

Evaluating the Performance of the Perbanas Institute Jakarta Information System Portal Using the TRADE Method

Ikram Nurishkan^{1,a)}, Mardiana Purwaningsih^{2,b)}, Adelia Rahma Zaliany^{3,c)},
Zaidan Nashshoor^{4,d)}

^{1,2,3,4}Faculty of Information Technology, Perbanas Institute, Jakarta, Indonesia, 12940

^{b)}Corresponding author: mardiana@perbanas.id

^{a)}ikram.nurikhsan18@perbanas.id

^{c)}2314000029@perbanas.id

^{d)}muhamad.zaidan01@perbanas.id

Abstract. *This study aims to evaluate the performance of the academic information system portal at Perbanas Institute Jakarta using the TRADE method. The TRADE method was selected due to its ability to provide a comprehensive and systematic assessment of various aspects of information system performance. Data were collected through interviews, questionnaires, and document analysis involving students as respondents. The evaluation results indicate that although the portal has facilitated access to academic information, several issues remain, particularly related to slow response times and data security. The analysis shows that the effectiveness and security indicators achieved the lowest performance scores, with an information system performance achievement value of 83.60%, while the highest score was obtained by the quality variable, with a performance achievement value of 85.00%. Furthermore, the expected target score of 30 has not yet been achieved, as the current actual performance score is 25.26%, indicating that the current performance of the information system is still categorized as good but requires further improvement. Based on these findings, several recommendations are proposed to enhance portal performance, including improvements to technical infrastructure, user training, and the strengthening of security features. It is expected that this study will contribute positively to the development of a more effective and efficient academic information system at Perbanas Institute Jakarta.*

Keywords: Academic Information System, Performance Evaluation, TRADE Method, IS Evaluation

INTRODUCTION

The evaluation of the Perbanas Institute Information System Portal is an important process within the system development cycle. The Academic Portal is specifically designed to manage various academic data involving multiple entities within the institution (Suliman, 2020). Currently, the Perbanas Institute Portal demonstrates effective performance in meeting the needs of different users. For students, the portal provides easy and fast access to academic information, course schedules, and examination results. Lecturers can utilize the portal as a platform to manage student grades, while administrative staff can efficiently handle campus administration activities, including student data management, financial administration, and reporting processes (Kardha, 2023).

One of the important criteria for measuring the success of an information system portal is user satisfaction (Kinanti et al., 2021). User satisfaction indirectly represents one of the most commonly used

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

indicators of portal system success due to its practicality and ease of implementation (Kardha, 2023; Nofaldo et al., 2025). However, the Academic Portal still experiences several issues, such as system downtime, registration errors, and data loss. Several factors affect the performance of the Perbanas Institute Portal, including frequent downtime or unavailability when needed, which disrupts activities and negatively impacts productivity. In addition, the portal is sometimes less responsive and not fully mobile-friendly, causing difficulties for users accessing the system through mobile devices.

Therefore, this study aims to identify user expectations and assessments regarding the quality of the Academic Portal, as well as to determine the indicators that need improvement to support service quality enhancement. As part of the continuous effort to improve the quality of education at Perbanas Institute, evaluating portal performance has become essential. This study employs the Training Resources Data Exchange (TRADE) method as a performance measurement technique that supports efficient and effective operational management (Faizal et al., 2020; Muttaqin et al., 2025). The use of the TRADE method in this evaluation is considered appropriate because it provides a structured and holistic approach, enabling systematic evaluation of system performance. The purpose of this study is to evaluate the performance of the Portal Information System using the TRADE method in order to provide a more comprehensive analysis of information system performance based on the indicators of Effectiveness, Efficiency, Quality, Timeliness, Productivity, and Safety.

