

ABSTRACT

ANALYSIS USER SATISFACTION CARDS APPLICATION USING END USER COMPUTING SATISFACTION METHOD

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This rapid technological development has an influence on the development of the payment system in transactions. Various applications such as CARDS have been widely known and used by many people to facilitate daily transactions. The CARDS application is a digital membership application that is popular in SD Kristen 1 and SD UMP Purwokerto in 2021. EUCS can be used as one method to measure the level of user satisfaction of an application system. EUCS is a method that compares user expectations with the reality provided by the application, so as to identify the extent to which the application meets user expectations. The purpose of this study is to provide a recommendation document on what factors need to be improved based on EUCS variables in increasing user satisfaction so that it can be used as material for evaluation and improvement of the CARDS application. The results of the research at SD Kristen 1 Purwokerto there are variables that affect user satisfaction, namely the Accuracy variable with a percentage (74.88%) and the results of the study at SD UMP Purwokerto there are variables that affect user satisfaction, namely the Format variable with a percentage (77.16%), the Easy of Use variable with a percentage (77.95%) and the Timeliness variable with a percentage of (75.11%). Recommendation documents for improvements to the CARDS application were given to PT Cah Teknologi Inovasi with the aim of improving the speed of application response to users so that it does not take long to access the application, improving data accuracy, adding the CahPOIN balance transfer feature to bank accounts in order to make cash withdrawals.

Keywords: Application Mobile, CARDS, EUCS Method