

RINGKASAN

Universitas Amikom Purwokerto memberikan pelayanan akademik yang berupa sistem informasi akademik yang digunakan untuk membantu dan mempercepat proses pengolahan akademik mahasiswa baik untuk KRS, Penilaian, Kurikulum dan informasi-informasi penting terkait kegiatan akademik. Seringnya terjadi server error pada saat melakukan pengisian KRS online yang mengakibatkan banyaknya mahasiswa yang mendapatkan kelas acak sehingga jadwalnya bertabrakan. Untuk melakukan penelitian tersebut peneliti mengacu kepada penelitian perbandingan antara metode Acceptance Model (TAM) dan Unified Theory of Acceptance and Use of Technology (UTAUT), karena dua metode ini merupakan model penelitian perhitungan statistik yang sederhana dan mudah dipahami. Tujuan dari penelitian ini adalah menganalisis sistem informasi student servicecenter di Universitas Amikom Purwokerto menggunakan metode TAM dan UTAUT. Dari hasil penelitian antara metode TAM dan UTAUT maka metode yang lebih baik digunakan dalam analisis kesuksesan terhadap sistem informasi student service center di Universitas Amikom Purwokerto yaitu metode UTAUT (Unified of Acceptance and Use of Technology) sebab metode UTAUT (Unified of Acceptance and Use of Technology) mampu mengukur lebih banyak dibandingkan metode TAM (Technology Acceptance Model).

Kata Kunci: Student Service Center, Sistem Informasi, Acceptance Model (TAM), Unified Theory of Acceptance and Use of Technology (UTAUT).

ABSTRACT

Amikom University Purwokerto provides academic services in the form of academic information systems that are used to assist and accelerate the academic processing of students both for KRS, Assessment, Curriculum and important information related to academic activities. Server errors often occur when filling KRS online which results in many students getting random classes so the schedule crashes. To conduct this research, the researcher refers to a comparative study between the Acceptance Model (TAM) and the Unified Theory of Acceptance and Use of Technology (UTAUT), because these two methods are a statistical calculation research model that is simple and easy to understand. The purpose of this study was to analyze student servicecenter information systems at the University of Amikom Purwokerto using the TAM and UTAUT methods. From the results of research between the TAM and UTAUT methods, a better method is used in the analysis of success of student service center information systems at the University of Amikom Purwokerto, namely the UTAUT (Unified of Acceptance and Use of Technology) method because the UTAUT (Unified of Acceptance and Use of Technology) method is able to measure more than the TAM (Technology Acceptance Model) method.

Keywords: Student Service Center, Information Systems, Acceptance Model (TAM), Unified Theory of Acceptance and Use of Technology (UTAUT).