

**Hak Cipta Dilindungi Undang-Undang**

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

**ANALISIS KEPUASAN APLIKASI XYZ MENGGUNAKAN
METODE *END USER COMPUTING SATISFACTION* DAN
*DELONE AND MCLEAN***

TUGAS AKHIR

Diajukan Sebagai Salah Satu Syarat
untuk Memperoleh Gelar Sarjana Komputer pada
Program Studi Sistem Informasi

Oleh:



QHOIRIL ALDI GIANSYAH
12050312656



UIN SUSKA RIAU

**FAKULTAS SAINS DAN TEKNOLOGI
UNIVERSITAS ISLAM NEGERI SULTAN SYARIF KASIM RIAU
PEKANBARU
2024**

LEMBAR PERSETUJUAN

**ANALISIS KEPUASAN APLIKASI XYZ MENGGUNAKAN
METODE *END USER COMPUTING SATISFACTION* DAN
*DELONE AND MCLEAN***

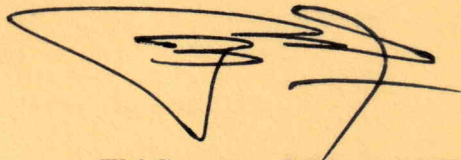
TUGAS AKHIR

Oleh:

QHOIRIL ALDI GIANSYAH
12050312656

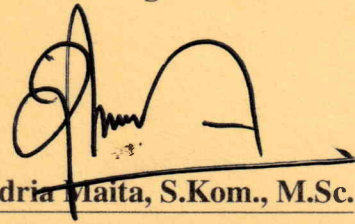
Telah diperiksa dan disetujui sebagai Laporan Tugas Akhir
di Pekanbaru, pada tanggal 19 Desember 2024

Ketua Program Studi



Eki Saputra, S.Kom., M.Kom.
NIP. 198307162011011008

Pembimbing



Idria Maita, S.Kom., M.Sc.
NIP. 197905132007102005

LEMBAR PENGESAHAN

**ANALISIS KEPUASAN APLIKASI XYZ MENGGUNAKAN
METODE *END USER COMPUTING SATISFACTION* DAN
*DELONE AND MCLEAN***

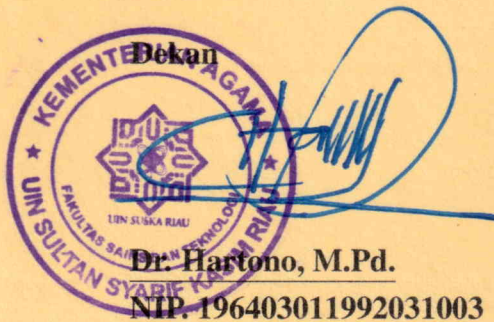
TUGAS AKHIR

Oleh:

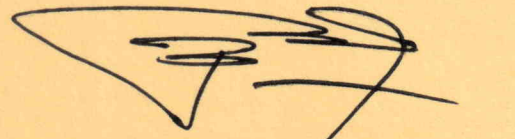
QHOIRIL ALDI GIANSYAH
12050312656

Telah dipertahankan di depan sidang dewan penguji
sebagai salah satu syarat untuk memperoleh gelar Sarjana Komputer
Fakultas Sains dan Teknologi Universitas Islam Negeri Sultan Syarif Kasim Riau
di Pekanbaru, pada tanggal 3 Desember 2024

Pekanbaru, 3 Desember 2024
Mengesahkan,


Dekan
Dr. Hartono, M.Pd.
NIP. 196403011992031003

Ketua Program Studi


Eki Saputra, S.Kom., M.Kom.
NIP. 198307162011011008

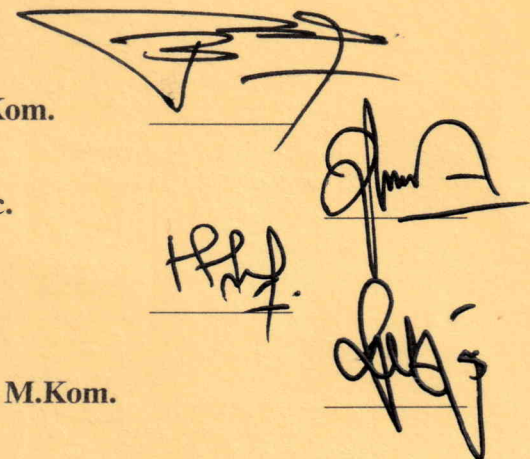
DEWAN PENGUJI:

Ketua : Eki Saputra, S.Kom., M.Kom.

Sekretaris : Idria Maita, S.Kom., M.Sc.

Anggota 1 : Megawati, S.Kom., MT.

Anggota 2 : Febi Nur Salisah, S.Kom., M.Kom.



Lampiran Surat :
Nomor : Nomor 25/2021
Tanggal : 10 September 2021

SURAT PERNYATAAN

Saya yang bertandatangan di bawah ini:

Nama : QHOIRIL ALDI GIANSYAH
NIM : 12050312656
Tempat/Tgl. Lahir : Duri, 07 APRIL 2002
Fakultas/Pascasarjana : Sains dan Teknologi
Prodi : Sistem Informasi
Judul Disertasi/Thesis/Skripsi/Karya Ilmiah lainnya*:
Analisis Kepuasan Aplikasi XYZ Menggunakan Metode End User Computing
Satisfaction dan Delone and Mclean

Menyatakan dengan sebenar-benarnya bahwa :

1. Penulisan Disertasi/Thesis/Skripsi/Karya Ilmiah lainnya* dengan judul sebagaimana tersebut di atas adalah hasil pemikiran dan penelitian saya sendiri.
2. Semua kutipan pada karya tulis saya ini sudah disebutkan sumbernya.
3. Oleh karena itu Disertasi/Thesis/Skripsi/Karya Ilmiah lainnya* saya ini, saya nyatakan bebas dari plagiat.
4. Apa bila dikemudian hari terbukti terdapat plagiat dalam penulisan Disertasi/Thesis/Skripsi/(Karya Ilmiah lainnya)* saya tersebut, maka saya bersedia menerima sanksi sesuai peraturan perundang-undangan.

Demikianlah Surat Pernyataan ini saya buat dengan penuh kesadaran dan tanpa paksaan dari pihak manapun juga.

Pekanbaru, 31. Desember. 2024
Saya membuat pernyataan



[Signature]
Qhoiril Aldi Giansyah
NIM : 12050312656

*pilih salah satu sesuai jenis karya tulis

LEMBAR HAK ATAS KEKAYAAN INTELEKTUAL

Tugas Akhir yang tidak diterbitkan ini terdaftar dan tersedia di Perpustakaan Universitas Islam Negeri Sultan Syarif Kasim Riau adalah terbuka untuk umum, dengan ketentuan bahwa hak cipta ada pada peneliti. Referensi kepustakaan diperkenankan dicatat, tetapi pengutipan atau ringkasan hanya dapat dilakukan atas izin peneliti dan harus dilakukan mengikuti kaedah dan kebiasaan ilmiah serta menyebutkan sumbernya.

Penggandaan atau penerbitan sebagian atau seluruh Tugas Akhir ini harus memperoleh izin tertulis dari Dekan Fakultas Sains dan Teknologi Universitas Islam Negeri Sultan Syarif Kasim Riau. Perpustakaan dapat meminjamkan Tugas Akhir ini untuk anggotanya dengan mengisi nama, tanda peminjaman dan tanggal pinjam pada *form* peminjaman.

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

LEMBAR PERNYATAAN

Dengan ini saya menyatakan bahwa dalam Tugas Akhir ini tidak terdapat karya yang pernah diajukan untuk memperoleh gelar kesarjanaan di suatu Perguruan Tinggi, dan sepanjang pengetahuan saya juga tidak terdapat karya atau pendapat yang pernah ditulis atau diterbitkan oleh orang lain kecuali yang secara tertulis diacu dalam naskah ini dan disebutkan di dalam daftar pustaka.

Pekanbaru, 3 Desember 2024

Yang membuat pernyataan,



QHOIRIL ALDI GIANSYAH
NIM. 12050312656

UIN SUSKA RIAU

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.



