

BAB VI

PENUTUP

6.1 Kesimpulan

Berdasarkan hasil penelitian, penelitian ini berhasil mencapai tujuan penelitian yaitu mengetahui tingkat kepuasan pengguna sistem informasi KRS *E-Campuz* dengan menggunakan model *DeLone and McLean* di Universitas Nusa Nipa (UNIPA) Maumere. Variabel yang paling berpengaruh terhadap kepuasan pengguna (*user satisfaction*) adalah variabel inovasi pribadi (*personal innovativeness*), kualitas informasi (*information quality*) dan diikuti dengan manfaat bersih (*net benefits*) yang mempengaruhi melalui kepuasan pengguna (*user satisfaction*).

Hasil penelitian ini menunjukkan bahwa dari 4 hipotesis yang diusulkan 3 hipotesis diterima (H1, H3 dan H4) dan 1 hipotesis ditolak (H2). Dari hasil tersebut dapat disimpulkan bahwa *personal innovativeness*, *information quality* dan *net benefits* mempengaruhi kepuasan pengguna terhadap sistem informasi KRS *E-Campuz* pada mahasiswa Universitas Nusa Nipa (UNIPA) Maumere. Hasil kajian penelitian ini menemukan bahwa pihak kampus UNIPA Maumere perlu mengadakan seminar yang dilakukan oleh para ahli dalam bidang teknologi untuk menunjang proses perkuliahan. Selain itu, untuk mencapai kualitas sistem yang baik, kampus UNIPA harus memiliki akses yang mudah bagi pengguna, fasilitas yang memadai, dan kemampuan mahasiswa dalam menangani teknologi.

Hasil *moderating factor* menunjukkan bahwa jenis kelamin, angkatan, semester, eksakta dan non-eksakta tidak berpengaruh *significant* terhadap faktor *information quality*, *system quality*, *net benefits*, *user satisfaction* dan *Personal Innovativeness* untuk terus menggunakan sistem informasi KRS *E-Campuz*. Hal ini menunjukkan bahwa sistem informasi KRS *E-Campuz* merupakan teknologi yang aplikasi dan penggunaannya masih baru dan wajib digunakan oleh mahasiswa UNIPA. Akibatnya, sikap responden terhadap sistem informasi KRS *E-Campuz* pada dasarnya sama pada semua tingkatan jenis kelamin, angkatan, semester, eksakta dan non-eksakta.

6.2 Keterbatasan Penelitian dan Saran

Berdasarkan hasil analisis data pembahasan, penelitian ini tidak terlepas dari keterbatasan dan kekurangan yang nantinya dapat menjadi pertimbangan dalam penelitian selanjutnya. Keterbatasan penelitian ini antara lain:

1. Indikator untuk setiap variabel harus dikaji ulang, dan tidak semua sub variabel model *DeLone and McLean* digunakan dalam penelitian ini, antara lain: variabel kualitas layanan (*service quality*) dan variabel niat untuk menggunakan (*intention to use*).
2. Jumlah responden pada penelitian ini cukup terbatas, sehingga diharapkan dalam melakukan penelitian di masa depan, bisa meningkatkan jumlah responden sehingga memperoleh hasil yang lebih akurat lagi.
3. Berdasarkan kesimpulan yang telah diuraikan di atas, pihak kampus dalam hal ini Universitas Nusa Nipa (UNIPA) Maumere harus tetap menjadikan

sistem informasi KRS *E-Campuz* yang telah diperkenalkan sebagai satu-satunya alat untuk menyebarkan berbagai informasi di kalangan mahasiswa.



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