

## ***Abstract***

*A unit of public relation PTTelkom responsible for the preparation of programs communication and documentation of information. One of the documenting of information by monitoring news coverage of articles published printed or online media. However, the method of monitoring online news has done a sub unit of Public Relation as long as this has not yet been fullest because it is still done manually using a Google Search. The workings of this manual need to be changed. Web Crawling techniques are designed to change the way the manual labor done in order to more quickly and effectively. The selection and implementation of these techniques need to be examined to measure the level of satisfaction of the users.*

*This research aims to know the level of user satisfaction with the quality of Web Crawling applications especially for employees and staff who served in PT Telkom sub units of Public Relation. The research questionnaire through the dissemination of instruments arrayed in the survey online. Grouping components statement questionnaire information system success Model wears Delone & Mclean Updated i.e. System Quality, Information Quality, Service, Quality, Use, User Satisfaction, and Net Benefits. Research use descriptive research method where appraisal data respondents through the survey processed and performed measurements using a Likert scale to determine the level of assessment of each statement into a research instrument.*

*Research results: based on data processing from the assessment of the respondent against the indicators into the construction of the research, the value of the Quality Systems that become variable research has the average number of 114.60, the Quality of Information (114.80), Use (109.33) and User Satisfaction (113) is described very well in the scale ratio assessment score of respondents. While the amount of the average value of net profit was 108 which means good in the scale ratio.*

*Conclusion : the respondent assess of quality is very good for variable Quality System, Quality of Information, Use, and User Satisfaction. While the quality variables assessed Net Benefits assessed good by the respondent. In general the application has a very good influence to the users based on the total score value application to the quality of respondents.*

*Keywords : Web Crawling, Likert, User Satisfaction, effective, Public Relations*