LEMBAR PERSEMBAHAN

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Dengan menyebut nama Allah yang maha pengasih lagi maha penyayang

Alhamdulillah Rabbil 'Alamin, segala puji bagi Allah Subhanahu Wa Ta'ala yang telah melimpahkan rahmat, dan karunia-Nya memberikan kekuatan, kesabaran, dan ilmu pengetahuan dalam menyelesaikan Tugas Akhir ini. Shalawat dan salam senantiasa saya sampaikan kepada Nabi Muhammad Shallallahu 'Alaihi Wa Salam dengan mengucapkan Allahuma Sholli'ala Sayyidina Muhammad Wa'ala 'Ali Sayyidina Muhammad. Semoga kita semua selalu senantiasa mendapat syafaat-Nya di dunia maupun di akhirat, aamiin ya rabbal'aalamiin.

Dengan penuh rasa syukur dan kebanggaan, peneliti menyusun Tugas Akhir ini sebagai bagian dari pencapaian akademik saya. Tugas Akhir ini tidak hanya merupakan wujud dari hasil kerja keras dan dedikasi peneliti selama ini, tetapi juga merupakan bentuk penghargaan dan terima kasih peneliti kepada kedua orang tua yang telah memberikan dukungan dan kasih sayang yang tiada henti.

Kepada Bapak Mulyadi dan Ibu Ginarti tercinta, peneliti ingin mengungkapkan betapa berartinya peran serta dorongan yang telah Bapak dan Ibu berikan sepanjang perjalanan pendidikan peneliti. Tanpa bimbingan, doa, dan dukungan moral dari Bapak dan Ibu, peneliti tidak mungkin bisa mencapai titik ini. Setiap tantangan dan kesulitan yang peneliti hadapi dalam proses ini tidak pernah terasa berat karena kehadiran dan semangat Bapak dan Ibu yang selalu memberikan kekuatan dan motivasi.

Saya persembahkan hadiah istimewa karya kecil ini sebagai salah satu bentuk bakti, rasa terima kasih, dan hormat kepada Bapak dan Ibu tercinta. Terima kasih yang tidak terhingga karena telah merawat dan membesarkan saya dengan setulus hati dan penuh perjuangan hingga saya bisa mampu pada tahap ini. Berkat doa dan kasih sayangmu, anakmu telah berhasil memperoleh gelar sarjana seperti yang engkau harapkan. Tiada apapun di dunia ini yang dapat membalas semua jasa-jasa dan pengorbananmu. Saya juga berterima kasih yang tidak terhingga kepada saudara kandung tercinta yaitu Adik yang telah memberikan saya pelajaran dan pemahaman mengenai indahnyanya kehidupan yang damai sebagai saudara.

KATA PENGANTAR

Alhamdulillah Rabbil 'Alamin, bersyukur kehadiran Allah *Subhanahu Wa Ta'ala* atas segala rahmat dan karunia-Nya sehingga peneliti dapat menyelesaikan Tugas Akhir ini. *Shalawat* serta salam kita ucapkan kepada *Sayyidina Wa Habibina* Nabi Muhammad *Shalallahu 'Alaihi Wassalam* dengan mengucapkan *Allahumma Sholli'ala Sayyidina Muhammad Wa'Ala Alihi Sayyidina Muhammad*. Tugas Akhir ini dibuat sebagai salah satu syarat untuk mendapatkan gelar Sarjana Komputer di Program Studi Sistem Informasi Fakultas Sains dan Teknologi Universitas Islam Negeri Sultan Syarif Kasim Riau. Banyak pemangku kepentingan telah berperan dalam mendukung dan membimbing peneliti pada proses Tugas Akhir ini. Maka dari itu, ungkapan terima kasih juga peneliti ucapkan kepada:

1. Bapak Prof. Dr. Hairunas, M.Ag sebagai Rektor Universitas Islam Negeri Sultan Syarif Kasim Riau.
2. Bapak Dr. Hartono, M.Pd sebagai Dekan Fakultas Sains dan Teknologi.
3. Bapak Eki Saputra, S.Kom., M.Kom sebagai Ketua Program Studi Sistem Informasi sekaligus Ketua Sidang yang telah memberikan arahan, bimbingan, dan masukan, serta motivasi dalam perkuliahan hingga penyelesaian Tugas Akhir ini.
4. Ibu Siti Monalisa, ST., M.Kom sebagai Sekretaris Program Studi Sistem Informasi.
5. Bapak Tengku Khairil Ahsyar, S.Kom., M.Kom sebagai Kepala Laboratorium Program Studi Sistem Informasi yang telah memberikan arahan, bimbingan, dan masukan, serta motivasi dalam perkuliahan hingga penyelesaian Tugas Akhir ini.
6. Bapak Nesdi Evrilyan Rozanda, S.Kom., M.Sc sebagai Dosen Pembimbing Akademik yang telah banyak memberikan peneliti arahan, bimbingan, dan masukan, serta motivasi dalam perkuliahan hingga penyelesaian Tugas Akhir ini.
7. Ibu Idria Maita, S.Kom., M.Sc sebagai Dosen Pembimbing Tugas Akhir yang selalu memberikan bimbingan serta masukan yang sangat berharga hingga penyelesaian Tugas Akhir ini perkuliahan dan proses penyelesaian Tugas Akhir ini.
8. Ibu Megawati, S.Kom., MT sebagai Penguji I Tugas Akhir peneliti yang telah banyak meluangkan waktu, memberikan arahan, masukan, dan motivasi selama penyelesaian Tugas Akhir ini.
9. Ibu Febi Nur Salisah, S.Kom., M.Kom sebagai Penguji II Tugas Akhir

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.



Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:

- a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
- b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.

2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

peneliti yang telah banyak meluangkan waktu, memberikan arahan, masukan, dan motivasi selama penyelesaian Tugas Akhir ini.

10. Seluruh Bapak dan Ibu Dosen Program Studi Sistem Informasi yang telah banyak memberikan ilmunya kepada peneliti. Semoga ilmu yang diberikan dapat peneliti amalkan dan menjadi amal *jariyah*.
11. Seluruh Pegawai dan Staf Fakultas Sains dan Teknologi yang telah membantu dan mempermudah proses administrasi selama perkuliahan ini.
12. Kedua Orang Tua peneliti Bapak Mulyadi, SE., MM dan Ibu Ginarti yang tanpa lelah untuk terus memberikan semangat, motivasi, dukungan, bantuan serta doa terbaiknya dan selalu menjadi motivasi peneliti dalam menyelesaikan Tugas Akhir ini.
13. Teman seperjuangan Basecamp Turu yang telah memberikan pengalamannya kepada peneliti pada masa perkuliahan.
14. Rekan sahabat dan motivator peneliti Budi, Fauzan, Ridho, Dila, dan lainnya yang tidak bisa disebutkan satu persatu.

Semoga segala doa dan dorongan yang telah diberikan selama ini menjadi amal kebajikan dan mendapat balasan setimpal dari Allah *Subhanahu Wa Ta'ala*. Peneliti menyadari bahwa penulisan Tugas Akhir ini masih banyak terdapat kekurangan dan jauh dari kata sempurna. Untuk itu, kritik dan saran yang membangun sangat diharapkan untuk kesempurnaan Tugas Akhir ini dan semoga laporan ini bermanfaat bagi kita semua. Untuk itu, dapat menghubungi peneliti melalui *e-mail* di 12050312656@students.uin-suska.ac.id atau qhoirilaldi@gmail.com. Akhir kata peneliti ucapkan terima kasih.

