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Analyzing User Satisfaction of the SMP Negeri 1 Sungai Lilin Website Using the End User Computing Satisfaction (EUCS) Method

Siti Nurhalimah *
Information System Study Program, Computer and Engineering Faculty, Universitas Alma Ata, Bantul Regency, Special Region of Yogyakarta, Indonesia.
Corresponding Email: 203100075@almaata.ac.id.

Asti Ratnasari
Information System Study Program, Computer and Engineering Faculty, Universitas Alma Ata, Bantul Regency, Special Region of Yogyakarta, Indonesia.
Email: astiratnasari@almaata.ac.id.

Tri Rochmadi
Information System Study Program, Computer and Engineering Faculty, Universitas Alma Ata, Bantul Regency, Special Region of Yogyakarta, Indonesia.
Email: trirochmadi@almaata.ac.id.

Yanuar Wicaksono
Information System Study Program, Computer and Engineering Faculty, Universitas Alma Ata, Bantul Regency, Special Region of Yogyakarta, Indonesia.
Email: yanuar@almaata.ac.id.

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Abstract: Education plays a central role in society, with schools serving as crucial institutions in providing access to relevant information for all stakeholders. With advancements in technology, many schools have established an online presence through their websites. SMP Negeri 1 Sungai Lilin is one such school that provides various information related to school activities on its website. However, overall user engagement and feedback, particularly from students, have been limited, and the level of user satisfaction remains unknown. This study aims to analyze the user satisfaction of the school website using a quantitative descriptive approach to test specific hypotheses. Data were collected from 250 respondents selected through purposive sampling, conducted at SMP Negeri 1 Sungai Lilin between February and April 2024. The End User Computing Satisfaction (EUCS) method was employed to assess user satisfaction and the influencing factors. EUCS evaluates satisfaction based on five parameters: content, accuracy, format, ease of use, and timeliness. Data analysis was conducted using multiple linear regression and classical assumption tests, processed with SPSS version 23. Initial validity and reliability tests revealed inadequacies, but subsequent tests confirmed that all instruments were valid and reliable. The results confirm that all research hypotheses are accepted. The F-test results indicate that the regression coefficients of content, accuracy, format, ease of use, and timeliness significantly affect user satisfaction (sig < 0.05). The T-test results further reveal that each variable positively influences user satisfaction individually (sig < 0.05). An

R Square value of 0.297 suggests that 29.7% of user satisfaction is explained by the variables of content, accuracy, format, ease of use, and timeliness, indicating a weak relationship, while the remaining 70.3% is influenced by other factors not included in this study. The findings indicate that respondents generally exhibit low levels of satisfaction when using the SMP Negeri 1 Sungai Lilin website, as evidenced by the influence of content, accuracy, format, ease of use, and timeliness on user satisfaction.

Keywords: End User Computing Satisfaction; User Satisfaction; Website Evaluation; Multiple Linear Regression; SMP Negeri 1 Sungai Lilin.

1. Introduction

Education plays a fundamental role in society, with schools acting as key institutions in providing access to relevant information for all stakeholders. In the rapidly advancing era of globalization, marked by significant technological and informational progress, many schools have sought to establish an online presence through their websites. These websites serve not only as platforms for information dissemination but also as essential tools for supporting the educational experience and enhancing institutional functions. Schools, as integral parts of the educational system, have adapted to these technological changes to meet the needs of the current era, offering users access to various aspects of school activities. One such institution that has adopted this approach is SMP Negeri 1 Sungai Lilin, which has developed a school website to better serve its community.

The SMP Negeri 1 Sungai Lilin website provides a range of information, including a homepage, school profile, lists of teaching staff, student data, alumni information, special features, photo galleries, the latest news, articles, school-related content, guest books, and email services (webmail). Beyond merely providing information, this website functions as an important tool in supporting the institution's structure and enhancing the educational environment. One of the features of this website is a polling tool designed to assess user satisfaction with the website's quality. The homepage of the school website was captured on December 5, 2023, showcasing the design and interactive elements aimed at engaging visitors.

