USER SATISFACTION ANALYSIS OF ACADEMIC INFORMATION SYSTEM OF NURUL HUDA UNIVERSITY, OKU TIMUR USING END USER COMPUTING SATISFACTION (EUCS) MODEL

ABSTRACT

Academic Information System is the core of operational efficiency and data management in the university academic environment. User satisfaction with SIAKAD is the key to assessing system performance and the success of its implementation. This study aims to analyze the level of user satisfaction with SIAKAD Nurul Huda University OKU Timur using End User Computing Satisfaction. The EUCS model assesses user satisfaction based on five variables, namely Content, Accuracy, Format, Ease of Use, and Timeliness. With a sample of 339 respondents taken from a total population of 2,185 students. The results of this study show that the level of user satisfaction on the Content variable is 85.31%, Accuracy is 84.90%, Format is 83.45%, Ease of Use is 84.40%, and the Timeliness variable is 82.57%, so it is said that users are very satisfied with the implementation of SIAKAD. However, the results of the t-test of the four variables accuracy t-value of 1.264, format variable t-value of 0.454, ease of use variable t-value of 1.047, and timeliness variable t-value of 1.604 are said to have no effect on user satisfaction of the Academic Information System because the t-value is <t table of 1.967 while the content variable t-value of 2.648> t table of 1.967, so it is said that there is an effect on user satisfaction of the Academic Information System.

Keywords: Analysis, User Satisfaction, SIAKAD, End User Computing Satisfaction

ANALISIS KEPUASAN PENGGUNA SISTEM INFORMASI AKADEMIK UNIVERSITAS NURUL HUDA OKU TIMUR MENGGUNAKAN MODEL *END USER COMPUTING SATISFACTION (EUCS)*

ABSTRAK

Sistem Informasi Akademik merupakan inti dari efisiensi operasional dan pengelolaan data dalam lingkungan akademik universitas. Kepuasan pengguna terhadap SIAKAD menjadi kunci dalam menilai kinerja sistem dan keberhasilan implementasinya. Penelitian ini bertujuan untuk menganalisis tingkat kepuasan pengguna terhadap SIAKAD Universitas Nurul Huda OKU Timur dengan menggunakan *End User Computing Satisfaction.* Model *EUCS* menilai kepuasan pengguna berdasarkan lima variabel, yaitu *Content, Accuracy, Format, Ease of Use,* dan *Timeliness.* Dengan sampel diambil sebanyak 339 responden dari total populasi sebanyak 2.185 mahasiswa. Hasil penelitian ini memperlihatkan bahwa tingkat kepuasan pengguna pada variabel *Content* sebesar 85,31% , *Accuracy* sebesar 84,90%, *Format* sebesar 83,45%, *Ease of Use* sebesar 84,40%, dan variabel *Timeliness* didapatkan hasil 82,57%, maka dikatakan pengguna merasa sangat puas dengan penerapan SIAKAD. Namun, hasil uji t empat variabel *accuracy* nilai t hitung sebesar 1,264, variabel *format* nilai t 0,454, variabel *ease of use* nilai t hitung 1,047, dan variabel *timeliness* nilai t hitungnya 1,604 dikatakan tidak ada pengaruh terhadap kepuasan pengguna Sistem Informasi Akademik karena nilai t hitungnya < t tabel sebesar 1,967 sedangkan variabel *content* nilai t hitung sebesar 2,648 > t tabel 1,967 maka dikatakan terdapat pengaruh terhadap kepuasan pengguna Sistem Informasi Akademik.

Kata kunci: analisis, kepuasan pengguna, SIAKAD, End User Computing Satisfaction