

**ANALYSIS OF USER SATISFACTION AND IMPORTANCE LEVELS OF THE  
SAKTI APPLICATION IN VOCATIONAL HIGHER EDUCATION AT THE  
REGIONAL ACCOUNTING UNIT 7, EAST JAVA USING THE PIECES  
AND IPA METHODS**

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**ABSTRACT**

*This study aims to analyze the levels of user satisfaction and importance regarding the Institutional-Level Financial Application System (SAKTI) in Vocational Higher Education at the Regional Accounting Unit 7 in East Java, as well as to identify factors that require improvement within the SAKTI system using the PIECES and Importance-Performance Analysis (IPA) methods. This research employs a qualitative approach, with primary data collected from 40 respondents. The results indicate that all aspects within the PIECES framework demonstrate high levels of satisfaction and are considered highly important in practice. Nevertheless, several aspects of the SAKTI application still require improvement and further development to address existing challenges. Based on the IPA analysis, it was found that the six PIECES attributes identified in Quadrant A should be prioritized for development.*

**Keywords:** *Sistem Aplikasi Keuangan Tingkat Instansi, PIECES Framework, Importance Performance Analysis (IPA)*