ABSTRACT

The Purworejonews website is one of the news websites that provides the latest news in the Purworejo region. The level of user satisfaction with the Purworejo website is unknown because no measurement has been conducted on it. Therefore, Purworejonews itself does not know whether the services provided are considered good or not. In 2023, the trend of visitors to the Purworejonews website showed a decreasing tendency. A comparison with similar websites revealed that the number of visitors to Purworejonews is less than that of similar websites. This indicates a lack of interest in visiting the Purworejonews website. Therefore, it is necessary to conduct a user satisfaction measurement that can be used as a reference for Purworejonews in making improvements to meet user satisfaction based on the EUCS (End User Computing Satisfaction) method. The EUCS method is used to measure the level of satisfaction of users of an application system by comparing the expectations and reality of an information system. This method is chosen because it aligns with the research goal, which is to measure the level of user satisfaction with the Purworejonews website. The end user computing satisfaction method measures six variables: user satisfaction, content, accuracy, format, timeliness, and ease of use. Based on the test results using the end user computing satisfaction method on the Purworejonews website, it obtained satisfactory criteria, and further analysis of the user satisfaction variable with the variables of content, accuracy, format, timeliness, and ease of use showed a significant influence.

Keywords: End-user computing satisfaction, Website, Purworejonews