

ANALYSIS OF USER SATISFACTION TESTING APPLICATION USING END USER COMPUTING SATISFACTION (EUCS) METHOD

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Abstract

The Office of Cooperatives and MSMEs of West Sumatra Province is a government agency engaged in the field of cooperatives and MSMEs of West Sumatra Province. The problem experienced by the Office of Cooperatives and MSMEs of West Sumatra Province is that there is no employee evaluation of the current system, namely the user satisfaction testing application. After knowing the weaknesses of the current system, a proposal was drawn to create a new questionnaire application by applying the End User Computing Satisfaction (ECUS) method which is expected from the application to measure member satisfaction with all the quality and facilities provided to members. So that with the opinions and criticisms from members of the West Sumatra Province Cooperative and MSME Office, they can carry out tests on users of the system to be designed, these tests come from active members of the West Sumatra Province Cooperative and MSME Office

Keywords: Analysis, EUCS, PHP, MySQL.

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INTRODUCTION

Revolution information technology and communications (ICT) deliver opportunity for government For do innovation development apparatus country through application System Government based Electronics (SPBE) or E-Government, that is maintenance government using ICT to give services to agencies government, apparatus civil country , offender business, society And parties other. Policy government the set out in the Instructions President Number 3 of 2003 concerning Policy And National Strategy for E-Government Development and Regulation President Number 95 of 2018 concerning System Government based Electronic (SPBE) that regulates about maintenance government that takes advantage information technology and communication For give service to society. E-Government policies can improve service for e-government society can provide more service Good on community (Napitupulu , et al , 2020). Policy the made For increase quality service through implementation of the given E-Government by government becomes more ok . Quality service That itself can be defined by the activity process fulfillment need with regard to rights base And right gift , whose form can be service And service. There are two factor in measurement quality service that is performance service And expected service user. Quality on basically related to level success something agencies in implementing good information technology and satisfying (Nurdin , 2019). success rate applied information technology on something institution or organization can be measured by testing satisfaction user. Based on from

perspective computing , satisfaction user end looked at as Wrong One most important aspect from success, and the measurements have gone wrong One attention major in IS . Jawad & Reeves (cited in Maulana, 2020) argues that in implementation system satisfaction user (User Satisfaction) is wrong One size success . Satisfaction can be interpreted as A situation inside somebody or group of people who have succeed obtain something needed And he wants (Prabandaru, 2019). As Wrong One utilizing agencies progress technology in support activity work is service Cooperative and SMEs in West Sumatra Province. Service Cooperative and UMKM West Sumatra Province is one group of people for Work for welfare together. Cooperative can also be interpreted as body effort where every member own right same voice based on principle family. According to Constitution Number 25 of 1992 Article 3, purpose Indonesian cooperatives are advancing well-being member on specifically And public on generally as well as follow build order economy national in order realize developed , just society And prosperous based on Pancasila and Constitution Basic 1945. For needs And comfort member during do activities in the Department Cooperative and SMEs in West Sumatra Province , not yet there is A system For measure satisfaction member which one is active system it is very much needed for Service Cooperative and SMEs in West Sumatra Province so that they can be evaluated by the agency future in improving quality And facilities for members active Service Cooperative and SMEs in West Sumatra Province.





Service Cooperative and MSMEs in West Sumatra Province need A measuring applications satisfaction member for all qualities. And facilities provided to members. So with the opinion and critics from member Service Cooperative and UMKM West Sumatra Province can do testing to use system that will designed, tested that is sourced from member active Service Cooperative and SMEs in West Sumatra Province . The method used in the analysis process This is the end user computing satisfaction (EUCS) method. End user Computing Satisfaction is the method used For measure level satisfaction from user something system application by comparing between hope And reality from A information system . The definition of EUCS or what is called end user computing satisfaction is an evaluation in a way whole for users of the information system on which it is based by experience they moment use system the . Evaluate using method This more centered how satisfaction user end to information systems , by assessing content , accuracy , appearance, time and convenience use from something system (Muhamad Hafidz, et al , 2021). End user computing satisfaction (EUCS) emphasized on aspect satisfaction website users or information system in use system . Use end user computing satisfaction (EUCS) method considered most suitable For do study This Because method This evaluate level satisfaction use something application based on perspective user end (Dyah , 2019).

