ABSTRACT

In the end of advance technology, the development of information technology to process data has helped humans in completing the work. The development of information technology has penetrated to all business aspects in technology. One of developments in the business is the ordering management system. The reservation management system aims to reconcile the entire business process, especially ordering. Java Exposure is an example of conducted photography business. Java Exposure has implemented a reservation management system but there is no research conducted to evaluate the applied system. This study aims to measure the user’s satisfaction to the system with EUCS method. The data that is analyzed with EUCS method, are collected five factors that affect user’s satisfaction. The five factors are content, format, accuracy, ease of use and timeliness. Based on research there three results. The satisfaction of the user is measured based on system. Firstly the validation test value for each variable greater than the r table value of 0.195, the values involve content (0.543), accuracy (0.658), format (0.587), ease of use (0.567), and timeliness (0.741). Secondly reliability test the value of Cronbach Alpha is content (0.628), accuracy (0.737), format (0.683), ease of use (0.656), and timeliness (0.790), where the five variables have normal reliability. Thirdly the interpretation of CSUQ questionnaire with 10 statements in which each statement has an average above 75% of users are satisfied with the information system already applied.

Keywords: system, management, ordering, EUCS, validity test, reliability test