

ABSTRACT

ANALISIS KEPUASAN PENGGUNA WEBSITE RSUD MARGONO MENGGUNAKAN METODE END USER COMPUTING SATISFOCATION (EUCS)

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The RSMS website is an information system developed as a forum for information and services at MARGONO Regional Hospital. The purpose of this website is to provide convenience for users or patients at MARGONO Hospital. Based on the questionnaire that has been carried out to find out the background of the problem, there are still website users, both patients and non-patients, who still experience difficulties in accessing services on the RSMS website, therefore it is necessary to carry out research related to RSMS website analysis to find out the factors that influence user satisfaction. towards the website. This research aims to provide recommendations that can be used as a reference in the sustainable development of the website. The method used in this research is End User Computing Satisfaction (EUCS) with five measurement variables which include the dimensions of content, accuracy, format, ease of use, and timeliness. EUCS analysis is used to calculate the weight of the user satisfaction level score which produces the percentage level of website user satisfaction from each indicator. The results of this research show that more than 85% of users are very satisfied using the RSMS website, however there are several question variables that still have low scores on the format (form) indicator, therefore recommendations will be given for improvement and development of these indicators so that they can improve user satisfaction is even better.

Keywords: *EUCS, Margono Hospital, User Satisfaction, Website*