ANALYSIS OF USER SATISFACTION LEVEL OF RIAU PROVINCE ENVIRONMENTAL AND FORESTRY WEBSITE USING EUCS

JURNAL

Diajukan Sebagai Salah Satu Syarat untuk Memperoleh Gelar Sarjana Teknik
pada Program Studi Sistem Informasi Fakultas Sains dan Teknologi

oleh :

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FAKULTAS SAINS DAN TEKNOLOGI
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ANALYSIS OF USER SATISFACTION LEVEL OF RIAU PROVINCE ENVIRONMENTAL AND FORESTRY WEBSITE USING EUCS

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ANALYSIS OF USER SATISFACTION LEVEL OF RIAU PROVINCE ENVIRONMENTAL AND FORESTRY WEBSITE USING EUCS
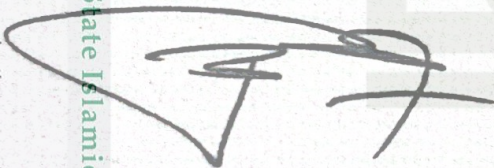
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ANALYSIS OF USER SATISFACTION LEVEL OF RIAU PROVINCE ENVIRONMENTAL AND FORESTRY WEBSITE USING EUCS

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Abstrak

Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pengguna DISLHK terhadap website DISLHK dengan menggunakan metode EUCS. EUCS adalah sarana untuk membedakan antara harapan pengguna dan aktualitas sistem informasi untuk menilai tingkat kepuasan pengguna terhadap sistem aplikasi. Berdasarkan wawancara dengan pengguna website di Dislhk, ditemukan beberapa permasalahan seperti error yang terjadi pada beberapa bagian menu dan kesulitan memahami tampilan dan fitur website. Penelitian ini juga memberikan rekomendasi perbaikan untuk mengembangkan website yang sudah ada. Dalam penelitian ini digunakan 5 variabel yang berasal dari metode end user computing satisfaction. Kuesioner disebar dengan memberikan responden google form berupa pertanyaan-pertanyaan yang berkaitan dengan penelitian. Kuesioner dibagikan kepada 108 responden dengan 22 pernyataan. Hasilnya menunjukkan total 75,07%. Dapat disimpulkan bahwa 5 variabel dari EUCS telah memberikan kepuasan kepada pengguna website DISLHK Provinsi RIAU.

Kata Kunci — EUCS, Kepuasan Pengguna, Kualitas, Tingkat Kepuasan

Abstract

This study aims to identify the level of satisfaction of DISLHK users with the website of DISLHK using the EUCS method. EUCS is a means to distinguish between user expectations and the actuality of information systems to assess the level of user satisfaction with application systems. Based on interviews with website users at the Dislhk , several problems were found, such as errors occurring in some parts of the menu and difficulty understanding the appearance and features of the website. This research also provides recommendations for improvements to develop existing websites. In this study used 5 variables derived from end user computing satisfaction method. Questionnaires were distributed by giving respondents a google form in the form of questions related to research. Questionnaires were distributed to 108 respondents with 22 statements. The results show a total of 75.07%. It can be concluded that 5 variables from EUCS have provided satisfaction to users of the RIAU Province DISLHK website .

Keywords — *EUCS, User Satisfaction, Quality, Satisfaction Level*

1. INTRODUCTION

Various type goods and services has evolve from evolution technology information like application web based or online, websites, and systems information. Products and services produced give benefit like access fast to information important and easy usage. Only with

Through websites, everything information Can obtained by humans in accordance with his needs through gathering from WWW (World Wide Web) pages internet based. Through website , the public can too see information or news important in a manner Online is one of the information media important that can be delivered in a manner wide to society[1].Through *website* news *on line* Lots simplified society in look for news or information latest. Environmental service life and forestry Riau province is one agency that provides information mass digital services. Information these digital services can seen on the news portal *website* named service environment life and forestry Riau province [2] .

In Constitution Number 14 of 2008 concerning Openness Public Information is guarantee law for everyone for obtain information as one right basic human beings guaranteed by Article 28 F of the 1945 Constitution of the Republic of Indonesia. Existence Constitution Number 14 of 2008 concerning Openness Public Information is very important as base related laws with (1) rights everyone for obtain Public Information; (2) the obligations of the Public Agency in provide and provide and serve application Public Information fast, precise time, cost mild / proportional, and how simple; (3) exceptions Public Information is strict and limited; (4) Public Agency's obligation to fix system documentation and service information.

