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ANALISIS KEPUASAN PENGGUNA APLIKASI SIAK PADA DISDUKCAPIL KAB. BATANG DENGAN METODE EUCS (*END USER COMPUTING SATISFACTION*).

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62 + xii hal / 14 gambar / 9 tabel / 7 lampiran / 29 pustaka

ABSTRAK

Perkembangan teknologi informasi mendorong instansi pemerintah memanfaatkan sistem informasi untuk meningkatkan kualitas pelayanan publik, salah satunya melalui penerapan Sistem Informasi Administrasi Kependudukan (SIAK) di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Batang. Namun, berdasarkan hasil observasi, aplikasi SIAK masih mengalami gangguan (*error*) yang menghambat proses pelayanan. Penelitian ini bertujuan menganalisis tingkat kepuasan pengguna aplikasi SIAK menggunakan metode *End User Computing Satisfaction* (EUCS) berdasarkan lima dimensi, yaitu *content*, *accuracy*, *format*, *ease of use*, dan *timeliness*. Penelitian menggunakan pendekatan kuantitatif deskriptif dengan teknik total *sampling* terhadap 38 pengguna aktif SIAK. Data dikumpulkan melalui kuesioner skala Likert dan dianalisis menggunakan IBM SPSS Statistics 25 melalui uji validitas, uji reliabilitas, dan analisis deskriptif. Hasil penelitian menunjukkan bahwa seluruh instrumen valid dan reliabel. Tingkat kepuasan pengguna berada pada kategori puas dengan nilai *grand mean* sebesar 4,03, di mana dimensi *content* memperoleh nilai tertinggi (4,25) dan *accuracy* nilai terendah (3,82). Meskipun demikian, aspek *error handling* pada dimensi *ease of use* serta keakuratan data pada dimensi *accuracy* masih memerlukan perhatian sebagai upaya peningkatan kualitas sistem SIAK.

Kata kunci: Kepuasan Pengguna, EUCS, SIAK, Administrasi Kependudukan, Sistem Informasi.

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ABSTRACT

The advancement of information technology has encouraged government institutions to utilize information systems to improve public service quality, one of which is the implementation of the Population Administration Information System (SIAC) at the Department of Population and Civil Registration of Batang Regency. However, based on field observations, the SIAC application still experiences system errors that disrupt service delivery. This study aims to analyze user satisfaction with the SIAC application using the End User Computing Satisfaction (EUCS) method, which consists of five dimensions: content, accuracy, format, ease of use, and timeliness. A descriptive quantitative approach was employed using a total sampling technique involving 38 active SIAC users. Data were collected through a Likert-scale questionnaire and analyzed using IBM SPSS Statistics 25 through validity testing, reliability testing, and descriptive analysis. The results indicate that all research instruments are valid and reliable. Overall user satisfaction was categorized as satisfied, with a grand mean score of 4.03. The content dimension obtained the highest mean score (4.25), while accuracy received the lowest (3.82). Nevertheless, the error handling aspect within the ease of use dimension and data accuracy remain areas requiring further improvement to enhance the quality of the SIAC application.

Keywords: *User Satisfaction, EUCS, SIAC, Population Administration, Information System.*