

**ANALYSIS OF E-OFFICE USER SATISFACTION USING THE END
USER SATISFACTION (EUCS) METHOD AT UNIVERSITAS ISLAM
NEGERI RADEN FATAH PALEMBANG**

ABSTRACT

User satisfaction is a critical indicator that reflects the extent to which an information technology system meets user needs and expectations. Raden Fatah State Islamic University Palembang has unique characteristics as a higher education institution in Indonesia. Knowing how E-Office is implemented and adopted in this campus environment can provide special insight regarding the challenges and opportunities that may arise. This research uses the End User Computing Satisfaction (EUCS) methodology and focuses on respondents who use the E-office system at Raden Fatah State Islamic University, Palembang. . The methodology applied is quantitative. By analyzing the level of user satisfaction, this research aims to provide recommendations to E-office developers to improve the quality of services provided. These recommendations are expected to have significant added value for the progress of E-office implementation not only in academic environments such as educational institutions, but can also be a valuable guide for other organizations planning to adopt similar systems.

Keyword: *End User Satisfaction, E-Office, Universitas Islam Negeri Raden Fatah Palembang*

**ANALISIS KEPUASAN PENGGUNA E-OFFICE MENGGUNAKAN
METODE END USER SATISFACTION (EUCS) PADA UNIVERSITAS
ISLAM NEGERI RADEN FATAH PALEMBANG**

ABSTRAK

Kepuasan pengguna merupakan indikator kritis yang mencerminkan sejauh mana sistem teknologi informasi memenuhi kebutuhan dan harapan pengguna. Mengetahui bagaimana E-Office diterapkan dan diadopsi di lingkungan kampus ini dapat memberikan wawasan khusus terkait tantangan dan peluang yang mungkin muncul. Penelitian ini menggunakan metodologi End User Computing Satisfaction (EUCS) dan berfokus pada responden pengguna sistem E-office di Universitas Islam Negeri Raden Fatah Palembang. Penelitian ini bersifat kuantitatif. Tujuan dilakukannya penelitian untuk menyampaikan rekomendasi kepada pengembang E-office guna meningkatkan kualitas layanan yang diberikan. Rekomendasi ini diharapkan memiliki nilai tambah yang signifikan untuk kemajuan implementasi E-office tidak hanya di lingkungan akademis seperti institusi pendidikan, tetapi juga dapat menjadi pedoman berharga bagi organisasi lain yang berencana mengadopsi sistem serupa.

Kata Kunci: *End User Computing Satisfaction, E-Office, UIN Raden Fatah Palembang*