

# **Analysis of User Satisfaction Level Of E-Pkh Application Using End User Computing Satisfaction (EUCS) Method**

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## ***Abstract***

The role of information systems for the government has become an important part, including the Lubuklinggau City Social Service, which has used information technology, one of which is the E-PKH application. So far, the E-PKH application is a digital breakthrough made by the Ministry of Social Affairs based on big data. The E-PKH application is an application that has been issued by the ministry of the republic of Indonesia, this application aims to assist the companion of the family of hope program in updating the data of the beneficiary family (KPM) of the family of hope program. after research, it turns out that the information system on the level of user satisfaction of the E-PKH application at the social service of the city of Lubuklinggau, has not yet attempted an analysis to determine the level of user satisfaction, whether the application is satisfied to be used in operating it. The method and user computing satisfaction (EUCS) is useful in measuring a level of user satisfaction in operating a website or application. The EUCS method can be used to assess and evaluate the use of the website or application based on the experience of the user in operating the website and application. likert. it can be concluded that the results of data processing indicate the level of satisfaction of users of the E-PKH application at the Lubuklinggau City Social Service has reached a valid level. E-PKH application users at the Lubuklinggau City Social Service have an effect on user satisfaction of the E-PKH application, this can be seen in each variable that gets a valid value.

**Keywords:** End User Computing Satisfaction, satisfaction

## **1. Introduction**

In the current era of globalization, the development of science and information technology is rapid and information technology itself is evolving rapidly so as to provide clear and more accurate information results for supporting means of information systems. One of the big impacts on the use of information technology is that the data management process can be done quickly, precisely, and efficiently to produce the information needed. In addition, information systems have also become an important part of organizations including government agencies. The role of information systems for the government has become an important part, including the Lubuklinggau City Social Service, which has used information technology, one of which is the E-PKH application.

The method and user computing satisfaction (EUCS) is useful in measuring a level of satisfaction of a user in operating a website or application. The EUCS method can be used to assess and evaluate the use of a website or application based on the experience of that user in operating the website and application[1]. From the problems described above, the researcher is interested in conducting research on the E-PKH application at the Lubuklinggau City Social Service, to find out the level of user satisfaction in the E-PKH application and this research is entitled

"Analysis of the Level of User Satisfaction of the E-PKH Application Using the And User Computing Satisfaction (EUCS) Method at the Lubuklinggau City Social Service"

### **1.1 Objectives**

From the identification of the problems that have been explained, there are four objectives of this study, namely: To determine the level of user satisfaction of the E-PKH application using the EUCS method.

- 1) To find out the level of user satisfaction of the E-PKH application using the EUCS method.
- 2) To determine the influence of the variables of the EUCS method on application user satisfaction, it is determined by the variables of content, accuracy, format, easy of use, and timeliness.
- 3) To develop and implement the knowledge gained while studying at Bina Insan Lubuklinggau University.

## **2. Literature Review**

Analysis is research that has since entered into a wide range interacts with backgrounds and people in the context of collecting data[4]. It can be concluded that analysis is an activity of paying attention to, observing, and solving a problem (looking for a way out) carried out by a person.

E-PKH is a digital-based application to improve data accuracy and also a program for providing conditional social assistance to poor families (KM), as well as to ensure that the distribution of social assistance can run effectively[5]. The E-PKH application can be accessed via pc, laptop and android which can be accessed on the epkh.kemensos.go.id page on this page which can operate only pkh companions and operators and also all the scopes in the E-PKH.

EUCS (end user computing satisfaction) is a method that measures the level of user satisfaction of a system, by comparing the expectations and realities of a system. The EUCS of the information system is an overall evaluation of the user's user of the information system based on their experience when using the system itself. According to Doll & Torkzadeh there are five variables, namely content, accuracy, shape, ease of use, and timeliness[6].

Questionnaires are a technique for collecting data that is carried out by giving written questions to respondents for them to answer[4]

