PROCEEDINGS

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Bandar Lampung University, Indonesia

In coorporation with :

THE UNIVERSITY OF KITAKYUSHU

3rd ICETD 2014

The Third International Conference On Engineering And Technology Development

28 -29 October2014
Bandar Lampung University (UBL)
Lampung, Indonesia

PROCEEDINGS

Organized by:

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PREFACE

The Activities of the International Conference is in line and very appropriate with the vision and mission of Bandar Lampung University (UBL) to promote training and education as well as research in these areas.

On behalf of the Second International Conference on Engineering and Technology Development (3rd ICETD 2014) organizing committee, we are very pleased with the very good response especially from the keynote speaker and from the participans. It is noteworthy to point out that about 80 technical papers were received for this conference.

The participants of the conference come from many well known universities, among others : University Kebangsaan Malaysia – Malaysia, IEEE – Indonesia, Institut Teknologi sepuluh November – Indonesia, Surya Institute – Indonesia, International Islamic University – Malaysia, STMIK Mitra Lampung – lampung, Bandung Institut of Technology – Bandung, Lecture of The Malahayati University, B2TP – BPPT Researcher – lampung, University of Kitakyushu – Japan, Gadjah Mada University – Indonesia, Universitas Malahayati – Lampung, Lampung University – lampung,

I would like to express my deepest gratitude to the International Advisory Board members, sponsor and also to all keynote speakers and all participants. I am also gratefull to all organizing committee and all of the reviewers who contribute to the high standard of the conference. Also I would like to express my deepest gratitude to the Rector of Bandar Lampung University (UBL) who give us endless support to these activities, so that the conference can be administrated on time

Bandar Lampung, 22 October 2014

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ANALYSIS THE QUALITY OF WEBSITE SERVICE INFORMATION SYSTEM ACADEMIC INTEGRATED (SIATER) BANDAR LAMPUNG UNIVERSITY USING PIECES METHODS

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Abstract - ***The use of information systems based on websites growing especially in providing facilities educational world to get some information that can be accessed online or connected to the internet. Of this research, the quality of websites academic integrated information system (siater.ubl.ac.id) measured by using the method pieces. Method pieces is engineering analysis method is used by j.lwhitten, l.dbentley, and k.cdittman in book called "system analysis method, 2004" is having 6 variable (performance, information, economis, control, efficiency, service).From the analysis result and results questionnaire distributed to 317 respondents then can be concluded that website information system academic integrated (siater.ubl.ac.id) has met aspects existing on method pieces.But of its a low value to some questions, management website advised to give information more detailed and understandable.***

Keyword **:** ***Quality, Website Information System Academic Integrated (siater), Pieces.***

I. INTRODUCTION.

Web-based information system lately, growing especially in the world of education that provides convenience to obtain any information which can be accessed online or connect to the internet. In terms of quantity based information system website enough is growing rapidly, this proved that it needed a system information that can be accessed online. But not all website information systems has a good quality, good quality measured is not a number of criteria set forth by the company/Agency will be good but the quality system that satisfies user criteria. Key to achieving this kind of quality, because it is knowing who their users are and what they want. By using the system, as the pieces a system of complete details and i will get special attention, so the strength and the weakness of the system will be issued to become a reference for the next company.

Identification problems on this study is the absence of measurement of the quality service website on siater.ubl.ac.id.

This research focused on the quality of service website, judging weakness and lack or good and bad usage site website siater.ubl.ac.id from the perspective of student Bandar Lampung University.

The purpose of this study conducted by researchers is measure and analyzing the quality of service websiste siater.ubl.ac.id using pieces methods.

II. LITERATUR REVIEW

a. on research conducted by ragilbayurespati
called "perception users on the performance online public accsess catalog (opac) the regional library and chancery propinci east java. Discuss performance online system

public accsess catalog (opac) on the regional library and chancery province of east java particularly in the library viewed from response and attitude users by using centrifugal pieces.Online public accsess catalog is an assemblage of a catalogue of one database in circulation system of integrated services by borrowing and has features of gathering information and collection.According to saleh and mustafa(1992) online catalog or opac is a library catalog using the computer.While analysis pieces used to know the problem the existing problems for use as fodder refrensi and control for change the system itself.

b. Research conducted by Niken AY, Aprizal, Hervanus, Muharram Fajri, RikiAprian entitled "Utilization Analysis Website State Islamic University (UIN) SyarifHidayatullah Method Using Pieces". Explaining How to analyze the utilization of the website of the State Islamic University (UIN) SyarifHidayatullah PIECES method?. Pieces method is a method that has six measurement variables, namely Performance, Information / Data, Economic, Control/Security, Efficiency, and Service.