As of November 20, 2023, data from the SMP Negeri 1 Sungai Lilin website indicated that, out of a total of 65,400 visitors, only 190, or about 0.29%, had participated in the website quality poll. The poll results showed that 78% rated the website as very good, 19% as good, and 3% as less than satisfactory. However, the sources of these ratings were not clearly identified, prompting researchers to conduct preliminary research to understand the extent of student engagement with the website. This preliminary study, conducted on November 24, 2023, involved 30 student respondents to assess the frequency of website visits among students. The results indicated that 53.5% of students had visited the website, while 46.7% had not. Furthermore, the preliminary research sought to determine how many students had participated in the poll, driven by the researchers' interest in understanding the origin of the responses. The findings showed that 68.7% of students had never filled out the poll, while 31.3% had participated.

These preliminary findings suggest a limited level of engagement and feedback from students at SMP Negeri 1 Sungai Lilin, highlighting a gap in understanding student satisfaction with the website. To address this issue, it is essential to evaluate the information system from the perspective of user satisfaction, which is a crucial factor in enhancing system performance. User satisfaction is defined as the response given by users to the outcomes of an information system and is considered a key indicator of the system's success. Various models are available for evaluating information systems, with one widely used approach being the End User Computing Satisfaction (EUCS) model. The EUCS model measures user satisfaction by comparing users' expectations with the actual performance of the information system, focusing on five key dimensions: content, accuracy, format, ease of use, and timeliness [1]. According to Sabdana (2019), the application of the EUCS method in information systems reflects the satisfaction levels perceived by users, making it particularly suitable for assessing student satisfaction with the SMP Negeri 1 Sungai Lilin website [2]. Schools must analyze user satisfaction to evaluate and improve their websites based on feedback from students. By understanding student feedback on their satisfaction with the website, schools can make informed decisions to enhance the website's functionality and user experience. Research by Adha and Alvin (2020) indicated that the dimensions within EUCS—content, accuracy, format, ease of use, and timeliness—collectively influence user satisfaction, with an effect size of 57.3%, which suggests a moderate impact [3]. This finding implies that while these dimensions significantly affect satisfaction, other factors may also contribute to overall user experience. Additionally, Setiawan and Novita (2021) reported that the EUCS dimensions have a simultaneous impact on user satisfaction [4]. However, previous studies have shown that when these variables are tested individually,

some do not significantly influence user satisfaction. This was observed in the studies by Adha and Alvin (2020) and Setiawan and Novita (2021), which found that two variables did not have a significant impact when analyzed separately [3][4]. These variations underline the necessity for further research into the influence of EUCS dimensions on user satisfaction, specifically in the context of SMP Negeri 1 Sungai Lilin's website.

Based on the findings from previous studies, the EUCS method is deemed appropriate for investigating the factors that affect user satisfaction with the SMP Negeri 1 Sungai Lilin website. Therefore, an in-depth analysis of website user satisfaction using the EUCS model is justified. The results of this study are expected to provide valuable insights for SMP Negeri 1 Sungai Lilin in evaluating the website's performance and identifying necessary improvements for future development. The primary objective of this research is to determine the level of user satisfaction with the SMP Negeri 1 Sungai Lilin website and to identify the variables that influence this satisfaction using the EUCS method. The findings are anticipated to assist SMP Negeri 1 Sungai Lilin in enhancing user satisfaction by focusing on the five dimensions of content, accuracy, format, ease of use, and timeliness. As educational institutions increasingly rely on digital platforms to engage with stakeholders, it is critical to assess the effectiveness of these platforms in meeting users' needs. This study aims to contribute to the body of knowledge by providing a detailed analysis of user satisfaction with the SMP Negeri 1 Sungai Lilin website, ultimately guiding future improvements and enhancing the overall user experience. By employing the EUCS model, this research seeks to offer actionable recommendations that can be used to optimize the website, ensuring it serves as an effective tool for education and communication within the school community.