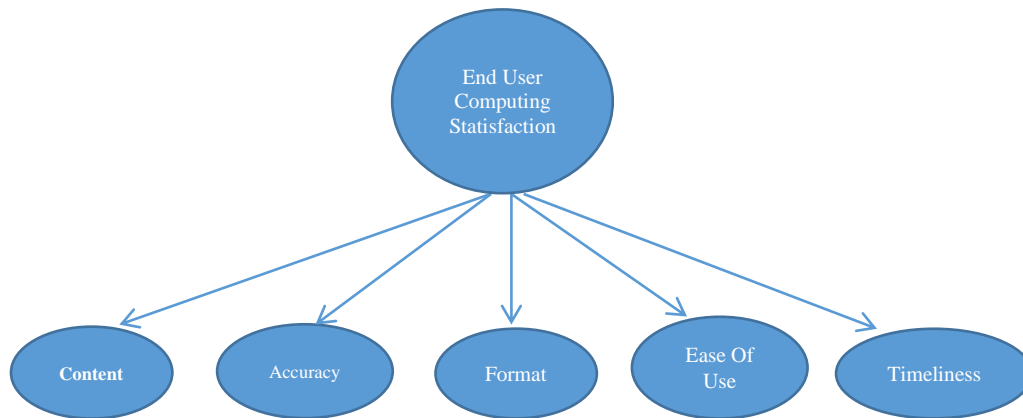
Spss is one of the software that can be used to help process, calculate, and analyze data statistically[9]. In this study, it can be concluded that SPSS is a program that functions to process data from statistics precisely, quickly and accurately that produces various outputs desired by users.

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A sample is a data collection procedure, in which only a portion of the population is taken and used to determine the desired nature and characteristics of a population[11]. At the explanation, it can be concluded that the sample is a representative or a whole to be studied, so that the results of the overall observed symptoms can be well observed. The sample is a partial or representative of the population under study (Arikunto, 2002: 109). If the number of respondents is less than 100 samples taken all so that the study is a population study while if the number of respondents is more than 100, then sampling is 10%-15% or 20%-25% or more (Arikunto, 2002: 112). In this study, the number of respondents was 63 less than 100, so this study was a population study[18].

### 3. Methods

#### System Development Methods



**Gambar** *End user computing satisfaction (EUCS)*

In the picture above, it explains the variables contained in the EUCS method, namely as follows:  
The first variable is the Content variable where the content variable is a variable used to measure user satisfaction in terms of the contents of an application system. In the second variable, the Accuracy variable is a satisfaction variable in terms of the accuracy of the data measured to be displayed by an application. In the third variable is the Format variable is a variable used for user satisfaction in terms of the appearance and aesthetics of the system interface. In the fourth variable is the Ease Of Use variable which is a variable measuring the ease of application to be learned and can be used effectively. Furthermore, the last one, namely the Timeliness variable, is a variable used to measure user satisfaction in terms of the timeliness of the application in displaying the information needed by users.

### 4. Data Collection

#### Data Collection Methods

In collecting the data needed as material for writing this report are:

a. *Primary data*

The methods used to collect primary data are as follows:

1. Observation Methods  
The author obtained data by observing the process of using the E-PKH application.
2. Interview Methods  
Data collection techniques are carried out by distributing questionnaires to respondents.
3. Documentation Methods  
The author searches for documents that are needed in writing this research report by documenting these documents and data.

b. *Secondary data*

The process carried out by the researcher is to collect data from various existing sources (researcher as second hand). Secondary data can be obtained from various sources such as books, reports, journals, and others.

## 5. Results and Discussion

### Result

The respondents in this study were PKH assistants and staff employees who served in the Lubuklinggau City Social Service. The research instrument used was a questionnaire distributed online through a google form containing written statements to 63 respondents with a total of 15 questions using likert scale answer choices. Data processing using SPSS (Statistical Package for Social Science) software. The sampling technique also uses simple random sampling.

### Discussion

#### a) Population

The population in this study was all PKH members and Employee Staff at the Lubuklinggau City Social Service with a total number of 63 employees. Here is a population table[18].

Tabel 1.1 Population Numbers Table

PKH	Number of PKH Users
PKH Companion	34
Staff Employees	29
Sum	63

#### b) Sampling Techniques

The sampling technique in this study is to use convenience sampling because sampling is based on availability and ease of obtaining it. And the sampling technique also uses simple random sampling. Simple means (simple) because sampling provides equal opportunities for each element of the population member to be selected as a member of the sample.

