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**PROFILING OF USER SATISFACTION LEVEL TOWARD CIPUTRA  
INFORMATION SYSTEM (CIS)**

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**ABSTRACT**

*This study aims to determine the average level of user satisfaction toward an information system named Ciputra Information System (CIS) which used by Universitas Ciputra on daily basis. There five variables used in this study which is Competence of e- Service Support Staff, System availability, Service Portfolio, Responsiveness, and Reliability. The analytical tool used in this study is descriptive statistics and phenomenology. The population in this study are clustered in three group; they are student, lecturer, and operational staff. The cluster sampling method are used for the clustered population to obtain the statistics data through the questionnaire. The level of satisfaction gained from this research will be used as a guide to a better information system and as the first step for sustainable development in the future. And hopefully this measurement method can be used and improved by others.*

**Keywords:** e-service; user satisfaction; system information

**INTRODUCTION**

Universitas Ciputra used a system called Ciputra Information System or CIS for short. In order to improve, Universitas Ciputra need something as a measurement to find out what is good or bad about its current system. To do that, it needs to understand actions and roles not separating action from research. One of the practice of action research is to identified that the understanding of roles, actions and interaction can help handle dilemmas in action research (Melin & Axelsson, 2016).

This research used DeLone and McLean Information System (IS) success model (1992) which argues that system quality and information quality affect use and user satisfaction, both of which further lead to individual impact and organizational impact. Later, they and included service quality into the model (DeLone & McLean, 2003; Gao & Bai, 2013). The IS success model has been widely used to examined the adoption of various IS (i.e. Song & Zahedi, 2007; Chen & Cheng, 2009; Teo et al., 2009; Pan, 2017) as a reference.

Performance measurement of a service system necessitates measurement information from three perspectives: the performance of individual actors, the internal efficiency of a network and the customer-perceived performance of service operations (Laihonen et al., 2014) is also used as a reference. And according to Ayo et al. (2016) research at e-banking users, perceived e-service quality has a strong influence on customer satisfaction and use of e- banking which means that greater quality of e-service has the potential to increase satisfaction and consequently result in to more use of e-banking. In this research findings, competence of e-service support staff, system availability, service portfolio, responsiveness and reliability, in that order, were found to be most significant in rating e-service quality.

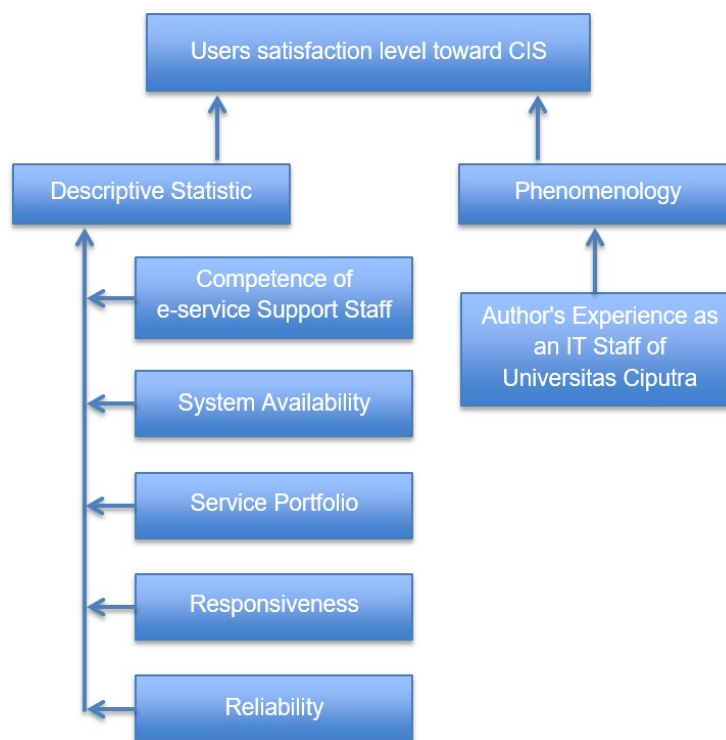
**Method**

The research are conducted through descriptive statistics and phenomenology as shown in figure 1. The sample for the descriptive statistics are taken from three out of five user categories which is the student (98), lecturer (60), and operational staff (61). The other two user categories which is the prospective student and alumni are not used because they very rarely used the system. The data are gathered through online questionnaire with the help of Google form since february to april 2018.