Environmental Service Life and Forestry (DISLHK) Riau Province is one agencies in Riau engaged in the field settings, fields management , field control pollution , field planning and utilization forest . DISLHK was built on January 1 2017 as an online media. DISLHK has extensive network in several cities and regencies in Riau province. In give information related news the DISLHK *website* by way of Serious give news - news possible area help public give information - information the latest in Riau [3] .

A number of matter must noticed in serve the news you want be delivered to public For reach the mass media that provide good news sites in print specifically DISLHK. on month June 2019 the DISLHK *website* has happen hacking by hackers, all data and information on the DISLHK *website* is lost and not Can accessed back . After DISLHK *website* hacked by hackers, *website* the No Can accessed or not operate during more from 1 year , and on November 1 2020 built return the DISLHK *website* and can accessed return until moment this . the can accessed with address dislhk.riau.go.id and amount visitors *website* from August 1 2022 - November 14 2022 totaling 13,858 visitors [4] .

After applied the DISLHK *website*, there is a number of problems on the DISLHK *website* . There is a number of obstacles found from results interview to user *websites* that can seen in Table 1.

Table 1 Variables

No	Variable	Problems
1	Content	The contents of DISLHK are felt Still Not yet fulfil information expected by the user
2	Accuracy	In some frequent menu section happen error
3	Format	DISLHK felt not enough interesting
4	Ease of Use	Lack of understanding about features on the DISLHK website so user feel difficulty For operate it
5	Timeliness	Lateness access the menu on the website discussed

The existence of the above problems proves that it is necessary to do an analysis on system user satisfaction needs to be done in order to encourage development system so that it is more efficient and effective and improves the quality of the system [5]. Satisfaction the user is one of the markers of the success of an information system, so when the user's wishes are fulfilled,

There are many methods used by researchers in measuring user satisfaction to information systems, including HOT (Human, Organization, Technology) Fit, Technology Acceptance Model, End User Computing Satisfaction and so on [6]. Method HOT Fit can evaluate with three main components namely Human, Organization, and Technology and Net Benefits[5]. The TAM method can be used to find ways measuring acceptance of the usefulness and benefits of a system. This assessment emphasizes convenience and usability felt by users [6].

In measuring a level of website user satisfaction DISLHK using the EUCS method because it is more common than other methods. User satisfaction is one indicator of the success of information system development. An information system can be relied upon if it has good quality and is able to provide satisfaction to its users. Tarkzadeh and Doll (1991) found five factors that could interpreted in measuring the level of user satisfaction, namely: content, accuracy, format, ease of use, and timelines.

Previous research by Saputra, and Kurniadi. "Analysis of E-Campus Information System User Satisfaction in Other Bukittinggi Using the EUCS Method". Population data is N = 99 and using SPSS data processing with the results of the analysis obtained correlation coefficient figure of 73.3% [7]. Research by Sabon and Susanti "Analysis of Successful SIPP Application Performance Using the EUCS Method at PT. Charity Mountain Solutions International". With the results of 5 variables from eucs simultaneously/simultaneously having a significant relationship to the successful performance of the SIPP application. Users are satisfied with the successful performance of the sip application because the influence of 5 variables on user satisfaction is 25%, while the remaining 48% is influenced by other variables data processing using SPSS [8]. And research from Amalia, Siregar, and Hapsoro "Analysis of User Satisfaction Levels of Job Training and Thesis Information Systems (SKKP) Using the End User Computing Satisfaction (EUCS) Method" with the results Users are satisfied with the information system practical work and thesis by 78% with processing data using SPSS [9][10].

Based on the explanation above, the topic of this study is an Analysis of The Satisfaction Level of Users of The Riau Province Environmental and Forestry Service Website Using EUCS.

2. RESEARCH METHOD

Research is conducted with the hope of achieving the desired results. The steps in the image Image 1 used to break down the research process:
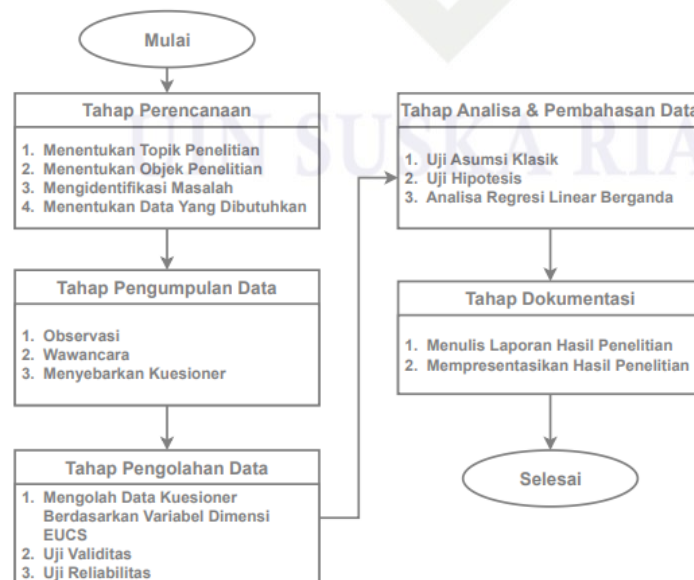
Image 2. Research Stage

2.1 Planning Stage

The procedures include determining the research object, determining the research topic, identifying the problem, determining the required data. The following is a detailed description of each activity:

1. Determining Research Topics

   The topic of the problem to be discussed is to analyze the satisfaction level of the Riau Province DISLHK website users.

