out the analysis of the quality of service of fund applications that exist among special students of Telkom University. This study uses E-Servqual model which among its nine dimensions consisting of Responsiveness, Assurance, Empathy, Reliability, Tangibles, User Friendliness, Site Organization, Privacy, Security. The study used a quantitative method, that is, conducting a spread of questionnaires to obtain data. This study used assay with validity test and reliability test followed by GAP analysis. The calculation results show that the item has a value  $< 0$  and has an average of  $-0.79$ . The results of this study show that each value has a negative value and it can be said that the use of the fund application has not fully met expectations.

Research has had a great impact on students in the quality of service features of the Fund where student satisfaction is very important for the quality of services. The reason the authors conducted this study is because Bandung is the largest user of digital wallets in Indonesia. Previously, there was a paper that raised a case study about the city of Bandung, so the authors focused on the area of Telkom University. Therefore, researchers are interested in conducting a final task study titled: Analysis of the Quality of Fund Application to Student Satisfaction as a Digital Wallet Using E-Servqual Method.