Information systems are a means by which technology can be leveraged across various aspects of daily life, including education, healthcare, and the economy [5]. In the lifecycle of system development, a critical step following the end-user's utilization of the system or application is the evaluation of the information system, particularly in terms of user satisfaction [6]. User satisfaction is a fundamental factor in assessing information systems; a system is considered effective when users are satisfied with its implementation within an organization [7]. One prominent method for measuring user satisfaction with application systems is the End User Computing Satisfaction (EUCS) model, developed by Doll and Torkzadeh. This method has been extensively tested by other researchers for its reliability, with results showing no significant differences even when the tool is translated into various languages. The analysis using this method focuses on the satisfaction of end-users with technological aspects, evaluating five key variables: content, accuracy, format, ease of use, and timeliness [8]. The EUCS model encompasses the following five variables [9]:

1) Content
   This dimension measures user satisfaction with the completeness of the system's content. Key criteria include the functions and modules used by system users and the information produced by the system. This aspect covers factors related to the completeness of the information system's content according to user needs, the availability of functions that support processes, and the effectiveness of the information system.
2) Accuracy
   This dimension refers to the precision of the data processed by the system, turning inputs into reliable information. The accuracy aspect includes the correctness of the data produced by the information system, such as providing accurate information, completeness and integrity of the data, and restrictions on user access rights.
3) Format
   This aspect evaluates user satisfaction based on the presentation of the information system or application. The format dimension emphasizes the layout of the information system, including orderly design, color coordination that meets aesthetic standards, and uniformity in presentation. Therefore, the visual format of an information system is crucial in engaging users.
4) Ease of Use
   This dimension measures user satisfaction concerning the ease of system use or user-friendliness, such as the process of entering data and retrieving necessary information. The usefulness of the system is demonstrated through straightforward data entry, data processing, and the generation of required information without confusing the user, maintaining consistency, and providing supporting tools. It also involves informative error messages that are easy for users to understand.
5) Timeliness
   This dimension assesses user satisfaction related to the speed with which the system delivers required data and information. Timeliness is demonstrated through quick response times and alignment with user needs, with updated information readily available and shortcuts provided for rapid task completion. A

timely system is classified as real-time, meaning that each user request or input is promptly processed and the results are displayed accurately without long waits.

The EUCS model is considered particularly suitable for studies analyzing user satisfaction with school websites, as it specifically evaluates satisfaction from the perspective of the end user. In contrast, other analytical models often focus on system adoption rates or applications developed for internal or business organizational purposes [10]. In a study conducted by Nurul Adha O.S and Alvin (2020), the R^2 test showed a determination coefficient (R^2) value of 0.772, indicating that the variables comprising content, accuracy, format, ease of use, and timeliness collectively influence user satisfaction (variable Y) by 57.3%. However, based on the T-test results, two variables—content and accuracy—did not have a significant effect, while the variables format, ease of use, and timeliness did [2]. Similarly, a study by Imaniar Sevtiyani and Findy Fatikasari at Puskesmas Banguntapan II showed that of the five EUCS variables, only format and timeliness significantly affected user satisfaction with the DGS system, with T values of 2.504 and 2.265, respectively [11]. Additionally, Hendrik Setiawan and Dien Novita found that content (X1), accuracy (X2), format (X3), ease of use (X4), and timeliness (X5) collectively influenced satisfaction (Y) by 67.9%, indicating that 68 out of 100 respondents were satisfied with the KAI Access application [4]. However, based on T-tests, it was found that two variables—content and ease of use—did not significantly impact satisfaction, while the remaining three did. The study concluded that users were not satisfied with the content and ease of use of the KAI Access application, highlighting the need for improvements in these areas to enhance overall user satisfaction [4]. These findings underline the importance of targeted improvements to specific areas of the system based on the EUCS variables to enhance user satisfaction, particularly in the context of educational institutions where user engagement and satisfaction are crucial for the effective use of digital platforms

2. Research Method

2.1. Research Design

This study employs a quantitative research method with a descriptive quantitative approach aimed at testing predetermined hypotheses. Quantitative research is a process of acquiring knowledge using numerical data as a tool to gather information about the research objectives [12]. The approach allows for systematic data collection and statistical analysis to explore relationships between variables and draw conclusions.