#### c) Questioner Instrument Design

Tabel 1.2 Questionnaire Design Table

EUCS Dimensions	ID	Question	SS	S	TS	STS
<i>Content</i>	C1	Fill in the information in the E-PKH Application according to your needs.				
	C2	The content of the information in the E-PKH application is easy to understand.				
	C3	The content of the information in the E-PKH application is complete.				
	C4	The content of the information in the E-PKH application is very clear.				
<i>Accuray</i>	A1	The E-PKH application site already displays true and accurate information.				
	A2	Every link in the E-PKH application that you click on always displays the appropriate application				

		page.				
<i>Format</i>	F1	The display design in the E-PKH application has attractive color settings				
	F2	The display design in the E-PKH application has layout which makes it easier for users				
	F3	The display design in the E-PKH application has an easy-to-understand menu and link structure.				
<i>Based on the percentage of respondents' answers each variable as follows: Ease of use</i>	E1	The E-PKH application site is very easy to use				
	E2	The E-PKH application site is easily accessible from anywhere and anytime				
<i>Timeliness</i>	T1	The information about PKH you need is quickly obtained through the E-PKH application				
	T2	The E-PKH application site always displays the latest information				
<i>Satisfaction</i>	Y1	All material information is available in the E-PKH application				
	Y2	The E-PKH application has a systemap				

Based on the percentage of respondents' answers each variable as follows:

a) *Variabel content*

Based on the table below, it is known from the 4 questions from the questionnaire are:

Tabel 1.3 Respondents based on content variable (X1)

Interval	Letter	Frequency	%	Criterion
76%-100%	SS	40	63.5%	Strongly Agree
51%-75%	S	23	36.5%	Agree
26%-50%	TS	0	0%	Disagree
0%-25%	STS	0	0%	Strongly Disagree
Sum		63	100%	

From the table above for the highest value on the content variable (X1), namely in the indicator (X1.3) of 100% and from table 2 the results obtained were 63.5% of respondents felt very agreeable.

b) Variabel *Accuracy*

3 Respondents by format variable (X3) Based on the table below, it is known from the 2 questions from the questionnaire results are:

Table 1.4 Respondents based on the accuracy variable (X2)

Interval	Letter	Frequency	%	Criterion
76%-100%	SS	35	56.6%	Strongly Agree
51%-75%	S	28	44.4%	Agree
26%-50%	TS	0	0%	Disagree
0%-25%	STS	0	0%	Strongly Disagree
Sum		63	100%	

From the table above for the highest value in the accuracy variable (X2), namely in the indicator (X2.1) of 100% and from table 2 the results obtained were 56.6% of respondents felt very much in agreement.

c) Variabel *format*

Based on the table below, it is known from the 3 questions from the questionnaire results are:

Table 1.5 Responden berdasarkan variabel *format* (X3)

Interval	Letter	Frequency	%	Criterion
76%-100%	SS	38	60.3%	Strongly Agree
51%-75%	S	25	39.7%	Agree
26%-50%	TS	0	0%	Disagree
0%-25%	STS	0	0%	Strongly Disagree
Sum		63	100%	

From the table above for the highest value in the format variable (X3), namely on the indicator (X1.2) by 100% and from table 2 the results obtained were 60.3% of respondents felt very agreed

d) Variabel *ease of use*

Based on the table below, it is known from the 2 questions from the questionnaire results are:

Table 1.6 Respondents based on ease of use variable (X4)

Interval	Letter	Frequency	%	Criterion
76%-100%	SS	34	54.0%	Strongly Agree
51%-75%	S	29	46.0%	Agree
26%-50%	TS	0	0%	Disagree
0%-25%	STS	0	0%	Strongly Disagree
Sum		63	100%	

From the table above for the highest value on the ease of use (X4) variable, namely in the indicator (X4.1) of 100% and from table 2 the results obtained were 54.0% of respondents felt very agreed

e) Variabel *timeliness*

Based on the table below, it is known from the 2 questions from the questionnaire results are:

Table 1.7 Respondents based on timeliness variable (X5)

Interval	Letter	Frequency	%	Criterion
76%-100%	SS	39	61.9%	Strongly Agree
51%-75%	S	24	38.1%	Agree
26%-50%	TS	0	0%	Disagree
0%-25%	STS	0	0%	Strongly Disagree
Sum		63	100%	

From the table above for the highest value in the timeliness variable (X5), namely in the indicator (X5.2) of 100% and from table 2 the results obtained were 61.9% of respondents felt very agreed.

## 6. Conclusion

Based on the results of the research from the analysis and discussion in the previous chapter, conclusions can be drawn, namely:

1. The results of data processing show that the level of satisfaction of E-PKH application users at the Lubuklinggau City Social Service has reached a valid level. In users of the E-PKH application at the Lubuklinggau City Social Service, it affects the satisfaction of E-PKH application users, this can be seen in each variable that gets a valid value.
2. With the improvement of the E-PKH application, it can make it easier for people to provide suggestions so that the E-PKH application is superior in serving the community in the city of Lubuklinggau.
3. And with the E-PKH application, it can ensure that the distribution of social assistance can run effectively according to the provisions.

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