Tohirin, Mukhtaromin  
Pusdiklat Anggaran dan Perbendaharaan, Jalan Raya Puncak KM 71, Bogor, Jabar  
tohirinak@gmail.com; muhtar74@gmail.com

Abstract

Research on the Application User Satisfaction Analysis Saiba on Satker K/L Territory of Jakarta aims to determine the level of satisfaction satker K/L using Saiba application and determine the factors in the application Saiba is lacking and needs to be improved. Research conducted on 85 carriers Saiba application in the Jakarta area. The research activities carried out in October to November 2016. Data and information obtained from the survey results were processed using two methods of descriptive statistical analysis and the importance performance analysis (IPA). From the results of this study concluded that overall, the value of the performance factor of the application is still below than expected, as shown in the gap entirely value greater than zero. Factors that should be improved in accordance with the result IPA Saiba application is a complete help menu in the application supporting Saiba if there are problems encountered when running the application Saiba (E1) and a security system database (B2).

Keywords: satisfaction, SAIBA, IPA, improvement priorities