2.2. Location and Time

The research was conducted by collecting data through questionnaires. The respondents of this study consisted of students from grades VII, VIII, and IX at SMP Negeri 1 Sungai Lilin who use the SMP Negeri 1 Sungai Lilin website. Data collection was carried out online using Google Forms in the form of a questionnaire. The research was conducted from February to April 2024, allowing sufficient time for data collection and analysis.

2.3. Population and Sampling

The subjects of this study include all students at SMP Negeri 1 Sungai Lilin. The population comprised students from grades VII, VIII, and IX, with a total of 664 students, including 220 students from grade VII, 237 students from grade VIII, and 207 students from grade IX. The selection of this population was intended to obtain representative and valid data to support the research conclusions. The study employed a purposive sampling technique, which involves selecting samples based on specific criteria relevant to the research objectives [13]. The criteria for website users who were selected as respondents included: (1) students who have visited the school website, and (2) students enrolled at SMP Negeri 1 Sungai Lilin. Based on Slovin's formula, the total number of respondents included in this study was 250. The table below shows the proportional distribution of respondents by grade level:

Table 1. Respondents

No	Class	Number of Respondents
1	Grade VII	83
2	Grade VIII	89
3	Grade IX	78
Total		250

The proportional calculation was performed as follows:

For grade VII $= \frac{220}{664} \, x \, 250 = \, 82{,}83$, rounded to 83 respondents.

For grade VIII $= \frac{237}{664} \, x \, 250 = \, 89{,}23$, rounded to 89 respondents.

For grade IX $= \frac{207}{664} \, x \, 250 = \, 77{,}93$, rounded to 78 respondents

2.4. Data Collection and Analysis Techniques

Data for this study were collected using a combination of literature review, observation, and questionnaires. The analysis technique used was multiple regression analysis. Multiple linear regression analysis is a regression method used to examine the relationship between independent variables and a dependent variable. This analysis measures the influence of the tested variables. The purpose of this analysis is to identify whether the relationships between the independent and dependent variables are positive or negative, and to predict the value of the dependent variable when the independent variables change [14]. The regression equation used in this study is as follows:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + b_5X_5$$

Explanation:

Y	:	Predicted value of the dependent variable (User Satisfaction).
a	:	Constant, which is the value of Y when X_1,X_2,X_3,X_4, and X_5=0.
b_1,b_2,b_3,b_4,b_5	:	Regression coefficients, indicating the increase or decrease in the dependent variable based on changes in the independent variables X_1,X_2,X_3,X_4, and X_5.
X_1	:	Independent variable (Content).
X_2	:	Independent variable (Accuracy).
X_3	:	Independent variable (Format).
X_4	:	Independent variable (Ease of Use).
X_5	:	Independent variable (Timeliness).

This regression model was utilized to evaluate the influence of content, accuracy, format, ease of use, and timeliness on user satisfaction with the SMP Negeri 1 Sungai Lilin website. The analysis helps in understanding the impact of these factors on user satisfaction and aids in drawing conclusions on the overall effectiveness of the website.

3. Result and Discussion

3.1 Results

The respondents in this study were internal users of the SMP Negeri 1 Sungai Lilin website, specifically students from SMP Negeri 1 Sungai Lilin. The criteria for respondents included students who had previously visited the school website. Data collection was conducted using a Google Form questionnaire, with a total of 250 respondents participating.

Table 2. Respondent Demographics

Profile	Characteristic	Number	Percentage
Gender	Female	163	65.2%
	Male	87	34.8%
Class	VII	83	33.2%
	VIII	89	35.6%
	IX	78	31.2%

Table 2 outlines the demographic distribution of respondents by gender and class. The table indicates that 65.2% of the respondents were female (163 students), while 34.8% were male (87 students). Additionally, the respondents were distributed across three grade levels: 33.2% were from grade VII (83 students), 35.6% from grade VIII (89 students), and 31.2% from grade IX (78 students). The validity and reliability of the data were confirmed through preliminary tests, allowing for subsequent analyses to be conducted.

