

## **ABSTRACT**

Fikri Wanagiel, 10118004

### **USER SATISFACTION ANALYSIS ON OTPKU APPLICATION USING PIECES METHOD**

Undergraduate Thesis. Information Systems. Faculty of Computer Science and  
Information Technology. Gunadarma University. 2022.

Keywords: Analysis, Application, PIECES Method, OTPKU, Satisfaction Level,  
SPSS, Slovin Formula, Likert Scale, MS. Excel.

( XIII + 75 + Attachment )

Along with technological developments, now OTP has been used by most applications when requesting OTP registration, for example, such as twitter, telegram, facebook, and others. The OTPKU application is here to solve this problem, OTPKU itself is a service provider application for receiving SMS OTP for all applications that require verification. This paper discusses the analysis of the OTPKU application to find out whether the OTPKU application has met the user's needs in making an order transaction. OTPKU Application Analysis using the PIECES Method (Performance, Information, Economic, Control & Security, Efficiency, Service). Data obtained from the results of a questionnaire with 24 questions and distributed to 100 respondents. Applications are supported by using such as Likert Scale, Slovin Formula, SPSS Application, and MS. Excel. The results of the calculation of the analysis of the OTPKU application using the PIECES method got the highest score of 4.08 for the Service variable and the lowest 3.82 for the Information variable and included in the "Satisfied" category.

Bibliography (2016-2022)