

## **ABSTRACT**

*In the modern era where information technology have advanced, a good and reliable internet connection is very crucial, especially around the school area. The Dhyana Pura University has released a hotspot services for all the students and the lecturers. But unfortunately, there hasn't been any thorough evaluation regarding the quality of the internet services. The quality of the hotspot network is very important to support both the academic and administrative activity.*

*Lately, there have been some report where people have struggled to get a reliable internet connection on some of the hotspot point in the university, especially around the B point area (2nd floor) and the C point area (3rd floor). There were no measurements that have been taken regarding network quality around the area, and there were no survey done regarding the satisfaction of the users. This research was done to analyze the quality of the quality of the hotspot service around the Dhyana Pura University with using the parameter Quality of Service(QoS), including throughput, packet loss, delay, and jitter. Through this research, it is hoped that it can give people some insight regarding the user satisfaction and the network quality.*

**Keywords :** *Hotspot, Network, User Satisfaction, Quality of service (QoS), Dhyana Pura University.*

## ABSTRAK

Di era globalisasi dan kemajuan teknologi informasi, akses internet yang berkualitas menjadi krusial, terutama di lingkungan perguruan tinggi. Universitas Dhyana Pura telah meluncurkan layanan *hotspot* untuk mahasiswa dan staf pengajar, namun belum ada evaluasi menyeluruh mengenai kualitas layanan tersebut. Kualitas jaringan *hotspot* sangat penting untuk mendukung aktivitas akademik dan administratif. Saat ini, terdapat laporan tentang kesulitan yang dialami pengguna di beberapa titik *hotspot*, khususnya antara titik B (lantai 2) dan C (lantai 3). Belum dilakukan pengukuran terkait kualitas jaringan di area tersebut, dan tidak ada survei tentang kepuasan pengguna. Penelitian ini bertujuan untuk menganalisis kualitas layanan jaringan *hotspot* di Universitas Dhyana Pura dengan menggunakan parameter *Quality of service* (QoS), termasuk *throughput*, *packet loss*, *delay*, dan *jitter*. Melalui analisis ini, penulis berharap dapat memberikan wawasan tentang kualitas jaringan dan kepuasan pengguna.

**Kata Kunci** : *Hotspot*, Jaringan, Kepuasan Pengguna, *Quality of service* (QoS), Universitas Dhyana Pura.