Pekanbaru, 19 Desember 2024

Peneliti,

QHOIRIL ALDI GIANSYAH
NIM. 12050312656

IJCCS

INDONESIAN JOURNAL OF COMPUTING AND CYBERNETIC SYSTEMS



Published by :
Indonesian Computer Electronics and Instrumentation Support Society
(IndoCEISS)

[Home](#) > [Archives](#) > **Vol 18, No 4 (2024)**

Vol 18, No 4 (2024)

October




Available Online since October 31, 2024

Table of Contents

Articles




Chicken Weight Prediction in Close House Farm Using Fuzzy Method

Kharis Suryandaru Pratama, Retantyo Wardoyo

 [10.22146/ijccs.96406](#)  Abstract views : 558 |  views : 556


Measurement and Analysis of Detecting Fish Freshness Levels Using Deep Learning Method

Dhea Fajriati Anas, Indra Jaya, Yeni Herdiyeni

 [10.22146/ijccs.95054](#)  Abstract views : 584 |  views : 515



Offensive Language and Hate Speech Detection using BERT Model

Fadila Shely Amalia, Yohanes Suyanto

 [10.22146/ijccs.99841](#)  Abstract views : 625 |  views : 501

Digital Transformation Through E-Master Application in Human Resource Development in Civil Servants

kharisma Fitriani, Rofiq Hidayat

 [10.22146/ijccs.98956](#)  Abstract views : 622 |  views : 359

Strategy Selection to Enhance Customer Data Quality using AHP: Case Study of General Insurance Company (PT XYZ)

Adinda Rizkita Syafira, Achmad Nizar Hidayanto, Widijanto Satyo Nugroho, Rahmat Mustafa Samik-Ibrahim

 [10.22146/ijccs.99263](#)  Abstract views : 677 |  views : 372

Forecasting Peralite Stock Expenditures Using Exponential Smoothing and Linear Regression

asep afandi afandi

 [10.22146/ijccs.98849](#)  Abstract views : 711 |  views : 623

Analysis of the Implementation of ISO 27001: 2022 and KAMI Index in Enhancing the Information Security Management System in Consulting Firms

Allisha Apriany, Antoni Wibowo

 [10.22146/ijccs.100385](#)  Abstract views : 1117 |  views : 1238

Feasibility Study of Using Blockchain Technology for Criminal Records in Central Java

Puspa Ira Dewi Candra Wulan, Rofiq Fauzi, Danis Putra Perdana, Muhamad Eko Alfianto, Clarissa Monique Maharani, Yudha Satria Abdi Susila

 [10.22146/ijccs.100953](#)  Abstract views : 534 |  views : 389

The Application of the Rabin-Karp Algorithm with the Synonym Recognition Approach to Detect Plagiarism in Student Assignments

Irma Handayani, Anita Fira Waluyo

 [10.22146/ijccs.100308](#)  Abstract views : 527 |  views : 321

Analysis User Satisfaction of XYZ Application with End User Computing Satisfaction Method and Delone and Mclean

Qhoiril Aldi Giansyah, Idria Maita, Megawati Megawati, Febi Nur Salisah

 [10.22146/ijccs.101004](#)  Abstract views : 1407 |  views : 635

[Editorial Board](#)
[Focus & Scope](#)
[Ethics & Malpractice Statement](#)
[Author Guidelines](#)
[Peer Review Process](#)
[Reviewer Guidelines](#)
[Screening Plagiarism](#)
[Online Submission](#)
[Author Fee](#)
[Statement of Originality](#)
[Copyright Transfer Form](#)
[Peer Reviewers](#)
[The College's Commitment](#)
[MoU with IndoCEISS](#)
[Decree of Accreditation](#)
[New Membership IndoCEISS](#)
[Membership Update IndoCEISS](#)
[Visitor Statistics](#)
[CITATION ANALYSIS](#)
[▶ SCOPUS](#)
[▶ Google Scholar](#)
[NOTIFICATIONS](#)
[▶ View](#)
[▶ Manage](#)
[USER](#)

You are logged in as...
kyril04

[▶ My Journals](#)
[▶ My Profile](#)
[▶ Log Out](#)
[DOWNLOAD](#)


Article
template



Analysis User Satisfaction of XYZ Application with End User Computing Satisfaction Method and Delone & Mclean

Ohoiril Aldi Giansyah^{1*}, Idria Maita², Megawati³, Febi Nur Salisah⁴

¹²³⁴⁵Department of Information System, Faculty of Science and Technology,
Universitas Islam Negeri Sultan Syarif Kasim, Indonesia

email: ¹12050312656@students.uin-suska.ac.id, ²idria@uin-suska.ac.id, ³megawati@uin-suska.ac.id, ⁴febinursalisah@uin-suska.ac.id

Abstrak

Teknologi yang berkembang pesat membuat penyedia layanan internet seperti XYZ menyediakan sebuah aplikasi yang menjanjikan kemudahan bagi konsumen dalam melakukan transaksi pembelian pulsa, kuota internet, dan layanan lainnya. Aplikasi ini merupakan salah satu penyedia yang cukup terkenal dan saat ini tengah bersaing ketat dengan penyedia lainnya. Penyedia ini menasar kalangan anak muda dari segi produk yang cukup bersaing dengan jangkauan yang luas serta harga yang cukup murah bagi kalangan anak muda. Tentunya para pelanggan akan merasa mudah dalam bertransaksi menggunakan aplikasi layanan yang resmi. Penelitian ini menggunakan metode model End User Computing Satisfaction dan model Delone and Mclean dengan 9 variabel penelitian (konten, akurasi, format, kemudahan penggunaan, ketepatan waktu, kualitas sistem, kualitas informasi, kualitas layanan, dan keamanan). Analisis kepuasan pengguna tidak hanya membantu dalam memahami pengalaman pengguna tetapi juga memberikan umpan balik yang berharga untuk perbaikan aplikasi secara berkelanjutan. Dengan mengetahui faktor-faktor yang mempengaruhi kepuasan, pengembang dapat melakukan penyesuaian yang diperlukan untuk meningkatkan kualitas layanan dan pengalaman pengguna secara keseluruhan. Dari sembilan variabel yang termasuk dalam hasil penelitian, hanya dua variabel kualitas layanan dan akurasi yang memiliki pengaruh signifikan secara statistik. Model yang disediakan dalam studi ini memiliki skor R^2 sebesar 0,792, yang menunjukkan tingkat kepuasan pelanggan yang kuat.

Kata kunci— EUCS, Delone dan Mclean, Kepuasan Pengguna

Abstract

Rapidly developing technology has made internet service providers such as XYZ provide an application that promises to make it easy for consumers to make transactions to purchase credit, internet quotas, and other services. This application is one of the well-known providers and is currently competing with other providers. This provider targets young people in terms of products that are quite competitive with a wide range and prices that are quite cheap for young people. Of course, customers will find it easy to transact using an official service application. This research uses the End User Computing Satisfaction model method and the Delone and Mclean model with 9 research variables (content, accuracy, format, ease of use, timeliness, system quality, information quality, service quality, and security). User satisfaction analysis not only helps in understanding the user experience but also provides valuable feedback for continuous improvement of the application. By knowing the factors that affect satisfaction, developers can make the necessary adjustments to improve service quality and the overall user experience. Of the nine variables included in the research results, only the two service quality and accuracy have a statistically significant impact. The model provided in this study has an R^2 score of 0.792, which indicates a strong level of customer satisfaction.

Keywords— EUCS, Delone and Mclean, User Satisfaction

Received October 25th, 2024; Revised October 29th, 2024; Accepted October 30th, 2024

1. INTRODUCTION

According to data released by APJII, the predicted growth of internet users in Indonesia is 31% until 2024. Robertus Hardy, senior analyst for Mirae Asset Sekuritas Indonesia, stated that users of Telkomsel, Indosat Ooredoo Hutchison, XL Axiata, and Smartfren totalled 346.8 million, comparable to 227.8 million Indonesians, which means there are 124.8 mobile telecommunication service users for every 100 people. One provider that is quite famous and competes with other providers today is XYZ, this provider is targeting young people because in terms of products that are quite competitive with a wide range and prices that are quite cheap for young people. XYZ is a form of application that allows customers to easily perform services using emerging technologies. Some of the XYZ menus include Home, Surprise, Package, Entertainment, and MyXYZ. Home is used as the main screen that contains quick menus and features, including load, transfer, and credit basket. The Sureprize menu provides users with the opportunity to acquire XYZ items.[1] Data from the Google Play Store shows that approximately 50 million people have downloaded the XYZ app with a rating of 4.4. The app has many complaints and unsatisfied user reviews. For example, on 22 March 2024, a Google X user account with 1 star and a review was unable to log in; a Google M user account complained about problems with the app when filling in scanned vouchers that could not be accepted; and a Google Z user account said that the app was difficult to open and took a long time to open. As mentioned above and in other review columns, the app is still facing issues while in use.