LITERATURE REVIEW

Information System Performance Evaluation

The evaluation of information system performance is conducted to assess the extent to which the system can provide effective and efficient services to stakeholders, including students, lecturers, and administrative staff. This evaluation also aims to identify potential improvements that can enhance the performance of academic information systems in supporting academic and administrative processes within an institution (Kardha, 2023; Suliman, 2020). Performance evaluation assists management in making policy decisions, as the results obtained from the evaluation process can contribute to improving the quality of public services (Rogeleonick et al., 2020).

Information system performance evaluation methods are approaches used to assess the effectiveness and efficiency of systems in supporting organizational goals. According to several studies, this evaluation involves the analysis of various aspects, including reliability, speed, and user satisfaction. To assess information system performance, organizations can apply the Training Resources Data Exchange (TRADE) approach, which focuses on data exchange and training resource management (Faizal et al., 2020; Muttaqin et al., 2025). This approach enables organizations to evaluate how effectively information systems support employee training, data exchange, and the management of training resources.

The TRADE method is a framework used in change management and information system evaluation to understand the key elements involved in an organization or project (Faizal et al., 2020; Muttaqin et al., 2025). The TRADE method helps analyze and describe how changes in information technology influence organizational performance. Furthermore, TRADE supports the development, utilization, evaluation, and interpretation of performance measurement techniques and tools to facilitate efficient and effective operational management for organizational objectives.

Training Resources Data Exchange (TRADE) is a system performance measurement approach aimed at supporting the development, utilization, evaluation, and interpretation of performance measurement tools to achieve efficient and effective operational management. The TRADE method is used to comprehensively determine system performance by considering the importance level of the measured aspects. System performance can therefore be identified through the stages of system performance measurement provided within the TRADE framework (Faizal et al., 2020; Muttaqin et al., 2025).

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

Technical Problems in Portal Systems

Technical problems in portal systems may involve various issues that disrupt system performance and reliability. These problems may include server failures, unsuccessful software updates, conflicts between system components, security vulnerabilities, or failures in integration with other systems (Sanjaya et al., 2020). Technical issues within portal systems can become significant obstacles that affect the overall functionality and performance of the portal.

Such issues may include software bugs, integration conflicts among different systems, and hardware or network failures that cause service interruptions. In addition, system scalability may become a concern, especially when the portal experiences traffic spikes or must handle large volumes of data. Therefore, it is essential for developers and system administrators to proactively identify and resolve technical issues through continuous monitoring, regular testing, and routine maintenance. By effectively addressing these technical problems, portal systems can operate more smoothly and provide users with a reliable and consistent experience.

METHODS

Research Stages

This study was conducted through several systematic stages to evaluate the performance of the Perbanas Institute Academic Portal using the TRADE method (Faizal et al., 2020; Muttaqin et al., 2025). The initial stage involved identifying the problems and determining the objectives of the study related to the performance evaluation of the academic information system portal. The next stage focused on data collection through interviews, questionnaires, and document analysis involving portal users, particularly students. After the data collection process, the obtained data were analyzed using the TRADE method based on several performance indicators, including Effectiveness, Efficiency, Quality, Timeliness, Productivity, and Safety. The analysis results were then interpreted to identify the strengths and weaknesses of the portal system. Finally, conclusions and recommendations were formulated to support the improvement and development of a more effective and efficient academic information system at Perbanas Institute Jakarta.

