



WEB BASED INFORMATION SYSTEMS OF E-COMMERCE USER SATISFACTION USING ZACHMAN FRAMEWORK

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Abstract — *The progress in information and communication technologies and the birth of the internet has changed the end user computing experience and environment. This advancement has changed the way of delivering information and services. Information systems can now be web-enabled, unlike the traditional stationary information systems. Web based means the information system includes in the website. Web portals are a part of this advancement. A Web portal is a gateway to information and services from multiple sources in a unified way, using a single, unique user interface. This study will make design of web base online information systems of e-commerce user satisfaction using Zachman framework. The major objectives of this study was to investigate how information system IS measures that influence user satisfaction of the Diponegoro university students, also to design and analysis the implementation of Zachman Framework. Based on the data analysis collected by e-mail, the conclusion were: Design of the website in online store is good implementation because there is majority of respondents agree for customer satisfaction. The analysis of zachman framework for shopme design online store reflected the best solution because describe the more comprehensive coverage for all enterprise architecture stakeholders. The information system is measures the influence user satisfaction of the Diponegoro University students, and the design and analysis the implementation of zachman framework in this study presented a method that provides guidance in the development of an organization's enterprise architecture.*

Keywords — *Web based online; information system; ShopMe; Zachman Framework.*

I. INTRODUCTION

The progress in information and communication technologies and the birth of the internet has changed the end user computing experience and environment. This advancement has changed the way of delivering information and services. Information systems can now be web-enabled, unlike the traditional stationary information systems. Web based means the information systems include in the website. Web portals are a part of this advancement. A Web portal is a gateway to information and services from multiple sources in a unified way, using a single, unique user interface. A Web portal usually features specific functions, such as search mechanisms, access to databases, user registration and personalization options.

Internet marketing for digital products and services is one of the most significant developments in the information systems industry in the last five years. A Web portal usually features specific functions, such as search mechanisms, access to databases, user registration and personalization options. Web portals have been widely used during the last years and can be classified into horizontal portals, which cover many areas of interest and vertical portals, which are focused on one specific area. Web portals serve a variety of purposes, such as personal, governmental, informational, entertaining and educational purposes.

Develop and validate an instrument for measuring user satisfaction in a web-based environment. In this research, three commercial websites were taken as representatives of Web-Based Information Systems (WBIS) for e-services. This study involved testing the validity and reliability of the end-user satisfaction over a set of heuristics, based on responses from users of three e-service websites (Pokret and Vernalapalli, 2010).

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