

ABSTRACT

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JAKARTA KINI (JAKI) USER SATISFACTION ANALYSIS USING THE PIECES METHOD

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Keyword: Analysis, Application, JAKI, Pieces Method.

(xi + 55 + Attachment)

Smart city is a concept that can make it easier for people to get information quickly and precisely. Application of the smart city concept is growing in several cities in Indonesia, one of which in Jakarta. Jakarta Kini (JAKI) Application was created by the Jakarta provincial government as a component of implementing the smart city concept, which is expected to transform Jakarta into a better city and improve the welfare of its residents.. The purpose of this study was to determine the satisfaction level of the Jakarta Kini (JAKI) application. This study use the PIECES method (Performance, Informations and data, Economics, Control and security, Efficiency and Service) with a likert scale measurements and processed using SPSS. Total respondents used in this study were 100 respondents. The results of this study will get the average value of each variable, Performance gets a value of 4.13 (satisfied), Information and data gets a value of 4.22 (very satisfied), Economics gets a value of 4.08 (satisfied), Control and security get a value of 4.06 (satisfied), Efficiency get a value of 4.22 (very satisfied) and Service get a value of 4.26 (very satisfied). As for the total average level of satisfaction from all variables that is getting a value of 4.16 (satisfied).

Bibliography (2009 – 2022)