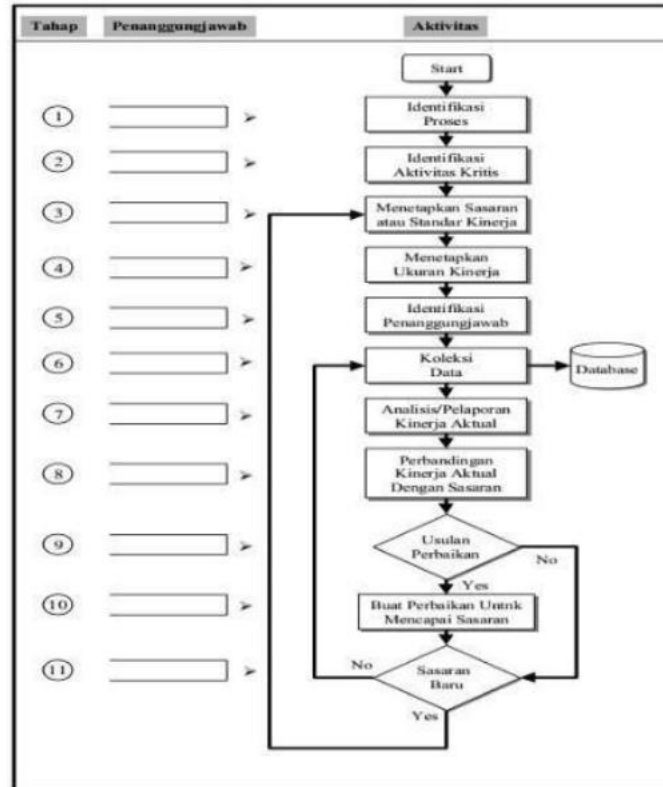


Figure 1. Stages of the TRADE Method

Stage description:

1. Process Identification Stage

The purpose of this stage is to understand the processes within the system to be measured. Most evaluation efforts will be ineffective if they are not initiated with a well-defined process. Therefore, in order to effectively control a process, it is necessary to fully understand how the process operates. Flow diagrams or flowcharts are commonly used as supporting tools to understand the workflow of a system process. In some cases, processes may need to be broken down into several sub-process levels. From the identified processes, the relevant processes to be measured are then selected.

2. Critical Activity Identification Stage

Critical activities are activities that have a significant impact on the efficiency, effectiveness, quality, timeliness, productivity, or safety of a system. At the management level, critical activities determine management priorities as well as the organization's internal and external objectives. Selecting critical activities to be measured is essential in ensuring effective system control and performance evaluation.

3. Performance Target or Standard Determination Stage

Performance targets and standards are important components in performance evaluation. Performance targets not only provide direction for management but also accommodate various user needs and expectations. For each selected critical activity, it is important to establish clear performance targets or standards. These targets are generally defined based on the outputs produced by processes or critical activities.

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

4. Performance Measurement Determination Stage

This stage involves several activities required in system performance measurement. Each performance measurement must include clearly defined measurement units, proper data documentation, and a specified measurement frequency to ensure consistency and accuracy in the evaluation process.

5. Responsible Unit Identification Stage

At this stage, the evaluation team determines the individuals or units responsible for each activity. The assigned responsible parties should at least understand the objectives to be achieved within their area of responsibility, recognize the actual performance conditions, and possess the authority to implement necessary changes when actual performance does not meet the established targets and standards.

6. Data Collection Stage

Data collection is conducted to obtain factual information represented quantitatively or descriptively. The collected data serve as the primary basis for evaluating the performance of the academic information system.

7. Actual Performance Analysis and Reporting Stage

Before conclusions are drawn, verification must first be carried out based on the collected data. This stage involves analyzing the actual system performance and preparing performance reports that describe the current condition of the academic portal system.

8. Comparison Between Actual Performance and Targets Stage

This stage aims to determine whether the actual performance obtained from the collected data and information is consistent with the established targets and standards or whether deviations still exist.

9. Improvement Proposal Stage

This stage represents the decision-making process in which the researcher provides recommendations and proposed improvements for the evaluated system. These recommendations are intended to improve system performance and address the identified weaknesses.

10. Report Preparation Stage

The final stage involves preparing the analysis report based on the evaluation results of the academic information system performance. The report presents the findings, analysis, and recommendations derived from the study. In addition, Table 2.1 presents references from previous studies to provide an overview of earlier findings and contributions related to the research topic.