Table 3. Normality Test

Uji Kolomogrov- Smirnov	Unstandarize Residual
N	250
Test Statistic	0,048
Asymp. Sig. (2-tailed)	0,200

According to Table 3, with N = 250, the one-sample Kolmogorov-Smirnov test statistic was 0.048. The significance level of the one-sample Kolmogorov-Smirnov test was 0.200, which is greater than 0.05. This indicates that the data are normally distributed.

Table 4. Regression Analysis

	Unstandardized Coefficients
Model	B
(Constant)	0,434
Content	0,150
Accuracy	0,099
Format	0,083
Ease of Use	0,148
Timeliness	0,120

The multiple regression equation derived from the results in Table 4 is:

$$Y = 0.434 + 0.150X_1 + 0.099X_2 + 0.083X_3 + 0.148X_4 + 0.120X_5$$

The regression coefficients obtained from the analysis indicate how each independent variable affects user satisfaction. The regression coefficient for content is 0.150, suggesting that an increase in the content variable will lead to an increase in user satisfaction by 0.150 units. Similarly, the regression coefficient for accuracy is 0.099, indicating that enhancing the accuracy of the system will increase user satisfaction by 0.099 units. For format, the regression coefficient is 0.083, demonstrating that improvements in the system's format will boost user satisfaction by 0.083 units. The regression coefficient for ease of use is 0.148, which shows that making the system easier to use will enhance user satisfaction by 0.148 units. Finally, the regression coefficient for timeliness is 0.120, indicating that improving the timeliness of the system will increase user satisfaction by 0.120 units. These coefficients collectively highlight the positive impact of each variable on user satisfaction, emphasizing the importance of optimizing these factors to improve overall user experience.

Based on the T-test results, the decision rules for the hypotheses reveal that all variables significantly impact user satisfaction. The content variable (X1) has a significance value of 0.004, which is less than 0.05 (0.004 < 0.05). This result indicates that content significantly affects user satisfaction, with a calculated t-value of 2.887 that exceeds the t-table value of 1.970, confirming a positive impact on user satisfaction and leading to the acceptance of hypothesis H1. Similarly, the accuracy variable (X2) shows a significance value of 0.046, which is also below 0.05 (0.046 < 0.05), indicating that accuracy has a significant effect on user satisfaction. The calculated t-value for accuracy is 2.007, which is greater than the t-table value of 1.970, thereby showing a positive influence on user satisfaction and supporting hypothesis H2. The format variable (X3) has a significance value of 0.040, less than 0.05 (0.040 < 0.05), demonstrating that format significantly affects user satisfaction. The t-value calculated for format is 2.062, which surpasses the t-table value of 1.970, indicating a positive impact on user satisfaction, thus accepting H3. For the ease of use variable (X4), the significance value is 0.018, which is below 0.05 (0.018 < 0.05), showing that ease of use significantly influences user satisfaction. The calculated t-value of 2.388 is greater than the t-table value of 1.970, confirming a positive effect on user satisfaction and accepting hypothesis H4. Lastly, the timeliness variable (X5) presents a significance value of 0.003, which is significantly less than 0.05 (0.003 < 0.05), indicating a significant effect on user satisfaction. The calculated t-value for timeliness is 2.967, which exceeds the t-table value of 1.970, demonstrating a positive impact on user satisfaction, thereby supporting hypothesis H5. These results collectively affirm that all independent variables—content, accuracy, format, ease of use, and timeliness—positively and significantly influence user satisfaction, highlighting their importance in enhancing the overall user experience of the SMP Negeri 1 Sungai Lilin website.

Table 5. ANOVA (F-Test Results)

ANOVA[a]

Model	Sum of Squares	Mean Square	F	Sig.
Regression	139.841	27.968	20,570	0,000[b]
Residual	331.763	1.360		
Total	471.604			

Table 5 shows an F-value of 20.570 with a significance level of 0.000, which is significantly less than 0.05. This indicates that the regression coefficients for content, accuracy, format, ease of use, and timeliness collectively have a significant effect on user satisfaction.