2. Determining the Research Object

   This research focuses on the Riau Province DISLHK website which is used by the general public.

3. Identify the Problem

   In this study, identification of problems was also carried out in which this was aimed at solving doubts from existing problems.

4. Determine the Required Data

   In this study there are two primary and secondary. Both types of data collection are needed in the final assignment so that the results obtained are far more optimal.

2.2 Data Collection Stage

At this data collection stage the researcher conducted observations, interviews, searched for literature studies, and distributed research questionnaires.

1. Observation

   Researchers visited the Riau Province Environment and Forestry Service to conduct personal observations in order to obtain comprehensive data.

2. Interview

   Interviews were conducted at the Riau province environment and forestry service office. In conducting interviews, the resource person was Mr. Ahmad Furqon M.ap as the Information and Publication Secretariat and also as an Admin on the DISLHK website.

3. Distributing Questionnaires

   Questionnaires were distributed by giving respondents a google form in the form of questions related to research.

2.3 Data Processing Staget

The stages of this process, the findings from each primary collection, namely the respondent's questionnaire were collected and analyzed using Microsoft Excel and SPSS version 25. Following are details of each stage of the data processing procedure:

1. Processing Questionnaire Data Based on Variable Dimensions of End User Computing Satisfaction

   The information obtained was then checked and classified based on the characteristics of the respondents who filled out the questionnaire.

2. Validity Test

   Verify whether the questions in the questionnaire are valid by determining whether they are able to reveal something that can be measured using the questionnaire.

3. Reliability Test

   The reliability test aims so that the questionnaires distributed are known to be reliable or reliable. Consistent respondent answers indicate that the data is reliable.

2.4 Data Analysis and Discussion Stage

1. Classical Assumption Test

   This test shows that it satisfies a set of defined conditions, hence it can confidently label a good model.

2. Hypothesis Test

This test shows a tentative reality which has not been confirmed to the test. Consequently, hypotheses can be used to determine whether a theory is correct.

3. Multiple Linear Regression Analysis

Studying the relationship of one variable with several other variables. One of the variables determined by the researcher as the dependent, and the rest as independent variables.

2.5 Documentation or Reporting Stage

At the documentation stage, the steps that have been analyzed previously will be collected, both data and information obtained. The results of the data and information analysis will be documented as a final project report.

3. RESULTS AND DISCUSSION

3.1 Discussion of Respondent Characteristic Descriptions

Total respondents in this study were 108 respondents. In the questionnaire the number of statements is 22 where the subject ticks each statement from the questionnaire. The 22 statements of this questionnaire consist of 4 statements of content variables, 4 statements of accuracy, 4 statements of form, 4 statements of convenience, 3 statements of accuracy and 3 statements of satisfaction.

1. Characteristics Respondents Based on Type Gender

From the results deployment questionnaire to 108 respondents obtained characteristics based on boy and girl including:

Table 2 Characteristics Respondents Based on Type Sex

Gender	Frequency	Percentages
Man	64	59,3 %
Woman	44	40,7 %

Table 2 the number of males is 64 or 59.3% while the number of females is 44 or 40.7%. It can be concluded that the dominant participation of men compared to women as website users in the Riau Province DISLHK.

Table 3 Characteristics Respondents Based on Age

On The Age Of	Frequency	Percentages
20-30	51	47,2%
31-40	30	27,8%
41-50	16	14,8%
50+	11	10,2%

Of the 108 respondents in Table 3 the characteristics of respondents are based on the age of 20-30 years, namely 51 respondents or 47.2%. Furthermore, at the age of 31-40 years, namely 30 respondents or 27.8%. Then at the age of 41 - 50 years there were 16 respondents or 14.8%, finally at the age of 50> years there were 11 respondents or 10.2%.