Data Collection

Primary data in this study were collected using questionnaires. A questionnaire is a research instrument consisting of a series of questions intended to gather information from respondents. Questionnaires can be considered a form of written interview and may be conducted face-to-face, by telephone, or online. In general, questionnaires are used as a technique for collecting data from a number of respondents through a set of questions that must be answered. The responses obtained are then compiled and analyzed as research data.

Secondary data were collected through a literature study. A literature study refers to a series of activities related to collecting library-based data, reading and recording relevant references, and managing research materials. According to [Danial and Warsiah](#), a literature study is a research activity conducted by collecting books, journals, magazines, and other references related to the research problems and objectives.

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

Population and Sample

The population in this study consisted of all students at Perbanas Institute. The sampling technique used in this research was random sampling, which involves selecting respondents randomly from the population. The sample consisted of users of the Perbanas Institute Portal, with a total of 180 respondents participating in the study. The respondents were asked to complete questionnaires based on their experiences and perceptions as users of the Perbanas Institute Portal services.

Research Instrument

A research instrument is a method or tool used to measure and collect valid data in a study. An inappropriate or inaccurate instrument may affect the validity of the research results. In this study, a Likert scale was used as the measurement scale. The Likert scale is commonly applied to measure attitudes, opinions, and perceptions of individuals or groups regarding a particular subject (Wahyu et al., 2021).

TABLE 1. Measurement Scale

Answer	Abbreviation	Score
Very Good	VG	5
Good	G	4
Fair	F	3
Poor	P	2
Very Poor	VP	1

Effectiveness Variable Indicators

Effectiveness in portal performance evaluation refers to the extent to which the portal successfully achieves its predetermined objectives by optimally utilizing available resources. It involves assessing several aspects, including usability, functionality, reliability, response speed, user satisfaction, security, maintenance, support services, and usage level. An effective portal should be easy to use, provide all required functions, experience minimal downtime, respond quickly to user requests, satisfy its users, remain secure from cyber threats, be properly maintained, and be actively utilized by its target users.

TABLE 2. Effectiveness Variable Indicators

No	Indicator
1	The Perbanas Institute Academic Portal makes it easier for students to access information.
2	The Perbanas Institute Academic Portal provides benefits for students.
3	The Perbanas Institute Academic Portal provides comprehensive information to support students' needs.
4	The Perbanas Institute Academic Portal can be effectively used to support the teaching and learning process.

Efficiency Variable Indicators

Efficiency in portal performance evaluation refers to how well the portal utilizes available resources to deliver the desired outcomes with minimal cost and time. Efficiency evaluation includes analyzing response speed, bandwidth usage, power consumption, and server utilization. An efficient portal is able to process user requests quickly, minimize loading time, and optimize system performance without overburdening information technology resources. In addition, efficiency also reflects the portal's ability to reduce redundancy and improve productivity through process automation and effective system integration.

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

TABLE 3. Efficiency Variable Indicators

No	Indicator
1	Students can quickly find information on the Perbanas Institute Academic Portal.
2	The Perbanas Institute Academic Portal responds quickly to student requests.
3	The Perbanas Institute Academic Portal does not experience delays during use.

Quality Variable Indicators

Quality in portal performance evaluation refers to the extent to which the portal meets user standards and expectations in terms of functionality, reliability, and user experience. Quality evaluation includes assessing an intuitive user interface, accurate and relevant content, and consistent system performance without significant bugs or downtime. A high-quality portal should provide a satisfying user experience through easy navigation, fast response times, and features that function as expected. In addition, quality also includes aspects related to user data security and proper maintenance to ensure that the portal remains updated and secure.

TABLE 4. Quality Variable Indicators

No	Indicator
1	Users trust that the information provided by the Perbanas Institute Academic Portal is accurate and reliable.
2	The Perbanas Institute Academic Portal provides information that is relevant to students' needs.