Table 6. Coefficient of Determination

Model Summary[b]

Model	R Square	Std. Error of the Estimate
1	0,297	1,166

Based on Table 6, the study shows an R square value of 0.297. This coefficient of determination indicates that 29.7% of user satisfaction is influenced by the variables content, accuracy, format, ease of use, and timeliness, reflecting a weak relationship. The remaining 70.3% is influenced by other variables not included in this study. The standard error of estimate (SEE) is 1.166, suggesting that the smaller the SEE, the more accurate the regression model in predicting the dependent variable.

3.2 Discussion

H1: Content Influences User Satisfaction on the SMP Negeri 1 Sungai Lilin Website, The independent variable content (X1) has a positive and significant effect on the dependent variable user satisfaction (Y). The results indicate that H1 is accepted, demonstrating that the content of the website significantly influences user satisfaction. This finding is consistent with the research by Simaremare and Junaidi (2020), which found that content significantly impacts user satisfaction [15]. Content plays an important role in enhancing user satisfaction, as users tend to prefer websites with engaging and useful content. Since information systems are utilized in various aspects of human life, it is important to evaluate their effectiveness and use [6].

H2: Accuracy Influences User Satisfaction on the SMP Negeri 1 Sungai Lilin Website, The independent variable accuracy (X2) also has a positive and significant effect on user satisfaction (Y). The results confirm that H2 is accepted, indicating that accuracy on the website positively influences user satisfaction. This result aligns with the findings of Taswin and Heliawati, who stated that accuracy affects user satisfaction in the use of information systems [17]. User satisfaction is a key factor in evaluating information systems. An information system is considered successful if users are satisfied with its performance and output within an organization [7].

H3: Format Influences User Satisfaction on the SMP Negeri 1 Sungai Lilin Website, The independent variable format (X3) shows a positive and significant impact on user satisfaction (Y). The test results indicate that H3 is accepted, suggesting that the format of the website significantly affects user satisfaction. This finding is supported by Megawaty and Ariningsih, who found a significant relationship between format and user satisfaction [18]. Satisfaction with information systems can be influenced by the design and layout of the website, which enhances the user experience. The appealing design of the SMP Negeri 1 Sungai Lilin website has been shown to positively affect user satisfaction.

H4: Ease of Use Influences User Satisfaction on the SMP Negeri 1 Sungai Lilin Website, The independent variable ease of use (X4) has a positive and significant effect on user satisfaction (Y). The test results confirm that H4 is accepted, indicating that ease of use significantly influences user satisfaction. This finding aligns with the study by Oktarina (2022), which found a significant relationship between ease of use and user satisfaction [19]. Users tend to feel more satisfied when the information system is easy to navigate and operate. The simpler and more user-friendly the system, the higher the satisfaction levels among users [7].

H5: Timeliness Influences User Satisfaction on the SMP Negeri 1 Sungai Lilin Website, The independent variable timeliness (X5) has a positive and significant effect on user satisfaction (Y). The results indicate that H5 is accepted, showing that timeliness on the website significantly affects user satisfaction. Oktarina (2022) also found a significant relationship between timeliness and user satisfaction [19]. Timeliness is crucial in information systems, as it focuses on the speed and efficiency of acquiring and delivering information within the system [7]. These findings emphasize the importance of optimizing content, accuracy, format, ease of use, and timeliness to improve user satisfaction on the SMP Negeri 1 Sungai Lilin website. Each of these factors

significantly contributes to the overall user experience, highlighting the need for continuous evaluation and enhancement of these elements in information systems used in educational settings.

