ABSTRACT

There is a felt need to study whether the information system automation developed and implemented at Bina Nusantara University have met user's satisfaction. This study is done by two methods. First, literature study is done to collect information about information system automation and to choose appropriate statistical methods to analyze the research results. Second, distributing questionnaires to the respondents to get the data for analysis. Then the data obtained are analyzed by gap analysis and Spearman correlation method. The result shows that there is a positive correlation between system performance and user's expectation meaning that the better the performance the users will more satisfy. However, in the gap analysis, no variable matches user's expectation. It is concluded that is a close relationship between system's performance and user's expectation but the performance of the system is below user's expectation.