Timeliness Variable Indicators

Timeliness in portal performance evaluation refers to how quickly and accurately the portal delivers information and services required by users. This evaluation includes assessing how effectively the portal provides updated content, performs real-time information updates, and responds to user requests without significant delays. A portal with a high level of timeliness ensures that users consistently receive the most up-to-date information and are able to complete their tasks quickly and efficiently. The timeliness aspect also includes the portal's ability to handle transactions, process data, and provide system or feature updates promptly.

Table 5. Timeliness Variable Indicators

No	Indicator
1	The Perbanas Institute Academic Portal provides updated information quickly after changes occur.
2	The Perbanas Institute Academic Portal provides sufficiently detailed information and supports good understanding.
3	Errors are rarely found in the Perbanas Institute Academic Portal

Productivity Variable Indicators

Productivity in portal performance evaluation refers to the extent to which the portal effectively improves user efficiency and work outcomes. Productivity evaluation includes analyzing how the portal assists users in completing tasks more quickly while reducing the time and effort required to achieve their objectives. A productive portal should provide tools and features that facilitate access to information, support collaboration, and enable users to complete various activities without significant obstacles. Productivity also includes integration with other systems to support process automation and workflow simplification. By improving productivity, the portal can contribute to time and cost savings while enhancing overall user performance and output.

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

TABLE 6. Productivity Variable Indicators

No	Indicator
1	The Perbanas Institute Academic Portal helps students improve their learning process.
2	The Perbanas Institute Academic Portal helps users discover new and useful information.

Safety Variable Indicators

Safety in portal performance evaluation refers to the extent to which the portal protects user data and information from security threats. This evaluation includes analyzing protection mechanisms such as data encryption, user authentication, and access control systems implemented to prevent unauthorized access. A secure portal ensures that users' personal and sensitive data cannot be accessed or misused by unauthorized parties. In addition, security evaluation also involves assessing the portal's readiness to handle cyberattacks, including its ability to detect and respond to threats quickly and effectively.

TABLE 7. Safety Variable Indicators

No	Indicator
1	The Perbanas Institute Academic Portal securely stores users' personal information.
2	The Perbanas Institute Academic Portal securely manages and provides personal information.
3	The Perbanas Institute Academic Portal provides adequate protection against security threats and attacks.
4	The Perbanas Institute Academic Portal rarely experiences disruptions or security issues during use.

Data Processing

To calculate and analyze the questionnaire results using the TRADE method, use the following formula:

$$HA = (HV) \div R$$

Note:

HA: Final Result

HV: Variable Result

R: Respondent

RESULTS AND DISCUSSION

Calculation Results

The calculation results for the six TRADE variables are presented in Table 8-13 below.

TABLE 8. Effectiveness Variable Result

1 (VP)	2 (P)	3 (F)	4 (G)	5 (VG)	Total	Result
		23	99	59	760	4,198

$$HA = (HV) \div R$$

$$HA = (3 \times 23) + (4 \times 99) + (5 \times 59) \div 180$$

$$HA = 69 + 396 + 295 \div 180$$

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

$$A = 760 \div 180 = 4.198$$

Based on Table 8, it is known that out of 180 respondents, 4.198 stated that the performance of this information system is good according to its users in the effectiveness variable on the Perbanas Institute Portal.

TABLE 9. Efficiency Variable Result

1 (VP)	2 (P)	3 (F)	4 (G)	5 (VG)	Total	Result
		20	106	55	759	4,193

$$HA = (HV) \div R$$

$$HA = (3 \times 20) + (4 \times 106) + (5 \times 55) \div 180$$

$$HA = 60 + 424 + 275 \div 180$$

$$HA = 759 \div 180 = 4.193$$

Based on Table 9, it is known that out of 180 respondents, 4,193 stated that the performance of the Perbanas Institute Portal information system, according to the efficiency variable, has met the system performance requirements.