4. Related Work

Research on user satisfaction with information systems, particularly in educational settings, has been extensively conducted to understand the factors that influence user engagement and experience. One widely used model in evaluating user satisfaction is the End User Computing Satisfaction (EUCS) model, which measures satisfaction through variables such as content, accuracy, format, ease of use, and timeliness. Numerous studies have applied the EUCS model to assess user satisfaction across different platforms and contexts, highlighting its versatility and effectiveness. Simaremare and Junaidi (2020) investigated the impact of content on user satisfaction within educational websites, finding that high-quality, relevant content significantly enhances user satisfaction [15]. This aligns with the general understanding that users are more likely to engage with websites that provide useful and engaging information, making content a critical factor in the overall user experience. Similarly, Taswin and Heliawati explored the role of accuracy in user satisfaction within information systems. Their findings confirmed that the accuracy of information presented by a system plays a crucial role in determining user satisfaction, as users rely on precise and reliable data for decision-making [15]. Accurate information not only builds trust but also improves the perceived value of the information system, reinforcing the need for precision in data handling. Megawaty and Ariningsih (2021) examined the influence of format on user satisfaction, noting that the visual design and layout of a website significantly impact how users perceive and interact with the system [18]. A well-organized and aesthetically pleasing format enhances the user experience, making it easier for users to navigate and find the information they need. This study underscores the importance of considering design elements in the development of educational websites.

Ease of use is another critical factor explored by several researchers, including Oktarina (2022), who found that user satisfaction is closely tied to how intuitively a system can be used [19]. Systems that are easy to navigate and operate reduce user frustration and increase the likelihood of continued use, which is particularly important in educational settings where diverse user groups may have varying levels of technical proficiency. The timeliness of information delivery has also been shown to significantly affect user satisfaction. Oktarina (2022) highlighted that timely updates and quick response times are essential for maintaining user engagement and satisfaction [19]. In fast-paced environments like educational institutions, the ability of a system to provide up-to-date information promptly is crucial for its effectiveness and user acceptance.

Other studies have also explored similar dimensions in various contexts. Hendrik Setiawan and Dien Novita examined user satisfaction with the KAI Access application and found that content, accuracy, format, ease of use, and timeliness all play significant roles in influencing satisfaction levels [4]. Their findings further support the application of the EUCS model in evaluating user satisfaction across different platforms. Research by Nurul Adha O.S and Alvin applied the EUCS model to assess user satisfaction with educational websites, revealing that while most variables significantly impacted satisfaction, content and ease of use required further improvement to fully meet user expectations [2]. This insight points to the need for continuous monitoring and enhancement of these elements to ensure that the system remains relevant and effective in meeting user needs.

These studies collectively highlight the importance of the EUCS model in assessing user satisfaction with information systems, particularly in educational contexts. They demonstrate that factors such as content, accuracy, format, ease of use, and timeliness are critical in shaping user experiences and satisfaction. By applying these findings, institutions like SMP Negeri 1 Sungai Lilin can make informed decisions on how to optimize their websites and other information systems to better serve their users and improve overall satisfaction.

5. Conclusion

The results of the study indicate that respondents exhibit a moderate level of satisfaction when using the SMP Negeri 1 Sungai Lilin website, as reflected in the multiple linear regression analysis with a coefficient of determination (R square) value of 0.292. This suggests that 29.2% of user satisfaction can be explained by the factors of content, accuracy, format, ease of use, and timeliness, indicating a weak relationship between these variables and user satisfaction. The remaining 70.8% of user satisfaction is influenced by other factors

that were not included or explained in this study. The F-test results demonstrate that the regression coefficients for the variables content, accuracy, format, ease of use, and timeliness collectively have a significant effect on user satisfaction, with a significance value of 0.000, which is much smaller than 0.05. The t-test results further indicate that each of these variables—content, accuracy, format, ease of use, and timeliness—has a positive and significant partial effect on user satisfaction with the SMP Negeri 1 Sungai Lilin website. Among the five EUCS variables, timeliness emerged as the most dominant factor influencing user satisfaction, as indicated by the highest standardized beta coefficient of 0.187. This finding underscores the importance of timeliness in delivering swift services on a website, as users tend to feel more satisfied when they do not have to wait long. On the other hand, accuracy was found to have the smallest impact on user satisfaction, with a standardized beta coefficient of 0.127. Although its influence is less pronounced than that of timeliness, the importance of accuracy should not be overlooked, as users still expect reliable and accurate information. Therefore, in the process of website development, it is crucial to pay attention to both the speed and accuracy of the information provided to maintain user comfort and efficiency in using the website.

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