3.2 Validity test

Validity test is a measure of the suitability of the results of the assessment

methodology with the declared goals of the assessment, which only in certain cases is reduced to the trait (or properties) being evaluated (measured). In other words, it is the suitability of a methodology for achieving goals, which generally does not boil down to measuring properties (competence, or professionally important qualities), but consists in predicting the effectiveness of the candidate being surveyed. Items are declared valid if r count is greater than r table (r count > r table). Consists of 108 respondents with a significance level of 0,05 so that the r table is 0,189.

Table 4. Validity Test Results

No	Variable	Pearson Correlation	R Table	Information
1	Content			
	C1	0,617	0,189	Valid
	C2	0,662	0,189	Valid
	C3	0,651	0,189	Valid
	C4	0,710	0,189	Valid
2	Accuracy			
	A1	0,616	0,189	Valid
	A2	0,686	0,189	Valid
	A3	0,616	0,189	Valid
	A4	0,769	0,189	Valid
3	Format			
	F1	0,891	0,189	Valid
	F2	0,732	0,189	Valid
	F3	0,896	0,189	Valid
	F4	0,849	0,189	Valid
4	Ease of Use			
	E1	0,806	0,189	Valid
	E2	0,737	0,189	Valid
	E3	0,706	0,189	Valid
	E4	0,739	0,189	Valid
5	Timeliness			
	T1	0,801	0,189	Valid
	T2	0,693	0,189	Valid
	T3	0,766	0,189	Valid
6	User Satisfaction			
	US1	0,549	0,189	Valid
	US2	0,639	0,189	Valid
	US3	0,580	0,189	Valid

Based on Table 4 the r table value is obtained from (N) = 108 respondents, namely 0.189. The results of the validity test show that all instruments from each variable are good

from the five variables that have been determined for user satisfaction obtained r count > r table it can be stated that all instruments can be said to be valid.

3.3 *Trust test*

After obtaining the results of the validity test, the next step is to conduct a reliability test, which is to determine the reliability indicators of an object based on continuous monitoring of its performance in accordance with the conditions determined by the test procedure. Reliability test is a type of test that must be carried out in measuring the consistency of a data. Reliability tests can provide objective information about the reliability of an object, taking into account the complex influence of all factors acting during its operation. If the item in the statement has a Cronbach Alpha value > 0,60 then the item can be said to be reliable. The following is the reliability test in Table 5.

Table 5 Reliability Test Results

Variable	Cronbach's Alpha	Information
X1 = Contents	0,758	Reliable
X2 = Accuracy	0,764	Reliable
X3=Format	0,828	Reliable
X4 = Ease of Use	0,729	Reliable
X5= Timeliness	0,616	Reliable
Y=User Satisfaction	0,679	Reliable

3.4 *Response Recapitulation*

To find out how respondents respond to Website User Satisfaction of the Riau Province DISLHK with the EUCS Method, it can be seen in Table 6.

Table 6 Level of Achievement of Respondents

No	Variable	Respondents	Categories
1	Content	77,66%	Satisfied
2	Accuracy	72,68%	Satisfied
3	Format	64,87%	Satisfied
4	Ease of Use	74,76%	Satisfied
5	Timeliness	75,31%	Satisfied
6	User Satisfaction	75,07%	Satisfied

In Table 6 it can be concluded that the overall data frequency distribution of the DISLHK Website User Satisfaction Variable uses the EUCS Method which consists of Content, Accuracy, Appearance, Ease of Use and Timeliness. It can be concluded that it has given satisfaction to the Riau Province DISLHK Website users.

3.5 *Multiple Linear Regression Analysis*

Multiple Linear Regression Analysis was carried out to find out how much influence the independent variable (X) had on the dependent variable (Y). The multiple regression equation in general is:

$$Y = a + b1X1 + b2X2 + b3X3 + b4X4 + b5X5 \qquad (1)$$

Table 7 Multiple Linear Regression Test Results

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig
Constant	5,128	0,828		6,195	0,000
Content	-0,013	0,079	-0,018	-0,171	0,864
Accuracy	0,065	0,091	0,102	0,722	0,472
Format	-0,048	0,043	-0,124	-1,123	0,264
Ease of Use	0,037	0,073	0,060	0,508	0,612
Timeliness	0,370	0,096	0,504	3,857	0,000