TABLE 10. Quality Variable Result

1 (VP)	2 (P)	3 (F)	4 (G)	5 (VG)	Total	Result
		18	98	65	771	4,259

$$HA = (HV) \div R$$

$$HA = (3 \times 18) + (4 \times 98) + (5 \times 65) \div 180$$

$$HA = 54 + 392 + 325 \div 180$$

$$HA = 771 \div 180 = 4.259$$

Based on Table 10, it is known that out of 180 respondents, 4,259 stated that the performance of the Perbanas Institute Portal information system according to the quality variable has met system performance requirements.

TABLE 11. Timelines Variable

1 (VP)	2 (P)	3 (F)	4 (G)	5 (VG)	Total	Result
		17	102	62	769	4,248

$$HA = (HV) \div R$$

$$HA = (3 \times 17) + (4 \times 102) + (5 \times 62) \div 180$$

$$HA = 51 + 408 + 310 \div 180$$

$$HA = 769 \div 180 = 4,248$$

Based on Table 11, it is known that out of 180 respondents, 4,248 stated that the performance of the Perbanas Institute Portal information system according to the timelines variable has met system performance requirements.

TABLE 12. Productivity Variable

1 (VP)	2 (P)	3 (F)	4 (G)	5 (VG)	Total	Result
	1	21	96	63	764	4,220

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

$$HA = (HV) \div R$$

$$HA = (2 \times 1) + (3 \times 18) + (4 \times 98) + (5 \times 65) \div 180$$

$$HA = 2 + 63 + 384 + 315 \div 180$$

$$HA = 764 \div 180 = 4,220$$

Based on Table 12, it is known that out of 180 respondents, 4,220 stated that the performance of the Perbanas Institute Portal information system according to the productivity variable has met system performance requirements.

TABLE 13. Safety Variable

1 (VP)	2 (P)	3 (F)	4 (G)	5 (VG)	Total	Result
		23	101	57	758	4,187

$$HA = (HV) \div R$$

$$HA = (3 \times 23) + (4 \times 101) + (5 \times 57) \div 180$$

$$HA = 69 + 404 + 285 \div 180$$

$$HA = 758 \div 180 = 4.187$$

Based on Table 13, it is known that out of 180 respondents, 4.187 stated that the performance of the Perbanas Institute Portal information system according to the safety variable has met the system performance requirements.

Hasil perhitungan kemudian dimasukkan dalam tabel kategori yang dapat dilihat pada Tabel 14.

TABLE 14. Result Recapitulation

Variable	1	2	3	4	5	Result	Category
Effectiveness		23	99	59	760	4,189	Good
Efficiency		20	106	55	759	4,193	Good
Quality		18	98	65	771	4,259	Very Good
Timelines		17	102	62	769	4,248	Very Good
Productivity	1	21	96	63	764	4,220	Good
Safety		23	101	59	758	4,187	Good

Based on the results of the data processing calculations presented, targets are needed to determine whether actual performance, based on the data and information obtained, is in line with the established targets/standards or whether there are deviations (Table 15).

TABLE 15. Information System Performance Achievements

Variable	Actual Performance	Target	Performance Achievements
Effectiveness	4,18	5.00	83.60%
Efficiency	4,19	5.00	83.80%
Quality	4,25	5.00	85.00%
Timelines	4,24	5.00	84.80%
Productivity	4,22	5.00	84.40%
Safety	4,18	5.00	83.60%

The results of the information system performance evaluation based on the identified variables are presented as follows.

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

Effectiveness Variable

The effectiveness variable obtained an actual performance score of 4.18 out of the predetermined target score of 5.00, resulting in an information system performance achievement percentage of 83.60%.

Efficiency Variable

The efficiency variable obtained an actual performance score of 4.19 out of the predetermined target score of 5.00, resulting in an information system performance achievement percentage of 83.80%.

Quality Variable

The quality variable obtained an actual performance score of 4.25 out of the predetermined target score of 5.00, resulting in an information system performance achievement percentage of 85.00%.