RESEARCH METHODS

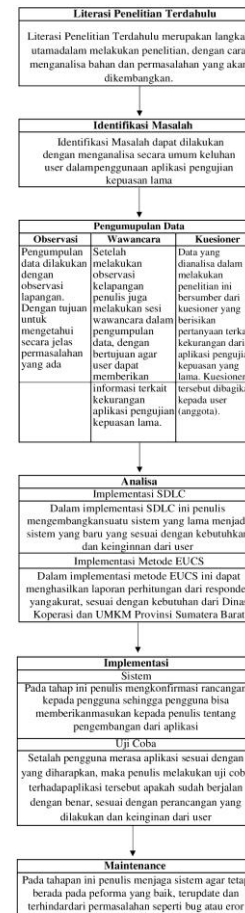
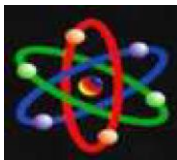


Figure 1. Stages Study

Study preamble is a step first to do something research by the way analyze especially formerly the problems will be developed . So that proposed something title skipped entitled Analysis Success Application Application Testing Satisfaction To User Use End User Computing Satisfaction (EUCS) Method On Service Cooperatives and SMEs in West Sumatra Province . Where to propose analysis success marking application testing satisfaction it can provide convenience And solution from problem





old system . By Because That needed time For data collection , time research , place research , method research, research field , research library , and laboratory research. Data analysis is a process for check , clean, change , and make data modeling with intent For find useful information so can deliver instruction for researcher For take decision to questions research.

No.	Weight	Mark	Total
1.	0.3	4.36	1.308
2.	0.3	3.4	1.02
3.	0.3	3.48	1,044
4.	0.3	3.88	1.164
5.	0.3	3.52	1.056
6.	0.3	3,16	0.948
7.	0.3	3	0.9
8.	0.3	3,32	0.996
9	0.3	3.52	0.704
10	0.3	3.72	0.744
11.	0.4	16,2	6,48
12.	0.4	2.88	1.152
13.	0.4	3.56	1,424
14.	0.4	3,36	1,344
15.	0.4	3.56	1,424
16.	0.3	3,44	1.032
17.	0.3	3,6	1.08
18.	0.3	3.56	1,068
19.	0.3	3.52	1,056
20.	0.3	3,64	1,092
21.	0.3	3.88	1.164

Table 1. Operations

On determination amount mark perdomain , every the obtained domain value the more high , then results will obtained the more Good about evaluation application that has made .

No	Domain	Domain Name	Total
1	DS01	Application	9,884
2	DS02	Satisfaction	11,824
3	DS03	Design	6,492

Table 2. Mark Perdomain

RESULTS AND DISCUSSION

As for analysis new system that is the new system can provide more detailed information by displaying agency data . So that appearance system can be seen neatly

And interesting . System the questionnaire has also been equipped with the method measurements that can provide results measurements that can be made reference in development system . The quality of the information is level where the information has characteristics , content , form And time gave it for users end certain. Something system application from use of IT must be able to provide information to support taking decision in one agency. Technology communication means all supporting information technology all technology communication.



Figure 2. Home Admin

This home page is the page used by Admin and Respondent, this login page provide related information structure organization agency, agency information and also respondents Can fill in questionnaire. Page report martunity level is the page used by admin and leader For see results satisfaction from employee .





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LAPORAN MATURITY LEVEL

Proses	Nama Domain	Total Pertanyaan	Jumlah Responden Kuesioner	Total Pertanyaan * Jumlah Responden Kuesioner	Total Nilai Kuesioner	Jumlah Nilai Jawaban	Indeks	Keterangan	
DS03	Desain	6	14	84	84	200	2.38	Puas	
DS01	Penerapan	8	14	112	112	277	2.47	Puas	
DS02	Kegunaan	5	14	70	70	181	2.59	Sangat Puas	
RATA-RATA INDEKS								2.48	
Keterangan Rata-rata Indeks								Puas	

Padang, 03 Februari 2023

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Figure 3. Report Martunity Level

Testing has carried out by testing the White block and Black Block which testing the has success done And system the has worthy used by Service Cooperative For measure level satisfaction from employee .

CONCLUSION

During This Service Cooperative and SMEs in West Sumatra Province still use system application old satisfaction testing , where application the has several obstacles in determining the results of these satisfactions, making it difficult for the agency to determine employee satisfaction. After the new Satisfaction Testing Application, the Office of Cooperatives and U M KM West Sumatra Province can implement employee satisfaction results using a calculation and database so that the processing of satisfaction results becomes faster and more accurate . With the design of a new satisfaction testing application at the Cooperative and UM KM Office of West Sumatra Province, it will make it easier for the service to provide reports to

leaders regarding employee satisfaction. By implementing a new satisfaction testing application by applying the End User Computing Satisfaction (EUCS) method it can be used to minimize the error rate in measuring employee satisfaction levels, where in the old satisfaction testing application there were no results to analyze the satisfaction results .

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