XYZ application user satisfaction is a method used to measure the level of satisfaction of XYZ application users by comparing expectations and outputs from the application. According to Delone and McLean (1992), user satisfaction and system usage are interrelated. Doll and Torkzadeh (1988) created an extensively implemented user satisfaction instrument called End User Computing Satisfaction (EUCS). Measurement for user satisfaction with an application system there are two measurement instruments, namely EUC and UIS, where EUCS is more useful [2]. In this study, researchers used the user satisfaction measurement method on the XYZ application, namely the EUCS Model and DeLone & McLean.

Researchers used the EUCS model development research model, which was adopted from the DeLone and McLean research model. This is because the EUCS model has been widely used.[3] to evaluate the level of user satisfaction with the campus service information system designed based on the End User Computing Satisfaction model developed by Doll and Torkzadeh in 1988. Further,[4] As a result of the research, most variables contribute reasonably to the prediction of the dependent variable. User satisfaction is strongly influenced by IS quality, which includes information quality, system quality, and service quality.

Quality can be defined through three main aspects: Information quality, system quality, and service quality. Each element needs to be maintained and monitored as it will have an impact on users' convenience and their satisfaction. [5] used 227 people in Oman to predict mobile banking usage. [6] The findings show that service quality and confidence are the main factors that influence customer satisfaction and interest in using the service, which then affects the actual use of mobile banking.

In addition, researchers also added 1 additional variable, namely security in research [7] mentioned that factors related to security also have a positive impact on user satisfaction, so researchers reached the conclusion that system security can also affect application user satisfaction. Security issues have undeniably become an increasing consideration for end users since the early days of internet technology. Although the issue has shown its practical influence on end-user computing satisfaction (EUCS). The issue is very important because if information is accessed by unauthorised people then, its accuracy will be doubtful or may even be misleading.[8]. On the other hand, The hypothesis is accepted because the security variable has a measured estimate of 3.365 and a relationship coefficient of 0.321. This suggests that meeting needs is positively impacted by security. [9]

In this study, we add the unbound variable of security because security has undeniably become an increasing consideration for end users since the early days of internet technology. Although this issue has shown its practical influence on end-user computing satisfaction, the main contribution of this study is whether end-user computing satisfaction and the delone & clean method have a significant influence between variables that have common stages/methods, namely preparation of research modelling, instrument preparation, data collection, and data analysis.

2. METHODS

This chapter will outline the methods and processes applied in this research. The approach used in this research is quantitative, data will be collected through questionnaires and explain the research process on the XYZ Application case study.

2.1 Research Methodology

The research methodology is the path taken to reach the final stage of the research. The stages of this research are depicted in the following

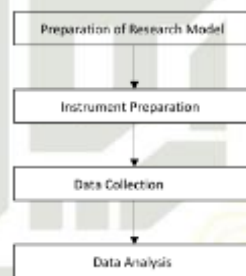


Figure 1. Research Flow

An explanation of each stage in the research flow Figure 1. as follows:

- 1) Preparation of Research modelling is carried out by designing and developing a model framework, which reflects the relationship between variables. The goal is to identify factors that affect the acceptance and success of information systems;
- 2) Instrument Preparation Creating tools used to collect research data is part of the instrument setting. This device consists of a question form that is used to measure the variables in the study.
- 3) Data Collection To gather information, a Google Forms-created questionnaire was employed. On a scale of 1 (strongly disagree) to 5 (strongly agree), each respondent was asked to rate their response.
- 4) Data Analysis involved checking, deleting, and processing the collected data to generate useful information and formulate conclusions.

2.2 Research Modelling

a. End User Computing Satisfaction (EUCS)

Quoted Eucs is assessing the satisfaction of information system users by comparing expectations and results obtained. EUCS is an overall assessment of information system users based on their experience using the system. According to the EUCS model, the content variable is the main factor assessed to determine user satisfaction with the content of the system application. The accuracy variable also measures the level of user satisfaction by considering aspects of system content. The system content consists of the information generated, its functions, and the modules that can be used by users. Variables that determine the level of user satisfaction with the system interface based on aesthetics and functionality. This satisfaction can be influenced by the information displayed by the system, as well as whether the system interface is attractive and easy to use. One variable that has an indirect impact on how effectively users use the system is the Format variable. Next there is the ease of use variable, which is used to measure how easy the

Hak Cipta © 2021 oleh Universitas Suska Riau
 1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber.
 a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
 2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

application is to use and utilise. Finally, the timeliness variable, which is used to measure how satisfied users are with the speed of the application to display the information they need.[10].

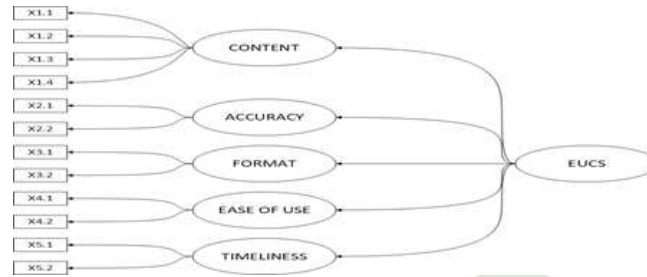


figure 2 EUCS Model

Variable	Indicators
Content	evaluating user satisfaction in relation to the system's data as well as the features and modules that users can access. The content dimension also measures whether the system produces information that meets user needs.
Accuracy	The accuracy of the system is evaluated by the frequency of inaccurate outputs generated during the processing of user input, as well as the occurrence of frequent errors or data processing mistakes..
Format	Measuring user satisfaction in terms of the appearance and aesthetics of the system interface and the format of reports or information generated by the system.
EaseOf Use	Measuring user satisfaction in terms of user comfort or user friendliness in using the system such as the process of entering data, processing data, and finding the information needed.
Timeliness	Measuring user satisfaction involves assessing the system's timeliness in delivering the data and information that users require. A system characterized as timely can be classified as a real-time system, meaning it processes every user request or input immediately, providing quick output without significant delays.

b. DeLone And McLean IS Success Model

The model created by DeLone and McLean 1992 which is considered reliable by researchers. This model is based on process and causal relationships, EUCS Model 3 and shows that usage intention and user loyalty are influenced by platform quality, which requires user satisfaction or continued use[11]. The creation of the DeLone McLean Model was motivated by an understanding of information system processes and their consequences. There are only three parts to this process model: system creation, system usage, and the results of using this system. Each of these steps is a condition, but not sufficient to achieve the desired result. The model developed by DeLone and McLean has received many criticisms and suggestions as research on information system implementation develops.

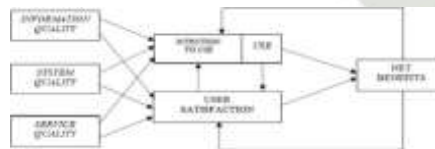


Figure 3 DeLone McLean Model

c. Thinking Framework

Quoted from research conducted by (Hightower et al., 2002) states that the variables developed by the EUCS model on application end users are valid and reliable by studying application end user satisfaction from a computing perspective[12]. Similar research was also conducted by (Aggelidis & Chatzoglou, 2012) concluded that research conducted on hospital information systems in Greece supports the idea that the EUCS model is valid and reliable for assessing the level of end-user satisfaction with the use of IT systems. It is proven that the

Hak cipta milik UIN Suska Riau
 1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
 2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

variables of content, accuracy, format, and timeliness are crucial in determining the level of end-user satisfaction and the quality of information provided[13].