Quality

Quality is the overall traits and characteristics of a product or service in terms of its ability to meet the needs - needs that have been determined or latent.

Website

Web is a method of menampilan information on the internet, whether to pay a text, picture, sound and video, interactive have excess to connect (link) one document with other documents (hypertext) accessible through a browser.

information systems

information system is a system in in an organization that uniteneeds processing daily transactions, help to support operations, spatially managerial from an organization and help ease provision report required.

Pieces

A method of pieces is a method that used for making a system made in prototyping to do the analysis beforehand to find out the problems and the need to create system itself.A method of using six variables, namely the performance of information/data, economic, control / security, efficiency, and service.

A. Performance

Analysis performance is the first variable in the methods of pieces.The performance of measured by the number of production and time alert.The production of is the amount of work can be completed during a specified period.On the marketing, the performance of measured by volume of the work.Of the market segment are from or the image of the company.Time response is delay the average between a transaction with responses given to the transaction.

B. Information/Data

Information is crucial commodity for the end users. A system of evaluation based on the information is useful to make the necessary for dealing with the problem and the chances of a deal.In terms of information that is not to improve the quality of the information.

C. Economic

assess whether the procedures, at the moment still is the use of the benefits (a value can be raised or lowered the cost of the).Things that must be considered can disimak follows:

a. charge of
   1. an expense not known.
   2. the cost of not traceable kesumber.
   3. an exorbitant charge.
b. profit
   1. of new markets can dieskplorasi.
   2. marketing current can be repaired.
   3. The order can be intensified.

D. Control

an analysis control is an analyzer assess whether the procedures, at this moment could still be improved so that the quality of being better, control and his ability to detect errors / cheating become increasingly good too.

E. Efficiency

Efficiency in regard to how much input that produces an output with as little as possible.Here is

an indication that a system can be said to be inefficient:

a. a lot of time wasted on the activity of human resources a machine, or a computer.
b. data put or copied to excess.
c. data processed to excess.
d. information produced to excess.
e. effort required for tasks too much.
f. material needed for tasks too much

F. Services (analysis of service)

assess whether the procedures, at the moment still repairable its ability to achieve an increase in the quality of services.Here are keriteria appraisement where the quality of a system to be said bad:

a. system produces product being inaccurate.
b. system produces product that is not consistent.
c. system yield the product which is not be trusted.
d. a system not easy to learn.
e. a system not easy to use. Lumpish
f. system to be used.
g. a system not flexible

III. METHODS

A method of research is basically a scientific way with the purpose to obtain data and usefulness of. In this research the use writers a method of research quantitative, a method of research quantitative that is research that makes clear illustration of the problem that has been identified by the writer, by which objects are researched described from the standpoint of the writer.

Research started to read journals with regard to the research, to see the website siater.ubl.ac.id a method of collecting data by using a questionnaire (poll) administered to students from Bandar Lampung University siater using this application.

The population on this research is all students in University of Bandar Lampung that fills the online 3083 krs is based on recapitulation data base data college (pdpt) student ubl active at the beginning of 2013 - 2014. The data were obtained from the public administration (baaubl academic).

Here are the students are classified according to the faculty at the University of Bandar Lampung.