Timeliness Variable

The timeliness variable obtained an actual performance score of 4.24 out of the predetermined target score of 5.00, resulting in an information system performance achievement percentage of 84.80%.

Productivity Variable

The productivity variable obtained an actual performance score of 4.22 out of the predetermined target score of 5.00, resulting in an information system performance achievement percentage of 84.40%.

Safety Variable

The safety variable obtained an actual performance score of 4.18 out of the predetermined target score of 5.00, resulting in an information system performance achievement percentage of 83.60%.

Based on the evaluation results, improvement proposals are necessary because several actual performance scores and information system performance achievement values have not yet fully reached the established targets across the evaluated variables. Therefore, several improvement recommendations are proposed for each variable to enhance the overall performance of the Perbanas Institute Academic Portal. Improvement proposals are required because several actual performance scores and information system performance achievement values have not yet reached the established targets. The following table presents the proposed improvements for each evaluated variable.

TABLE 16. Improvement Proposals

No	Variable	Improvement Proposals
1	Effectiveness	Improve data accuracy.Enhance the effectiveness of information delivery.Improve the effectiveness of the portal in supporting teaching and learning activities.
2	Efficiency	Improve the efficiency of information searching.Enhance portal response speed.
3	Quality	Improve the overall quality of the portal.Enhance the relevance of the information provided.
4	Timeliness	Improve the speed of information updates.Increase the speed of data input and processing.
5	Productivity	Improve productivity within the portal system.Enhance server quality and performance.
6	Safety	Improve data and transaction security.Enhance the security of students' personal information.Strengthen protection against cyberattacks and security threats.

Discussion

Factors Affecting the Performance of the Perbanas Institute Portal

The performance of the Perbanas Institute Portal is influenced by several major factors. Technical infrastructure plays an important role in ensuring portal accessibility and system speed. This includes server quality, internet connection speed, and effective load-handling capabilities. If the technical

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

infrastructure is inadequate, users may experience problems such as long loading times, access disruptions, or even system failures that can hinder academic and administrative processes. In addition, cybersecurity is also a critical factor (Nofaldo et al., 2025). The implementation of strong security protocols, such as data encryption, multi-factor authentication, and real-time threat monitoring, is essential to protect sensitive data and maintain system integrity and user trust in the portal (Sanjaya et al., 2020).

The quality of content and user interface design also significantly affects portal performance. Informative, relevant, and regularly updated content can improve user engagement and satisfaction. Meanwhile, an intuitive and (Muttaqin et al., 2025) can facilitate easier navigation and reduce confusion or frustration experienced by users. Furthermore, user support and training play an important role in ensuring that all users can utilize the portal effectively. Well-designed training programs and responsive technical support can help resolve user issues quickly while improving overall productivity and effectiveness in using the portal.

Recommendations

According to the Head of PTI (Information Technology Development) at Perbanas Institute, the TRADE method provides advantages in this study because the variables and indicators comprehensively cover the required evaluation aspects. The evaluation results obtained were Effectiveness (4.198), Efficiency (4.193), Quality (4.259), Timeliness (4.248), Productivity (4.220), and Safety (4.187). From the management perspective, the TRADE variables did not specifically measure utility aspects because the institution primarily intended to evaluate whether the utilities and functions of the Perbanas Institute Portal operated effectively and properly. Based on the results, the Safety variable obtained the lowest score, namely 4.187. Therefore, recommendations include improving data security within the portal and strengthening validation mechanisms implemented in the Perbanas Institute Portal. In addition, the portal should further enhance its ability to support students' academic needs, particularly in academic service completion and information management.

To ensure secure and efficient performance of the Perbanas Institute Portal, it is important to integrate data security improvement recommendations into the portal performance evaluation process. Regular security assessments should be conducted, including testing procedures aimed at identifying and addressing vulnerabilities that may be exploited by unauthorized parties. Furthermore, all sensitive data, including personal and academic information, should be protected through strong encryption mechanisms during both data transmission and storage processes.

