

ABSTRACT

Title : **ANALYSIS OF THE QUALITY OF FASTPAY INFORMATION SYSTEM SERVICES ON USER SATISFACTION USING COBIT METHOD (CASE STUDY: FASTPAY MODERN STORE ARO BARAT WOODEN FASTPAY)**

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Fastpay is a Business to Business (B2B) service that provides an opportunity for registered members to open a business with an online system to serve eight services at once. By understanding what consumers want and expect from the quality of service provided, there will be added value in itself. Service quality is assessed based on the user's point of view (perception) regarding good or bad, acceptable or unacceptable. If the service received exceeds the user's expectations, the service quality is perceived as ideal quality. Some of these problems will certainly hinder the service process provided to users. For this reason, it is necessary to measure to see to what extent the quality of the Fastpay Information System service has been able to function properly in accordance with the wishes and expectations of users. Quality

measurement using the COBIT 4.1 Framework method. COBIT has 4 main domains of Planning and Organization (PO), Acquisition and Implementation (AI), Delivery and Support (DS) and Monitoring and Evaluation (ME). So it is necessary to make an information system quality measurement system based on the COBIT 4.1 Framework. computer based.

Keywords: Fastpay, Service, Quality, COBIT 4.1 Framework, Information Systems.

ABSTRAK

Judul Skripsi : **ANALISIS KUALITAS LAYANAN SISTEM INFORMASI FASTPAY TERHADAP KEPUASAN PENGGUNA MENGGUNAKAN METODE COBIT (STUDI KASUS : TOKO MODERN FASTPAY KAYU ARO BARAT)**

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Fastpay merupakan layanan *Business to Business* (B2B) yang memberikan kesempatan bagi member terdaftar untuk membuka bisnis dengan sistem online untuk melayani delapan layanan sekaligus. Dengan memahami apa yang diinginkan dan diharapkan oleh konsumen dari kualitas pelayanan yang diberikan, maka akan dapat suatu nilai tambah tersendiri. Kualitas layanan dinilai berdasarkan sudut pandang (persepsi) pengguna mengenai baik atau buruk, dapat diterima atau tidak dapat diterima. Jika pelayanan yang diterima melampaui harapan pengguna, maka kualitas layanan dipersepsikan sebagai kualitas ideal. Beberapa permasalahan tersebut tentunya akan menghambat proses layanan yang diberikan kepada pengguna. Untuk itu perlu dilakukan pengukurannya melihat sejauh mana kualitas layanan Sistem Informasi

Fastpay telah mampu berfungsi dengan baik sesuai dengan keinginan dan harapan pengguna. Pengukuran kualitas menggunakan metode *Framework COBIT 4.1*. COBIT terdapat 4 domain utama *Planning and Organization (PO)*, *Acquisition and Implementation (AI)*, *Delivery and Support (DS)* dan *Monitoring and Evaluation (ME)*. Maka perlu dibuat sebuah sistem pengukuran kualitas sistem informasi berdasarkan *Framework COBIT 4.1* berbasis komputer.

Kata Kunci: Fastpay, Layanan, Kualitas, *Framework COBIT 4.1*, Sistem Informasi