For the phenomenology, the data are collected from the author's experience as one of the team member in developing CIS. The data are collected with three steps that starts with description of preconsciousness where the subject consciously understand what is happening and able to explain them; then followed by reduction of consciousness where the data are selected based on the importances; and end with interpretation of experience where the selected data are interpreted (Lanigan, 2015).

The research data which gathered from this two method then combined to complement each other and give the result better interpretation of the result, and help Universitas Ciputra to better understand the good and the bad of CIS in hope to improve the services and benefit both Universitas Ciputra and the users.

**Figure 1:** The proposed research model



## Results

The result from the descriptive statistic that show in table 1 shown that the average level of users satisfaction toward CIS's performance 3.844 (students 3.99; lecturers 3.705; operational staffs 3.838). From the five factors used in this study, only competence of e- service support staff and system availability manage to get result above 4.

The phenomenology indicating that CIS as a new information system and still in growing stage doesn't really has a good reputation which make the users expectation not to high. Although the software is still quite new, the support staff are quite experience. Since the support staff are experienced, some service failure has been covered. The new software are still adjusting to the new server environment in the cloud which make the configuration and the stability are quite unstable. Because of the recent instability and the growing phase, although the new software become more available for using the cloud services, the reliability and responsiveness are reduced. The instability are not entirely from the software or the server, the users connection also become another factor. This is a phase where the system are still trying to adapt to the new environment and the keep

growing feature.

The descriptive statistics and the phenomenology are actually very align. The service portfolio are not that good because most users understand what is currently happening with the system; the service from support staff are good because they are experience; the system availability is good because of the cloud services recently used by the system; responsiveness and reliability are quite on the lower side because of the change of the system environment.

**Table 1:** Descriptive statistics

Category	Factor	Cronbach's $\alpha$	Mean	Standard deviation
Student	Competence of e-Service Support Staff	0.957	3.84	0.915
	System availability	0.839	4.33	0.664
	Service Portfolio	0.642	4.21	0.779
	Responsiveness	0.699	3.66	0.984
	Reliability	0.761	3.91	0.836
	<b>Overall</b>		3.99	0.836
Lecturer	Competence of e-Service Support Staff	0.903	4.163	0.6010
	System availability	0.770	3.771	0.8689
	Service Portfolio	0.832	3.397	0.9463
	Responsiveness	0.815	3.550	0.8451
	Reliability	0.781	3.644	0.8673
	<b>Overall</b>		3.705	0.8257
Operational Staff	Competence of e-Service Support Staff	0.958	4.197	0.8134
	System availability	0.806	4.098	0.9155
	Service Portfolio	0.705	3.934	0.8813

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	Responsiveness	0.889	3.601	0.9849
	Reliability	0.852	3.358	0.8939
	<b>Overall</b>		3.838	0.8978
<b>Overall</b>	Competence of e- Service Support Staff		4.067	
	System availability		4.066	
	Service Portfolio		3.847	
	Responsiveness		3.604	
	Reliability		3.637	
	<b>Overall</b>		3.844	

## Discussion

The results indicate that CIS still need to be improved especially the responsiveness and reliability of the system. On the other hand, the result in service portfolio indicate that CIS's reputation might not that far from the users expectation. Out of five factor that used in this research three of them are directly related to the used technology; and only one manage to get a result above four. This indicate that CIS need to be improved further.

While the result might not be that good it is align with the current situation as explained in the result of phenomenology. The other reason might be the sample in used; because the online questionnaire are not evenly spread between departments in Universitas Ciputra. The next research might need to consider to more evenly spread sample to get data that are more accurate and reduced the standard deviation value.

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