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 (Pokrel and Vemalapalli, 2010).

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Semantic Issues in E-Commerce Systems Karl Aberer,2002-12-31 Semantic Issues in e Commerce Systems comprises the proceedings of the Ninth Working Conference on Database Semantics which was sponsored by the International Federation for Information Processing IFIP and held in Hong Kong in April 2001 This volume will be essential for researchers and practitioners working in the areas of database management information retrieval and data mining and user interfaces as applied to e commerce   *Proceedings* Philip S. Yu,2000 The 30 papers cover business to business electronic commerce and negotiations infrastructure issues electronic services advertising and markets XML related issues architecture protocols and analysis and applications Among the topics are constructing online catalog topologies using decision trees two approaches for constructing pay per use software a distributed and scalable architecture for processing XML documents advanced dynamic property evaluation for CORBA based electronic markets supporting global replicated services by a routing metric aware DNS and a bid evaluation system for Internet contract negotiation The keynote address is not included There is no subject index Annotation copyrighted by Book News Inc Portland OR   *Progressive Methods in Data Warehousing and Business Intelligence: Concepts and Competitive Analytics* Taniar, David,2009-02-28 Provides developments and research as well as current innovative activities in data warehousing and mining focusing on the intersection of data warehousing and business intelligence   Dictionary of XML Technologies and the Semantic Web Vladimir Geroimenko,2012-12-06 The emerging Second Generation Web is based entirely on XML and related technologies It is intended to result in the creation of the Semantic Web on which computers will be able to deal with the meaning semantics of Web data and hence to process them in a more effective and autono mous way This new version of the Web introduces a multitude of novel concepts terms and acronyms Purpose Scope and Methods This dictionary is an effort to specify the terminological basis of emerging XML and Semantic Web technologies The ultimate goal of this dictionary is even broader than just to define the meaning of newwords itaims to develop aproper understandingofthese leading edge technologies To achieve this comprehensible definitions of technical terms are supported by numerous diagrams and code snippets clearly annotated and explained The main areas covered in this dictionary are 1 XML syntax and core technologies such as Namespaces Infoset and XML Schema 2 all the major membersofthe XML family oftechnologies such as XSLT XPath and XLink 3 numerous XML based domain specific languages such as NewsML News Markup Language 4 the concept and architecture of the Semantic Web 5 key Semantic Web technologies such as RDF Resource Description Framework RDF Schema and OWL Web Ontology Language and 6 Web services including WSDL Web Services Description Lan guage and SOAP Simple Object Access Protocol   ECIME 2014 Proceedings of the 8th European Conference on IS Management and Evaluation Steven de Haes,2014   Proceedings ,1999   **The Practical Handbook of Internet Computing** Munindar P. Singh,2004-09-29 The Practical Handbook of Internet Computing analyzes a broad array of technologies and concerns related to the Internet including

corporate intranets Fresh and insightful articles by recognized experts address the key challenges facing Internet users designers integrators and policymakers In addition to discussing major applications it also **International Workshop on Advance Issues of E-commerce and Web-based Information Systems** ,2002 *Index of Conference Proceedings* British Library. Document Supply Centre,2003 Engineering and Managing Software Requirements Aybüke Aurum,Claes Wohlin,2006-04-07 Requirements engineering is the process by which the requirements for software systems are gathered analyzed documented and managed throughout their complete lifecycle Traditionally it has been concerned with technical goals for functions of and constraints on software systems Aurum and Wohlin however argue that it is no longer appropriate for software systems professionals to focus only on functional and non functional aspects of the intended system and to somehow assume that organizational context and needs are outside their remit Instead they call for a broader perspective in order to gain a better understanding of the interdependencies between enterprise stakeholders processes and software systems which would in turn give rise to more appropriate techniques and higher quality systems Following an introductory chapter that provides an exploration of key issues in requirements engineering the book is organized in three parts Part 1 presents surveys of state of the art requirements engineering process research along with critical assessments of existing models frameworks and techniques Part 2 addresses key areas in requirements engineering such as market driven requirements engineering goal modeling requirements ambiguity and others Part 3 concludes the book with articles that present empirical evidence and experiences from practices in industrial projects Its broader perspective gives this book its distinct appeal and makes it of interest to both researchers and practitioners not only in software engineering but also in other disciplines such as business process engineering and management science The Proceedings of the Third International Symposium on Cooperative Database Systems for Advanced Applications Hongjun Lu,2000 Annotation Held in April 2001 this symposium addressed the double edged sword of the Internet and Web in regard to the ease and complexity of accessing databases and other data resources The two dozen presentations given during seven sessions address a healthcare application a computerized clinical test ordering prototype integration of semi structured and structured inconsistent databases object oriented representation for XML data DW DM and DL for three dimensional data and systems such as the China Digital Library intelligent agents for Web ads and multimedia indexing cooperative workflow approaches enterprise systems and DBMS systems Includes graphic representations the conference chairs message program committee members and other organizational details Lacks a subject index c Book News Inc Third International Workshop on Advanced Issues of E-Commerce and Web-Based Information Systems ,2001-01-01 **Proceedings of the ... International Workshop on Software and Performance** ,2002 Proceedings of the Third International Workshop on Software and Performance ,2002 *IBM Systems Journal* International Business Machines Corporation,2005 **Advance Issues of E-Commerce and Web-Based Information Systems, WECWIS, 1999. International Conference on** IEEE,1999-09 This

text contains the proceedings of the 1999 International Workshop on Advance Issues of E Commerce and Web Based Information Systems It is aimed at researchers professors practitoners students and other computing professionals

HICSS-36 Ralph H. Sprague,2003   **Advances in Databases and Information Systems** ,2002   **Proceedings of the 1999 ACM SIGMOD International Conference on Management of Data** Alex Delis,Christos Faloutsos,Shahram Ghandeharizadeh,1999   **Proceedings of the International Conference on Dublin Core and Metadata for E-Communities, 2002** ,2002 DC 2002 marks the tenth in the ongoing series of International Dublin Core Workshops and the second that includes a full program of tutorials and peer reviewed conference papers Interest in Dublin Core metadata has grown from a small collection of pioneering projects to adoption by governments and international organizations worldwide The greatest challenge of the current phase of metadata development is bringing together the diversity of local conventions domain specific requirements and different encoding conventions such taht cross domain interoperability can be achieved

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