Fakultas	Program Studi	JumlahMahasiswa
Ekonomi	Akuntansi	**356**
	Manajemen	**578**
Hukum	IlmuHukum	**916**
IlmuKomputer	SistemInformasi	**124**
	TeknikInformatika	**134**
Fkip	BahasaInggris	**196**
Teknik	Arsitektur	**78**
	TeknikMesin	**115**
	TeknikSipil	**193**
IlmuKomunikasi	Administrasi Negara	**83**
	AdministrasiBisnis	**175**
	IlmuKomunikasi	**135**
TOTAL		**3083**

In this research, the writers use three ways collecting data : questionnaire (poll), interview and study of pustaka.

a. Questionnaire

On this research questionnaire used to determine the quality of website information system academic integrated in University of Bandar Lampung by distributing grains questions to respondents or student of University Bandar Lampung. The respondents is rate quality of website siater.ubl.ac.id totaled 317 respondents or college student.

b. Interview

Writers conducted interview with developer website siater.ubl.ac.id namely MrBambangTakariyanto.

c. Literatur Study

In this research writer did a study of pustaka by reading books, journals and theory - the theory that deals with the object and used to strengthen research subjects.

Measurement Scale

The measurement was used as a reference to determine a short interval, which is in the measuring

apparatus so that if a measuring instrument used in measuring will produce the desired.

Users asked to evaluate websites information system academic integrated university of Bandar Lampung (siater.ubl.ac.id) as determiner quality website are based on grains a question at variable methods used namely pieces the 5 points scale likert are very less well council (skb), less well (kb), good enough (cb), either (b) and excellent (sb).

In processing data a questionnaire, writers use scale

NO	Choice Answer	Score
1	Very Not Good (Skb)	1
2	Not Good (Kb)	2
3	Preety Good (Cb)	3
4	Good (B)	4
5	Verry Good (SB)	5

likert with the formula as follows:

a. to calculate the results of the a questionnaire answers given three choices, and his score with
b. the provisions as follows.
c. For counting the score ideal (kriterium) of all items, formula used following, is:

Score criteria = value scale x

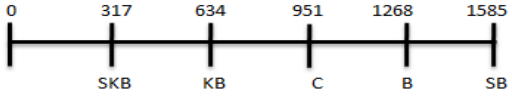
The highest score is 5 (if all respondents said “A” the respondents 317, it may be postulated that :

Then all the answers respondents totaled and

5x317=1585

incorporated into rating " scale doubles " and determined the region of the answer .

d. Next, A score that have been acquired then included into rating scale here :



The function of Rating scale that to know the results of data poll in general and the whole obtained from scoring poll.With provisions judgment :

Choice Answer	Score
Very Not Good (Skb)	0-317
Not Good (Kb)	318-634
Preety Good (Cb)	635-951
Good (B)	952-1268
Verry Good (SB)	1269-1585

e. to know the answer to the sum of the respondents prosentase, the formula is as follows:

$$p = \frac{f}{n} x\ 100\%$$

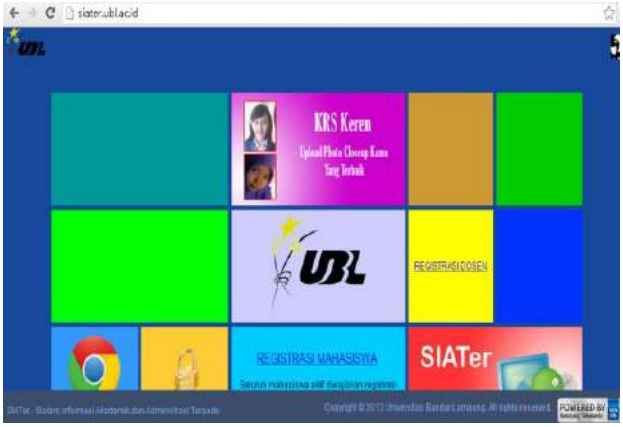
Explanation:
p : percentage
f : the frequency of each answer questionnaire
n : the number of ideal score
100: numbers remain

IV. Result And Discussion

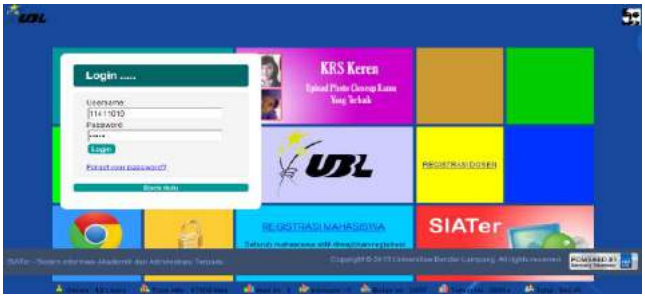
Object research

On the object is in this research described on the history, vision and mission of an object the study and description duty of each of any head and staff in object this study.