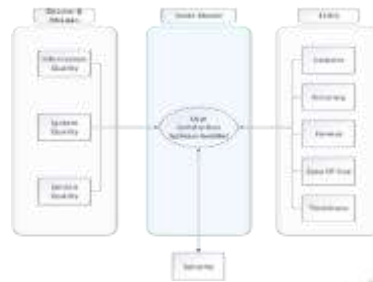


Figure 4 Thinking Framework

Each of these independent variables has a hypothesis that explains the relationship between the independent variable of user satisfaction and the dependent variable. Here's an explanation:

H1: The Effect of Content on User Satisfaction according to Yudistira [14] The analysis reveals that the test results indicate a significant impact of the content variable, with a calculated t-value of 3.691, which exceeds the critical t-value of 2.006.[14];

H2: Accuracy Effect on User Satisfaction Research conducted by Febi Nur Salisah (2023) Research on user satisfaction with office systems in Pekanbaru indicates that the accuracy dimension significantly affects user satisfaction. The final analysis shows that the calculated t-value is greater than the table value (2.239 > 1.695). This confirms that the accuracy dimension has a substantial impact on customer satisfaction levels..[15];

H3: The Effect of Format on User Satisfaction Another study by Asih Winantu (2023) In this study, the format variable is deemed satisfactory and significantly influences user satisfaction, as evidenced by an estimation result of 0.231, indicating a positive and meaningful impact of the format on user satisfaction..[16]

H4: The Effect of Ease for Use on User Satisfaction Research by Arif Saputra [17] A study conducted at IAIN Bukittinggi indicates that the ease of use variable, according to the EUCS method, has a significant influence on user satisfaction, accounting for 73.3% of the variance in satisfaction levels with the ECampus information system..;

H5: The Effect of Timeliness on User Satisfaction research by MA Sugandi, [18] The analysis reveals that the significance value for the speed variable is 0.00, which is lower than the alpha level of 0.05, and the t-count of 4.794 exceeds the t-table value of 1.664. This indicates that the speed variable has a significant influence on user satisfaction.;

H6: The effect of Security on User Satisfaction in research Nathania dan Ginting [19] It is observed that customer happiness is enhanced by data security-related factors. This assertion is substantiated by the fact that the security variable exhibits a statistically significant t-estimate of 3.365 and a correlation coefficient of 0.321.[9] Security issues have undeniably become an increasing consideration for end users since the early days of internet technology. Although the issue has shown its practical influence on end-user computing satisfaction (EUCS).

H7: The effect of system quality on user satisfaction research by (Aldholay & Isaac [20])entitled Analysing E Commerce Success using the DeLone and McLean Model, found that based on the results of 110 users, System Quality is said to have an effect on satisfaction;

H8: Influence of Information quality with User Satisfaction factors study by [21] The study reveals that user satisfaction and actual usage are positively influenced by both self-efficacy and overall quality, which includes system, information, and service quality.

H9: The effect of service quality on user satisfaction research by Dewi et al [22] User satisfaction with mobile banking applications is affected by several factors, including system quality, information quality, timeliness, ease of use, content, and service quality. Therefore, it can be

2. Dilarang mengemukakan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber.

Hak cipta milik UIN Suska Riau

concluded that service quality plays a significant role in determining user satisfaction with mobile banking applications.

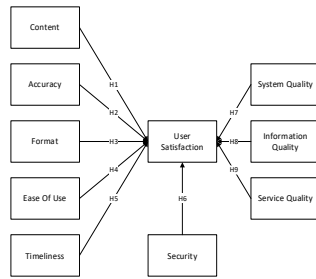


Figure 5 Proposed hypothesis model

Hypothesis	Indicators
H1	The content variable has a significant impact. (content) on user satisfaction
H2	The accuracy variable has a significant impact. on user satisfaction
H3	Format variables have a significant impact on user satisfaction.
H4	The ease of use variable has a significant impact on user satisfaction.
H5	Timeliness variable has a significant impact. on user satisfaction
H6	Security variables have a significant impact. on user satisfaction
H7	System quality variables have a significant impact on user satisfaction.
H8	Information quality variables have a significant impact on user satisfaction.
H9	Service quality variables have a significant impact on user satisfaction.

2.3 Instrument Preparation

The preparation of instruments is carried out to measure and test hypotheses. Variables and instrument instructions in this study in Table

Table 1. Research Variables and Indicators

NO	Variable	Indicators
1	Content	C1: Does the content of the XYZ application meet the needs of users, C2: Is the XYZ app information accurate, C3: Is the XYZ app easy to understand. C4: Is the XYZ app content XYZ app completed?
2	Accuracy	A1: The XYZ app already displays correct and accurate information; A2: XYZ app provides accurate information according to customer's wishes A3: The XYZ application provides the user access rights needed.
3	Format	F1: The display design of the XYZ app has an attractive color setting; F2: XYZ app layout display design that makes it easier for users to access it.
4	EaseOf Use	E1: The XYZ app is very simple to use. E2: The XYZ app can be used anywhere at any time.
5	Timeliness	Q1: The XYZ app can provide the required service information quickly. Q2: The latest information is always available on the XYZ app.
6	Security	Q1: The system can protect data from access by unauthorized parties. Q2: The system ensures the security of data provided to other parties for a specific purpose.
7	System Quality	SY1: Periodic XYZ system updates; SY2: Access to the XYZ app is fast and stable; SY3: XYZ Application System provides information according to the appropriate features and systems
8	Information Quality	IQ1: Reliable information provided by XYZ. IQ2: XYZ provides data that matches the latest conditions.
9	Service Quality	SQ1: Transaction information corresponding to the order is displayed quickly via the XYZ application; SQ2: The XYZ app handles user complaints and issues quickly.
10	User Satisfaction	US1: The XYZ application has been used effectively (successfully); US2: You can enjoy satisfaction and trust XYZ to meet your needs.

2.4 Data Collection

The data collected for this research consists of primary and secondary data. The data collection methods include observations, interviews, literature studies, and distributing

1. Diarangi mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
 2. Diarangi mengumumkkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

Hak cipta milik UIN Suska Riau
 State Islamic University of Sultan Syarif Hidayatullah Jakarta

questionnaires. The observation is conducted by visiting the XYZ Application directly to assess its appearance, information, and any problems encountered. The data obtained from this observation will support the research process. Interviews are conducted offline with XYZ application users to gather detailed information through prepared questions. Literature studies are conducted to find relevant data and information related to the research. This can be done through books, papers, journals, or previous theses. The purpose of the literature study is to provide additional references that can be used to determine solutions to the research problems.

According to Sugiyono [23] A population is a group of people or things that have specific attributes and traits chosen by researchers and are used as a foundation for drawing conclusions from their studies. Nonetheless, in terms of both size and makeup, the sample is representative of a subset of the population. Since the research participants are frequent users of the XYZ application, the Lemeshow equation formula is required to distribute surveys that apply the variables from the EUCS and DeLone McLean Models. which is an infinite population because mobile-based applications can be used anywhere at any time. by considering the infinite number of XYZ application users.

$$n = \frac{za^2pq}{e^2} \tag{1}$$

n = total sample.

z = normal curve value with a deviation of 5% with a value of 1.96.

p = max estimate 50% = 0.5.

q = 1-P.

e = value of accuracy (sampling error) 10% = 0.1

$$n = (1,96)^2 \times 0,5 \times \frac{0,5}{(0,1)^2} = 96,04 \tag{2}$$

based on Lemeshow's equation of 96 people which was then rounded up to a minimum of 100 people. By taking a random sample, researchers distributed questionnaires via Google forms to at least 100 active XYZ users.

2.5 Data Analysis

This research employs descriptive statistics to analyze data through visual representation of the collected information. This process encompasses activities such as detailing the respondents, performing validity and reliability tests, and processing the questionnaire data. The initial step involves assessing the current condition of the XYZ application to identify any existing issues, which includes observing and analyzing its usage. The second step focuses on providing a description and analysis of the research respondents who completed the questionnaire, including an examination of their gender, age, and usage patterns of the XYZ application.

PLS-SEM is an appropriate method to use when the data collected comes from a questionnaire. [24]Partial Least Square, or PLS, is a component- or variance-based SEM structural equation model. PLSSEM is a non-parametric statistical method that does not require distribution assumptions on the data. PLSSEM can be used on non-normally distributed data with small samples. This is an alternative method to covariance-based SEM. PLS-SEM can be applied to all levels of data without requiring many assumptions[25]. According to[26] SEM-PLS is divided into two phases, namely the outer model (measurement model) and the inner model (structural model).

