

## **ABSTRACT**

### **ANALYSIS OF USER SATISFACTION VILLAGE INFORMATION SYSTEM USING END USER COMPUTING SATISFACTION (EUCS) METHOD**

**(STUDI ANALISIS: SISTEM INFORMASI DESA SIDOMORO)**

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Technology has become a fast and easy access to information data. Technology contributes in structuring management systems and work processes in both government and private institutions. Utilization of Information Technology (IT) has become an application in today's modern era. One of the applications of IT in village life is the use of the Village Information System (SID). Based on initial observations, SID research in Sidomoro Village still has performance deficiencies that affect user service satisfaction in Sidomoro Village. This study aims to determine the factors that can affect user satisfaction and become the material for the development of SID Sidomoro. This study requires testing a number of 100 respondents from users of the Sidomoro Village Information System. The user satisfaction test model in this study is the EUCS model, a model that can assess user satisfaction. The results showed that the variables of content, accuracy, format, ease of use and timelines had valid and reliable values. The variable satisfaction test uses the customer satisfaction index (CSI) with the content variable with a value of 65.28% and the format variable with a value of 63.13% with a satisfaction level above 60% < LOS 80% which means the user is satisfied. The accuracy variable is 59.03%, the ease of use variable is 59.2%, and the Timelines variable is 59.23% with a satisfaction level above 40% < LOS 60%, which means the user feels normal or quite satisfied. The value of all EUCS variables as a whole got an average value of 64.79% which means the user is satisfied. The recommendations given are to improve accuracy, ease of use, and timelines on the Sidomoro Village Information System (SID) for further development.

**Keywords:** EUCS, SID, information system, technology, information technology