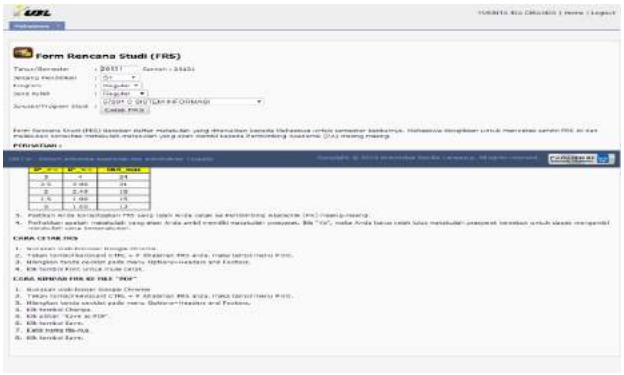
a. This is start page of website siater.ubl.ac.id



b. Login Student Page



c. printed page form the study plan



d. Krs data page

e. See Khs Page

Result and discusiion

Here is the result of calculation of a 4.1 of all questions are grouped based on variables

To know the quality of websites siater.ubl.ac.id of each variable pieces, the number of scores kriterium of all the answers every variable totaled then divided by the number of questions each variable.The following is the value of the end of each variable pieces results kuisioner distributed to respondents.

Karakteristik*Pieces*	**NilaiAkhir (rata-rata)**	**Daerah Hasil**
Performance (Kinerja)	1232	Good
Information (Informasi)	1207	Good
Economic (Ekonomis)	1173	Good
Control (Control)	1213	Good
Effeciency (Efesiensi)	1261	Good
Services (Layanan)	1178	Good

Questionnaire Results

Here's a table of the results of a questionnaire distributed to 317 respondents were distributed to students at the University of Bandar Lampung

Question		SKB	KB	C	B	SB
1	How speed system in response to (response) command program action from users?	5	8	68	173	63
2	How total time required system in process in all, from first order program to produce outputs desired?	0	6	78	166	65
3	Does web siater.ubl.ac.id easy to operate?	0	9	88	143	75
4	How accuracy and consistency of information obtained from data processing?	0	10	138	104	64
5	Does this data and information collected and it is irrelevant?	0	1	80	168	65
6	How management, documentation. and organizing the data transaction, whether it is in accordance with what you expect?	0	8	80	173	53
7	Are methods and procedures existing made as simple as possible so that it take more efficient?	0	21	73	193	28
8	How capability of a system in reducing the errors that frequently occurs during the process running?	0	10	75	166	64
9	How does the system's ability to supervise the user or user system?	3	8	80	189	37
10	Access control in the form of a password system is already in line with the expected?	0	2	103	146	63
11	Is the web service methods and procedures SIATer made as simple as possible?	6	1	61	189	60
12	services on the web SIATer done appropriately scheduled and planned to reduce or delay the occurrence of the delay time of the service?	0	2	63	177	75
13	Whether the resources used are in accordance with the type of service provided?	0	1	114	148	55
14	As a student if you are satisfied with the existing system on the Website siater.ubl.ac.id?	0	32	124	122	39
15	Is siater.ubl.ac.id website has an attractive appearance?	4	15	63	192	43

V. Conclusions

Based on the overall research produced some important findings that can be seen from the results of the questionnaire the importance of the analysis of website quality Integrated Academic Information Systems University of Bandar Lampung based on the method of Pieces can be seen in the following table :

Final Results of the questionnaire showed that the six characteristics contained in the Pieces is the performance (performance) got good results (B), information (information) both (B), economic (economic) got good results (B). control (control) both (B), effeciency (efficiency) (B), services (service) (B) With the conclusion of the Integrated Academic Information System website (Siater.ubl.ac.id) meets aspects - aspects of a website quality standards by Pieces. From the questions that make up the 15 dimensions of Pieces, all betehadap user satisfaction benchmark that shows the quality of the website siater.ubl.ac.id. And the end result of measuring the quality of an Integrated Academic Information System website has become a benchmark for managers to continuously improve the quality of the website in terms of usability, website information and user interaction.

