Analisis Kepuasan Mahasiswa Pada *E-Learning* Menggunakan Metode *End User Computing Satisfaction* Dan *Importance Performance Analysis*
(Studi Kasus Di Jurusan Teknologi Informasi Politeknik Negeri Jember)
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ABSTRACT

E-learning is a form of Information Technology that is applied in education in the form of a *Website* and can be accessed anywhere, this program is an innovation that can be utilized in the learning process, not only in the delivery of learning materials but also changes in the abilities of various competencies of students. This study aims to improve the quality of *E-learning* Department of Information Technology in accordance with student perceptions. This analysis uses the *End User Computing Satisfaction* (EUCS) method with the variables Content, Accuracy, Format, Ease of Use, Response time and the *Importance Performance Analysis* (IPA) method by measuring the importance of service attributes and the level of performance implementation. The data of this study were obtained from 93 respondents who used questionnaires. The results of this study are the *User Target Index* (IKP) value of 84%, which means that users are satisfied with the performance provided by the system. This research is expected to maintain, continue to improve system performance and be able to use the display on the UI/UX recommendations that have been proposed.

Keywords : E-learning of Information Technology of Politeknik Negeri Jember, End User Computing Satisfaction, Importance Performance Analysis