

JUDUL : “AUDIT SISTEM INFORMASI PELAYANAN ADMINISTRASI TERHADAP KEPUASAN PELANGGAN PADA PT.TRANS NUSA SERVICES DI KOTA PADANG DENGAN MENGGUNAKAN METODE COBIT 5.0”

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Information System Audit on Administrative Services to measure Customer Satisfaction at Pt.Trans Nusa Services based on user perceptions using the Cobit5.0 method. The audit process carried out at Pt.Trans Nusa Servisecc was carried out with several measurement stages and used several quality factors in the Cobit 5.0 method, namely truth, usability, integrity, reliability, efficiency, and usability to determine the extent to which the quality and level of satisfaction of users of administrative service information systems at this time. The measurement process using the Cobit 5.0 method involved 20 respondents. By testing and obtaining the results of the APO Domain, DSS EDM, MEA. Although the Gap value is relatively small, it is necessary to adjust each domain, so it is necessary to provide recommendations for improvements to this condition. Thus, further development is needed to improve user utilization and the quality of the administrative service information system itself.

Keywords: *Audit, Cobit, Satisfaction, Administration Service*

ABSTRAK