

**Analisis Kepuasan Pengguna Terhadap Website SIM Online Polije.ac.id
Menggunakan Metode PIECES Framework (Analysis of User Satisfaction with
the Polije.ac.id Online Academic Information System (SIM) Website Using the
PIECES Framework Method)**

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ABSTRACT

The Jember Sate Polytechnic Online SIM website is an academic information system used by students to support various academic activities. This study aims to analyze the level of user satisfaction with the Polije Online SIM website using the PIECES Framework method. The study employed a quantitative approach with data collection through the distribution of questionnaires to 204 active students at Polije. The analysis was conducted based on the six aspects of the PIECES Framework: Performance, Information and Data, Economics, Control and Security, Efficiency, and Service. Additionally, the study was supported by usability testing using Maze. The result indicate that the Polije SIM Online website falls into the “satisfied” category overall based on all aspects of the PIECES Framework. However, several issues were identified regarding the website’s interface and navigation, leading to recommendations for a redesign to expected to serve as a basis for evaluating and developing the Polije SIM Online website to optimize the quality of the system’s services.

Key words: *User Satisfaction, PIECES Framework, SIM Online Website, Maze, Interface redesign.*