3. RESULTS AND DISCUSSION

3.1 Descriptive Analysis

Collected one hundred user or respondent data during the data collection process.

2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

Hak cipta dilindungi undang-undang. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber.

© Hak cipta dan penulisan oleh N. S. Kasim Riau

Survey data can be grouped based on the gender of the use of the XYZ application. Gender data is taken from the respondent's biodata. Figure 6 shows the distribution of respondents based on gender. 66% of respondents are female, while 34% of respondents are male.

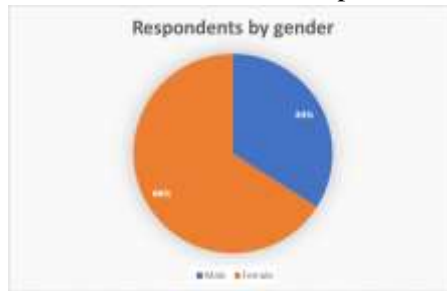


Figure 6 Description of Respondent Gender

3.2 Outer Model Analysis

The convergent and discriminant fit of the indicators that make up the construct, the combined reliability, and Cronbach alpha for each indicator block are used to assess the validity and reliability of the measurement model, or the outer model that uses reflection as an indicator. [27] Data reliability, convergent validity, discriminant validity are tested outside the model. Convergent validity is tested using outer loading and AVE, while discriminant validity is tested using factor cross loading and square root of AVE value. Measurement of data reliability is carried out using the combined reliability value and Cronbach's alpha. Can be seen in Table 2.

Table 2 Outer Loading Test Results

NO	Variable	Indicators
A1	0.863	Accepted
A2	0.840	Accepted
A3	0.890	Accepted
C1	0.898	Accepted
C2	0.889	Accepted
C3	0.825	Accepted
C4	0.860	Accepted
E1	0.873	Accepted
E2	0.902	Accepted
F1	0.844	Accepted

Table 2 shows the results of testing the outer loading for each indicator that shows the latent variables of this study. There are 24 indicators used, and all of them are valid. The indicator correlation value must be more than 0.7. Scale development stage research can still accept factor loading with a value of 0.5 to 0.6. According to [28] Furthermore, AVE testing was carried out, the results of which can be seen in Table 3

Table 3 AVE Calculation Results

NO	Ave	Indicators
A	0.747	Accepted
C	0.755	Accepted
E	0.788	Accepted
F	0.667	Accepted
IQ	0.819	Accepted
SQ	0.822	Accepted
SY	0.839	Accepted
S	0.835	Accepted
TI	0.853	Accepted
US	0.885	Accepted

According to Table 3, each variable has an Average Variance Extracted (AVE) value greater than 0.5, leading to the acceptance of all variables. The results from the outer loadings and AVE tests indicate that the data from respondents has been effectively utilized, allowing each

Hak cipta milik UIN Suska Riau
 Tidak cipta milik UIN Suska Riau
 State Islamic University of Sultan Syarif Kasim Riau
 1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber.
 a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
 2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

indicator to be used for calculating latent variables. The AVE results demonstrate that each variable can account for the variation in its respective indicators. Following this, the square root of the AVE and the cross-loading components will be employed in the discriminant validity test. Table 4 will then provide details regarding the values of Cronbach's alpha and composite reliability

Table 4 Results of alpha and reliability values

NO	Cronbach's alpha	Composite reliability	Indicators
A	0.831	0.899	Accepted
C	0.891	0.925	Accepted
E	0.731	0.881	Accepted
F	0.755	0.857	Accepted
IQ	0.781	0.901	Accepted
QS	0.784	0.902	Accepted
S	0.805	0.910	Accepted
SY	0.904	0.940	Accepted
T	0.828	0.921	Accepted
US	0.870	0.939	Accepted

Cronbach's alpha and the composite reliability results are considered acceptable when all variables exceed a value of 0.7. Table 4 illustrates the stability and consistency of respondents' answers regarding the following factors: content, accuracy, format, timeliness, user-friendliness, security, information quality, system quality, and service quality. The primary latent variable is presented for each indicator in the statement. Subsequently, cross-loading tests were conducted and are shown in Table 5.

Table 5 Cross Loading Results

	A	C	E	F	IQ	QS	SY	S	T	US
A1	0.863	0.759	0.700	0.691	0.707	0.726	0.707	0.603	0.719	0.745
A2	0.840	0.678	0.590	0.533	0.690	0.611	0.622	0.672	0.609	0.633
A3	0.890	0.672	0.607	0.620	0.673	0.575	0.588	0.665	0.647	0.615
C1	0.647	0.898	0.643	0.554	0.686	0.683	0.743	0.640	0.784	0.648
C2	0.831	0.889	0.694	0.574	0.715	0.665	0.732	0.706	0.734	0.712
C3	0.672	0.825	0.680	0.679	0.702	0.640	0.661	0.631	0.705	0.641
C4	0.681	0.860	0.675	0.587	0.692	0.746	0.764	0.635	0.734	0.738
E1	0.639	0.647	0.873	0.671	0.560	0.536	0.531	0.594	0.544	0.548
E2	0.668	0.726	0.902	0.577	0.646	0.561	0.628	0.700	0.662	0.618
F1	0.633	0.632	0.582	0.844	0.623	0.637	0.643	0.648	0.626	0.594
F2	0.397	0.393	0.394	0.736	0.413	0.352	0.413	0.342	0.351	0.375
F3	0.671	0.614	0.685	0.864	0.610	0.550	0.621	0.532	0.618	0.609
IQ1	0.733	0.720	0.599	0.575	0.888	0.654	0.705	0.718	0.705	0.636
IQ2	0.719	0.737	0.633	0.664	0.922	0.690	0.752	0.658	0.762	0.753
SQ1	0.722	0.773	0.668	0.664	0.750	0.911	0.793	0.746	0.755	0.753
SQ2	0.626	0.656	0.449	0.508	0.595	0.902	0.785	0.589	0.747	0.720
SY1	0.681	0.725	0.528	0.634	0.707	0.832	0.912	0.619	0.742	0.734
SY2	0.695	0.808	0.683	0.654	0.810	0.755	0.910	0.744	0.821	0.768
SY3	0.673	0.765	0.589	0.642	0.701	0.806	0.927	0.663	0.762	0.850
S1	0.681	0.721	0.691	0.613	0.688	0.761	0.731	0.935	0.748	0.701
S2	0.685	0.649	0.643	0.556	0.698	0.567	0.604	0.892	0.628	0.550
T1	0.708	0.824	0.625	0.655	0.772	0.774	0.810	0.715	0.925	0.753
T2	0.707	0.748	0.636	0.591	0.728	0.757	0.751	0.688	0.923	0.741
US1	0.735	0.764	0.615	0.666	0.740	0.796	0.831	0.706	0.784	0.943
US2	0.723	0.724	0.624	0.580	0.712	0.731	0.784	0.595	0.737	0.938

The values highlighted in bold represent the cross-loading values of indicators with their underlying variables; each indicator exhibits the highest cross-loading value when associated with its latent variables. According to the test results, every indicator is acknowledged to encompass fundamental values for each variable, which include aspects such as content, accuracy, format, user-friendliness, security, information quality, system quality, and service quality.

2. Dilarang mengemukakan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.
 b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
 a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber.
 Hak cipta milik UIN Suska Riau

3.3 Inner Model Analysis

After the outer model is tested, the next step is testing the inner model. Inner model testing is used to evaluate RSquare, and also hypotheses related to the relationship between latent variables. RSquare value and Q-Square value can be seen in Table 6

Table 6 RSquare value

Variable	Rsquare	Rsquare adjusted
U.S.	0.791	0.770

The R-square test gauges how well the independent variables explain the variation in the dependent variable. A high R-square value indicates that the model can explain most of the variation in the data, which gives confidence in the theoretical validity of the model. Table 6 shows that if the user satisfaction variable has an RSquare value above 0.75, then the variable is considered high. Conversely, an RSquare value below 0.75 is considered good, while below 0.50 is considered moderate, and below 0.25 is considered weak. After that, hypothesis testing was carried out which produced good results.