Based on Table 7 the results of Multiple Linear Regression Analysis are obtained:

$$Y = a + b1X1 + b2X2 + b3X3 + b4X4 + b5X5 \qquad (2)$$

1. Constant value is 5,128 meaning If No There is changes to the variables Content, Accuracy, Format, Ease of Use, Timeliness (values X1, X2, X3, X4, X5 are 0) means satisfaction users on the Riau Province DISLHK Website are worth 5,128.
2. Coefficient value regression content of -0,013 or worth negative , then can concluded that the more low level DISLHK website content then Satisfaction DISLHK website users are increasing low .
3. Coefficient value regression accuracy of 0,065 or worth positive , then can concluded that the more tall level The accuracy of the DISLHK website then Satisfaction DISLHK website users are increasing high .
4. Coefficient value Format Form regression is -0,048 or worth negative , then can concluded that the more low Level Format Form website DISLHK then Satisfaction DISLHK website users are increasing low .
5. Coefficient value regression convenience Use of User Ease of Use of 0,037 or worth positive, then can concluded that the more tall level convenience Using User Ease of Use from the DISLHK website then Satisfaction DISLHK website users are increasing high .
6. Coefficient value Timeliness regression of 0,370 or worth positive , then can concluded that the more tall Timeliness level of the DISLHK website then Satisfaction DISLHK website users are increasing high .

3.6 Improvement Recommendations

Based on the results of the Final Project research that has been obtained, the authors provide useful recommendations for maintaining and improving services from the Riau Province Environment and Forestry Service Website so that DISLHK Website user satisfaction is getting better. The results of the study show that there are 3 variables that influence the satisfaction of DISLHK Website users. influential and 2 have no effect, namely the Content Variable (Content), Display Variable (Format) and Timeliness Variable (Timeliness), therefore the authors recommend agencies, namely the Environment and Forestry Service of Riau Province to be able to further increase satisfaction from the DISLHK Website users by increasing content quality, accuracy, display, convenience and accuracy. the author makes a table of recommended solutions. The following can be seen in Table 8.

Table 8 Improvement Recommendations

No	Variable	Problems	Recommendations
1	Content	Department website Environment Life and Forestry Riau Province has a menu that doesn't is displayed , this menu is very important For know activity What only have done.	Environmental Service Life and Forestry Province Riau must provide complete data and information , so that DISLHK website users get information and knowing activities that have carried out.
		Environment Service website Life and Forestry Riau Province yet walk responsive, website not yet capable customize layout moment appeared in various type device with size screen different.	Environmental Service Life and Forestry Province Riau better do layout adjustments so that DISLHK website users can access it in various type device with size different screens.
2	Format	Environment Service website Life and Forestry Riau Province regarding color on each menu is felt less by users comfortable Because minimal combination color on the appearance of the DISLHK website.	Environmental Service Life and Forestry Province Riau better do changes/adjustments color appearance forest on every menu on the website.
3	Timeliness	This DISLHK website has not been running optimally, where when accessing it found a delay.	Environmental Service Life and Forestry Province Riau must do optimization in speed access with perform updates periodically every day.

4. CONCLUSION

The results showed that there was an influence between the five variables on the satisfaction of DISLHK website users. User satisfaction was obtained using the EUCS method where the level of achievement of the respondents showed the results of the content variable 77.66%, accuracy variable 72.68%, format variable 64.87%, ease of use variable 74.76%, timeliness variable 75.31%, the user satisfaction variable is 75.07%. It can be concluded that these variables have provided satisfaction to the Riau Province DISLHK website users. In simple terms, the results can be explained as follows:

1. The content variables that are used simultaneously have no effect on user satisfaction on the Riau Province DISLHK Website, but users provide satisfied responses.
2. Accuracy variables used simultaneously have no effect on user satisfaction from the Riau Province DISLHK Website, but users give satisfied responses.
3. The form variable format that is used simultaneously has no effect on user satisfaction on the Riau Province DISLHK Website, but users give satisfied responses.
4. The Ease of Use variable used simultaneously has no effect on Website User Satisfaction of the Riau Province DISLHK, but users provide satisfied responses.

5. The Timeliness Variable is used simultaneously to influence User Satisfaction from the Riau Province DISLHK Website, so that users give satisfied responses.

5. ADVICE

In future research it is better to use a different number of samples with different levels of significance, then it is hoped that future researchers will use other methods. At the recommendation stage, it is hoped that future researchers can realize the recommendations that have been given in this research or other accurate and precise recommendations so that there are more options for improvement in the object of this research.

THANK-YOU NOTE

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UIN SUSKA RIAU

LETTER OF ACCEPTANCE

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Muhammad Try Rizki, Tengku Khairil Ahsyar, Nesdi Evrilyan Rozanda , Arif Marsal
Di Tempat

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Melalui surat ini kami sampaikan bahwa makalah Saudara dengan judul :

> **"*ANALYSIS OF USER SATISFACTION LEVEL OF RIAU PROVINCE ENVIRONMENTAL AND FORESTRY WEBSITE USING EUCS*"**

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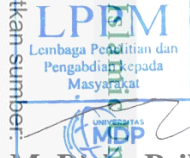
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