

ABSTRACT

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ANALYSIS OF THE LEVEL OF SATISFACTION OF SATUDIkti APPLICATION USERS USING THE END USER COMPUTING SATISFACTION (EUCS) METHOD

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(xv + 82 + Lampiran)

The current trend for companies in the retail consumer market is to develop digital platforms, namely super apps. One super app that offers a wide range of services is under the auspices of the Directorate General of Higher Education, namely the Satudikti super app. Satudikti is a mobile-based application that contains all Dikti information and services that can be used by the general public, students and lecturers. The purpose of this study is to measure the level of satisfaction of Satudikti application users by using variables in the End User Computing Satisfaction (EUCS) method from the user side, namely students and the public. The final result of this research is an analysis and evaluation that describes the level of user satisfaction with the Satudikti application. The research method used starts from determining the object of research, determining the sample size, compiling questionnaires, distributing questionnaires, processing data, testing instruments, to analyzing data. The score obtained in the Content variables is 4.27 (VERY SATISFIED), Accuracy is 4.14 (SATISFIED), Format is 4.26 (VERY SATISFIED), Ease of Use is 4.25 (VERY SATISFIED), and Timeliness is 4.12 (SATISFIED).

Bibliography (2009 – 2023)