ABSTRACT

User satisfaction plays an important role in the development and implementation system in every organization. Organization should be able to indicate the factors could influence it.

Satya Wacana Christian University (SWCU) as an academic institution should evaluate the user satisfaction on the academic system. Therefore, research about user satisfaction is needed, which is focus on how participation and understanding of the two main users, lecturer and student, on the system can interfere their satisfaction.

The purpose of this study is to improve user satisfaction of SIASAT, in order to increase the performance of SIASAT. The objectives of the research are to identify the impact of the user participation on user satisfaction, to identify the impact of user understanding on user satisfaction, and to identify the impact of user participation and user understanding on user satisfaction

The significances of the research for SWCU are a reference for further improvements of the SIASAT to increase user satisfaction and to understand user behavior, also to define the factors could interfere it.

The research used survey method, which respondents were asked about their participation, understanding and satisfaction. The collected data were analyzed by regression analysis.

The analysis and results of the research showed that user participation and user understanding had a relationship on user satisfaction. It meant that there was direct impact of user participation and user understanding on user satisfaction, but user understanding had more direct effect on their satisfaction. Based on performance per variable, there was no satisfaction of both student and lecturer. Their participation and understanding on the system was also quite low.

Keywords: User Satisfaction, User Participation, User Understanding