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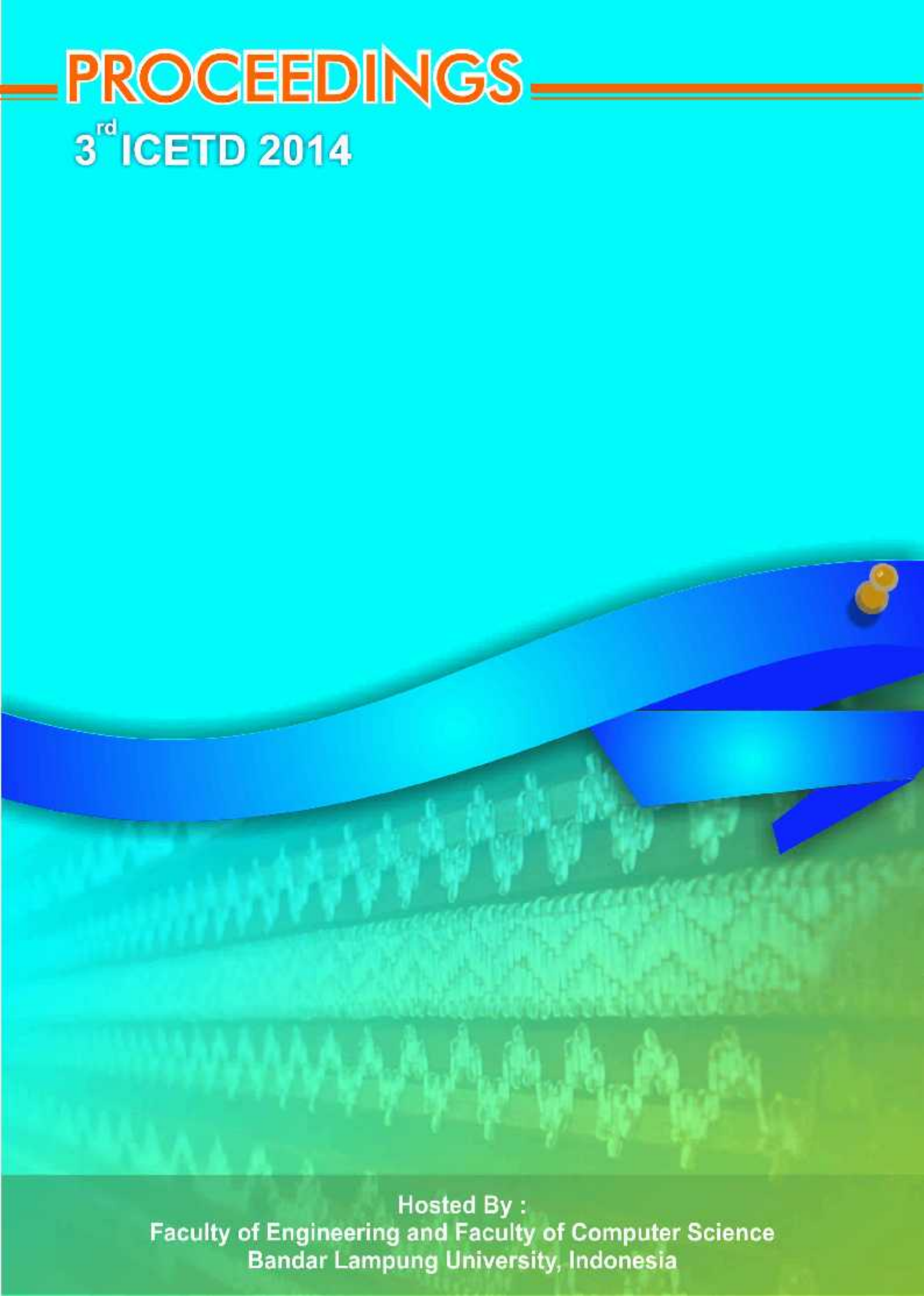
Pieces Dimension	**Final Score (average)**	**Result area**
Performance (Kinerja)	1232	Good
Information (Informasi)	1207	Good
Economic (Ekonomis)	1173	Good
Control (Control)	1213	Good
Effeciency (Efesiensi)	1261	Good
Services (Layanan)	1178	Good

PROCEEDINGS

3rd ICETD 2014



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