CONCLUSIONS

The evaluation of the Perbanas Institute Jakarta Information System Portal using the TRADE method produced several important findings. The evaluation covered the variables of Effectiveness, Efficiency, Quality, Timeliness, Productivity, and Safety. The results indicate that although the portal has significantly facilitated access to academic information, several areas still require improvement. In terms of reliability, the portal is generally stable; however, some users reported occasional downtime, particularly during peak course registration periods. Regarding efficiency, system response times were considered relatively slow when accessed simultaneously by many users, indicating the need for server capacity enhancement and system performance optimization. Data security also emerged as a major concern due to several identified security-related issues, despite the implementation of basic security measures. Finally, user satisfaction results revealed that although users considered the portal beneficial, they expected a more user-friendly and intuitive interface to improve the overall user experience.

References

- Faizal, A., Santi, R., & Gunawan, C. E. (2020). *Analisis Kinerja Sistem Informasi Akademik Menggunakan Metode TRADE Pada Universitas Tridinanti Palembang*. 1(1), 40–51.
- Kardha, D. (2023). Evaluasi Kinerja & Analisa Sistem Informasi Akademik menggunakan model Task Technology Fit. *JATISI (Jurnal Teknik Informatika Dan Sistem Informasi)*, 10(2), 626–637. doi.org/https://doi.org/10.35957/jatisi.v10i2.4183
- Kinanti, N., Putri1, A., & Dwi, A. (2021). Application of the PIECES Framework as an Evaluation of Student Satisfaction Levels on the Use of the Integrated Academic Information System (SIKADU) at Universitas Negeri Surabaya. *Journal of Emerging Information System and Business Intelligence (JEISBI)*, 2(2), 78–84.
- Muttaqin, Utama, R. J., & Wibawa, M. B. (2025). Evaluasi Sistem Informasi Pengadaan Barang dan Alat Tulis Kantor Menggunakan Metode TRADE pada Dinas Pariwisata Aceh. *Journal of Informatics and Computer Science*, 11(2), 150–155.
- Nofaldo, R., Purwaningsih, M., Atmodjo, D., Prapto, W., & Marlina, E. (2025). Evaluasi kinerja website digital library Perbanas Institute menggunakan metode PIECES dan GTmetrix. *BACA: Jurnal Dokumentasi Dan Informasi*, 46(1), 49–64. doi.org/10.55981/j.baca.2025.8966
- Rogeleonick, A., Purwandari, B., Satria, R., Purwaningsih, M., & Kumaralalita, L. (2020). Factors Influencing the Community’s Intention to Participate in Public Services: The Perspective of the Ministry of Education and Culture. *ACM International Conference Proceeding Series*, 79–84. doi.org/10.1145/3387263.3387285
- Sanjaya, I. G. A. S., Sasmita, G. M. A., & Arsa, D. M. S. (2020). Evaluasi Keamanan Website Lembaga X Melalui Penetration Testing Menggunakan Framework ISSAF. *Jurnal Ilmiah Merpati (Menara Penelitian Akademika Teknologi Informasi)*, 8(2), 113. doi.org/10.24843/jim.2020.v08.i02.p05
- Suliman. (2020). Analisis Performa Website Universitas Teuku Umar Dan Universitas Samudera Menggunakan Pingdom Tools Dan Gtmetrix. *Jurnal Sistem Informasi Dan Sistem Komputer*, 5(1), 24–32. doi.org/10.51717/simkom.v5i1.47
- Wahyu, W. B., Candiasa, I. M., & Sariyasa, S. (2021). Evaluasi Sistem Informasi Dosen pada ITB Stikom Bali Menggunakan Metode PIECES (Performance Information Economics Control Efficiency and Service). *Jurnal Nasional Pendidikan Teknik Informatika (JANAPATI)*, 10(3), 123. doi.org/10.23887/janapati.v10i3.34973