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TITLE

ANALISA KEPUASAN PENGGUNA TERHADAP PEMANFAATAN APLIKASI PELAYANAN STATISTIK TERPADU (PST) PADA BADAN PUSAT STATISTIK (BPS) PROVINSI ACEH

ABSTRACT

This study aims to measure user satisfaction PST application on Statistik Central Bureau of Aceh. The use of applications to assist business processes to be more quickly resolved, it's been very widely adopted by companies so that application performance is good and meets the needs of the users will be very important. The number of respondents in this study were 20 respondents who performed using quantitative methods. The purpose of this study was to look for an application user expectations PST on Central Bureau of Statistics, and find out how the performance of these applications is implemented so that will be generated after an output, which is a level of satisfaction of users of the application by the visitors and employees at the company. Data collection methods used were observation, interviews, and questionnaires. Using the manual method of processing data, Microsoft Excel 2007, and this study uses multiple regression with the help of the program as SPSS version 16.0. Hypothesis testing is performed using a statistical test that is partially (t-test) with a significance level (?) of 5%. The results showed that the variables of independently composed of variable functionality (X1), usability (X2), reability (X3), and qualitative (Y), either partially (t-test). The research hypothesis is accepted (proven). Keyword: level of satisfaction, user, application PST