Table 7 Hypothesis Test

	Hypothesis	P values	Description
H1	C > US	0.435	Rejected
H2	A > US	0.039	Accepted
H3	F > US	0.427	Rejected
H4	E > US	0.326	Rejected
H5	T > US	0.179	Rejected
H6	S > US	0.200	Rejected
H7	SY > US	0.001	Accepted
H8	IQ > US	0.321	Rejected
H9	QS > US	0.118	Rejected

Table 7 shows the results of hypothesis testing as follows:

1) Two assumptions are accepted: H2 and H7. These hypotheses need to have a P Value below 0.05, indicating that exogenous variables affect endogenous variables. 2) Rejected assumptions: H1, H3, H4, H5, H6, H8, and H9. These hypotheses are not accepted because they have a P Value above 0.05, indicating the influence of exogenous variables on endogenous variables. Hypothesis testing determines whether there is sufficient evidence to support the initial assumptions. If the hypothesis is accepted, it provides a strong theoretical basis for relying on the model in practice. Conversely, if the hypothesis is rejected, this suggests that the model may need to be revised or that other variables need to be considered. Overall, these two tests provide important insights into the strength and relevance of the model, both in theoretical and practical terms.

Based on the table above, it can be presented as follows

- 1) The relationship between Content and the level of satisfaction (User Satisfaction) is not significant because the pvalue is $0.435 > (0.05)$. Then Hypothesis H1 in this study is rejected;
- 2) The relationship between Accuracy and the level of satisfaction (User Satisfaction) is said to be significant because the pvalue is $0.039 < (0.05)$. Then Hypothesis H2 in this study is accepted;
- 3) The relationship between Format and the level of satisfaction (User Satisfaction) is not significant because the Pvalue is $0.427 > (0.05)$. Then Hypothesis H3 in this study is rejected;
- 4) The effect of Ease Of Use with the satisfaction factor (User Satisfaction) is not significant because the Pvalue is $0.326 > (0.05)$. Then Hypothesis H4 in this study is rejected;
- 5) The relationship between Timeliness and the level of satisfaction (User Satisfaction) is not significant because the Pvalue $(0.179) > (0.05)$. Then Hypothesis H5 in this research is rejected;
- 6) The relationship between Security and the level of satisfaction (User Satisfaction) is not significant because the Pvalue $(0.200) > (0.05)$. Then Hypothesis H6 in this study is rejected;
- 7) The relationship between System Quality and the level of satisfaction (User Satisfaction) is said to be significant because the Pvalue $(0.001) < (0.05)$. Then Hypothesis H7 in this study is accepted.

2. Dilarang mengemukakan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.

a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber.

Hak Cipta Dilindungi Undang-Undang

©Hak cipta milik UIN Suska Riau

Saefulhamid, U. A. et al. / Journal of Systems and Information Management

8) The relationship between Information Quality and the level of satisfaction (User Satisfaction) is not significant because the Pvalue (0.321) > (0.05). Then Hypothesis H8 in this study is rejected;

9) The relationship between Timeliness and the level of satisfaction (User Satisfaction) is not significant because the Pvalue (0.118) > (0.05). Then Hypothesis H9 in this study is rejected;

Accepted hypotheses can strengthen or add to the understanding of existing theories. This indicates that the findings support the existing theoretical framework. On the other hand, if the hypothesis is rejected, this could challenge the basic assumptions in the theory and encourage further research to explain the discrepancy. Thus, the research results contribute to the development of more robust science and theory.

4. CONCLUSIONS

The following conclusions can be drawn from the findings of the User Satisfaction Analysis study on XYZ Application using the EUCS and DeLone & McLean models: 9 variables were used in the data analysis. The results show that the variables content (0.435), format (0.326), ease of use (0.326), timeliness (0.179), information quality (0.321), service quality (0.118) produce insignificant results and are negatively correlated with satisfaction because pvalue > 0.05, while System Quality (0.001) and Accuracy (0.039) produce noteworthy results and are positively correlated with satisfaction because pvalue < 0.05. This shows that user satisfaction with XYZ application is now significantly influenced by the findings. User satisfaction with XYZ application is not primarily influenced by content, format, timeliness, security, ease of use, information quality, or service quality.

As for the author's suggestions regarding the research conducted entitled User Satisfaction Analysis on the XYZ Application using the EUCS and DeLone & McLean models

1. For further research, it is expected to use other theories or models to support the latest research on user satisfaction with the xyz application.

2. Recommendations are given based on the results of the questionnaire data analysis that has been carried out. These recommendations can be used as a reference for improving and enhancing the quality of the XYZ application in the future. Therefore, in terms of appearance, XYZ can be improved. The XYZ display must be user-friendly, and in terms of information, it must always be updated using short, concise, and clear language so that it is easily understood by the general public.

REFERENCES

- [1] W. Bidha *et al.*, "AXISnet BERDASARKAN MODEL DELONE AND MCLEAN ANALYSIS OF INFORMATION SYSTEM SUCCESS ON THE AXISnet MOBILE APPLICATION BASED ON DELONE AND MCLEAN MODELS," vol. 6, no. 1, 2023.
- [2] N. Rahmi, R. Indrapraja, I. Buamonabot, and I. H. Kusnadi, "Jurnal Sistim Informasi dan Teknologi Measurement of End User Satisfaction Using EUCS Method on Fundraising Administration System of One of Philanthropic Institutions in Indonesia," vol. 5, pp. 5–8, 2023, doi: 10.60083/jsisfotek.v5i3.279.
- [3] Ratnasari, "Indonesian Journal of Business Intelligence," vol. 1, no. 2, 2018.
- [4] Jaafreh, "Evaluation Information System Success: Applied DeLone and McLean Information System Success Model in Context Banking System in KSA," no. June, 2017.
- [5] D. DeLone and McLean, "The DeLone and McLean Model of Information Systems Success : A Ten-Year Update," vol. 19, no. 4, pp. 9–30, 2003.
- [6] S. Kumar and M. Sharma, "International Journal of Information Management Examining the role of trust and quality dimensions in the actual usage of mobile banking services : An empirical investigation," *Int. J. Inf. Manage.*, vol. 44, no. July 2018, pp. 65–75, 2020, doi: 10.1016/j.ijinfomgt.2018.09.013.
- [7] K. Nathania dan Ginting, ? "+ 0,169 ?? + 0,095 ?? .," vol. 13, no. 3, pp. 16–37, 2014.
- [8] P. Sakit and R. Medica, "ANALYSIS OF SECURITY THREAT OF MANAGEMENT INFORMATION SYSTEM IN," vol. 4, no. 04, pp. 371–375, 2016.

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber.
 2. Dilarang mengemukakan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

