

ANALYSIS OF USER SATISFACTION LEVEL ON THE WEBSITE SYSTEM OF THE MEDAN KOMINFO SERVICE USING EUCS (END USER COMPUTING SATISFACTION)

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The Office of Communication and Information Technology is an agency that has the task of assisting the Regent in carrying out Government Affairs in the fields of Communication, Information, Encryption and Statistics. The Medan City Government (PEMKO MEDAN) has an integrated service application, namely Pemko Medan. This application was planned since the Information and Communications Agency changed its name to the Medan Information Communications Office to prepare Medan to become a Smart City. Through the Medan City Government application, Medan residents can obtain information on community needs. This study aims to investigate the level of user satisfaction Pemko Medan application. This research method uses quantitative. The author of this study used the method of measuring End User Computing Satisfaction (EUCS). According to Doll & Torzadeh, the notion of End User Computing Satisfaction (EUCS) in information systems is to evaluate all user satisfaction of information systems. Several studies conducted an overall evaluation of an information system where the researcher considered the end user as a factor that could build a better information system. The dimensions used in EUCS are content (content), accuracy (accuracy), format (form), ease of use (easy to use) and timeliness (timeliness). The results of this study were obtained by distributing questionnaires to the MEDAN PEMKO website users. Maintenance of the website system built to make it easier for users to access the website. An application is said to be good if the users have a sense of satisfaction both in terms of appearance, design, and content, and the speed of the website that can be accessed. data that has been processed so that it can be easily accessed again.

Keywords: Medan, Satisfaction, Computing, System users, Kominfo field, EUCS.