- [9] T. Gde, R. Sukawati, P. Y. Setiawan, and M. Setini, "The Effect of Security , Trust and Ease of Use towards Repurchase Intentions Mediated by E-satisfaction on Online Travel Agent," vol. 12, no. 8, pp. 340–354, 2020, doi: 10.5373/JARDCS/V12I8/20202482.
- [10] A. B. T Husain, "Analisis End-User Computing Satisfaction (EUCS) Dan WebQual 4.0 Terhadap Kepuasan Pengguna 1,2," pp. 164–176.
- [11] C. C. Lee and L. Dutil, "A Variation of the DeLone and McLean Model for Collaborative Commerce Services : A Structural Equation Model A Variation of the DeLone and McLean Model for Collaborative Commerce," vol. 29, no. 3, 2021.
- [12] R. T. Hightower, J. M. Pearson, R. Mchaney, R. Hightower, and J. Pearson, "A validation of the end-user computing satisfaction instrument in Taiwan A validation of the end-user computing satisfaction instrument in Taiwan," no. May, 2002, doi: 10.1016/S0378-7206(01)00119-7.
- [13] V. P. Aggelidis and P. D. Chatzoglou, "Hospital information systems : Measuring end user computing satisfaction (EUCS)," *J. Biomed. Inform.*, vol. 45, no. 3, pp. 566–579, 2012, doi: 10.1016/j.jbi.2012.02.009.
- [14] A. Yudistira, D. Novita, P. Studi, S. Informasi, U. Multi, and D. Palembang, "Analisis Kepuasan Pengguna Aplikasi Arsip Digital Menggunakan Model End User Computing Satisfaction (EUCS)," vol. 3, no. 2, pp. 176–188, 2022.
- [15] F. N. Salisah and T. K. Ahsyar, "ANALYSIS OF E-OFFICE SYSTEM USER SATISFACTION AT LAND OFFICE PEKANBARU CITY USING END USER COMPUTING SATISFACTION METHOD," vol. 4, no. 3, pp. 477–483, 2023.
- [16] A. Winantu and S. I. Viony, "■ 30 Analisis Kepuasan Pengguna SIAKAD STMIK El Rahma Dengan Metode EUCS dan IPA," Asih Winantu, 2023.
- [17] D. K. Arif Saputra, "ANALISIS KEPUASAN PENGGUNA SISTEM INFORMASI E-CAMPUS DI IAIN BUKITTINGGI MENGGUNAKAN METODE EUCS Arif Saputra 1* , Denny Kurniadi 2 1," vol. 7, no. 3, 2019.
- [18] A. Ramadhan and I. Seprina, "ANALISA TINGKAT KEPUASAN PENGGUNA SISTEM INFORMASI AKADEMIK (SIMAK) MENGGUNAKAN METODE EUCS (STUDI KASUS : UNIVERSITAS MUHAMMADIYAH PALEMBANG)," *Bina Darma Conf. Comput. Sci.*.
- [19] R. H. MA Sugandi, "No Title," vol. 9, no. 1, pp. 143–154, 2020.
- [20] R. J. Angelina, A. Hermawan, and A. I. Suroso, "Analyzing E-Commerce Success using DeLone and McLean Model," vol. 5, no. 2, pp. 156–162, 2019.
- [21] A. Aldholay and O. Isaac, "An extension of Delone and McLean IS success model with self-efficacy Online learning usage in Yemen," vol. 35, no. 4, pp. 285–304, 2018, doi: 10.1108/IJILT-11-2017-0116.
- [22] Y. A. Dewi, S. Imanirubiarko, and D. M. Simbolon, "The Application of Delon and McLean Method and End User Computing Satisfaction to Analyze User Satisfaction of Mobile Banking Applications," vol. 4, no. January, pp. 20–25, 2024.
- [23] Jasmalinda, "No Title," vol. 1, no. 10, 2021.
- [24] R. Marlina, "Pelatihan pls-sem menggunakan smartpls 3.0 dosen mata kuliah statistika fisp uin sunan gunung djati bandung," vol. 02, no. 02, pp. 43–50, 2021.
- [25] M. Noor, "The effect of e-service quality on user satisfaction and loyalty in accessing e-government information," *Int. J. Data Netw. Sci.*, vol. 6, no. 3, pp. 945–952, 2022, doi: 10.5267/j.ijdns.2022.2.002.
- [26] A. Monecke and F. Leisch, "semPLS : Structural Equation Modeling Using Partial Least Squares," vol. 48, no. 3, 2012.
- [27] F. Ghozali, "Aplikasi Analisis MultivariateNo Title".
- [28] F. Ghozali, "pdf-ghozali-edisi-9-pdf_compress.pdf."

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber.

a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.

b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.

2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

LAMPIRAN A

HASIL WAWANCARA

A1 Narasumber 1 : Budi Arifman

P : Pertanyaan

J : Jawaban

1. P : Sudah berapa lama menggunakan kartu axis, dan apa alasan utamanya?

J : Semenjak sekitar 2018-2019, alasan utamanya karena paket yang ditawarkan oleh kartu Axis lebih murah dibandingkan dengan provider lain.

2. P : Sudah berapa lama menggunakan aplikasi Axisnet ?

J : Semenjak tahun 2019.

3. P : Apa kelebihan dari aplikasi Axisnet selama menggunakan aplikasi tersebut?

J : Kemudahan untuk cek paket dan cek pulsa, tinggal membuka aplikasi langsung dapat terlihat.

4. P : Apa kekurangan dari aplikasi Axisnet yang dirasakan selama menggunakan aplikasi?

J : Loading screen di dalam aplikasi kecepatan pemrosesannya lambat, saat ingin mengganti halaman di dalam aplikasi harus menunggu beberapa saat baru dapat terbuka, atau kalau tidak bisa terbuka sama sekali, sesekali saya harus keluar dari aplikasi Axisnet dan mengulang dari halaman awal lagi baru bisa terbuka halaman yang saya ingin tuju. Menu-menu di halaman utama terlalu banyak, jadi terkesan sumpek. Terdapat beberapa menu yang kadang tidak responsive saat ingin dibuka

5. P : Menurut anda, apakah kemudahan penggunaan aplikasi berpengaruh signifikan terhadap kepuasan pengguna tersebut?

J : Sangat berpengaruh, karena menurut saya meskipun tampilan dari aplikasi secanggih apapun, tetapi apabila fungsi dasar dari Axisnet juga sering tidak terpenuhi. Fungsi yang utama baru lainnya

6. P : Secara keseluruhan, tingkat kepuasan anda dalam menggunakan aplikasi Axisnet berapa ya? (dalam skala 1-5)

J : 3, karena kebutuhan dasar terpenuhi namun ada beberapa kekurangan juga yang sudah saya jelaskan tadi

Pekanbaru 24 April 2024



Budi Arifman



A.2 Narasumber 2 : DZUL ARIF

P : Pertanyaan

J : Jawaban

1. P : Sudah berapa lama menggunakan kartu axis, dan apa alasan utamanya?

J : Semenjak 2021, alasannya setelah saya melakukan perbandingan dengan kartu provider lain, dan setelah hasil komparasi, kartu Axis yang paling cocok untuk saya meskipun ada yang harus dikorbankan, yaitu jaringan sinyal yang tidak stabil.

2. P : Sudah berapa lama menggunakan aplikasi Axisnet ?

J : Semenjak 2022 sebelumnya masih menggunakan kode sms untuk melakukan pengecekan dan pembelian pulsa.

3. P : Apa kelebihan dari aplikasi Axisnet selama menggunakan aplikasi tersebut?

J : Kelebihan utamanya tetap terletak di pengecekan pulsa atau kuota paket data.

4. P : Apa kekurangan dari aplikasi Axisnet yang dirasakan selama menggunakan aplikasi?

J : Untuk pembelian paket data untuk saya pribadi masih terdapat kekurangan, terutama dalam pencarian paket yang diinginkan, tidak adanya pengategorisasian dari paket-paket yang ditawarkan sehingga menyebabkan kebingungan

5. P : Menurut anda, apakah kemudahan penggunaan aplikasi berpengaruh signifikan terhadap kepuasan pengguna tersebut?

J : Menurut saya apabila diurutkan ke dalam beberapa faktor, hal ini termasuk yang paling berpengaruh terhadap kepuasan pengguna aplikasi. Aplikasi Axisnet menurut saya dapat menjadi daya tarik seseorang untuk menggunakan kartu axis selain karena paket murah yang ditawarkan.

6. P : Secara keseluruhan, tingkat kepuasan anda dalam menggunakan aplikasi Axisnet berapa ya? (dalam skala 1-5)

J : 2, apabila saya jabarkan lebih luas mengenai aplikasi Axisnet, saya masih merasa aplikasi ini memiliki lebih banyak kekurangan dibandingkan dengan aplikasi dari kompetitor lainnya.

Pekanbaru, 24 April 2024


Dzul Arif

A.3 Narasumber 3 : Ridho Arif

P : Pertanyaan

J : Jawaban

1. P : Sudah berapa lama menggunakan kartu axis, dan apa alasan utamanya?

J : Saya sudah menggunakan kartu Axis Axis sejak 2020, alasannya adalah karena harga yang cukup murah dibandingkan provider lain.

2. P : Sudah berapa lama menggunakan aplikasi Axisnet ?

J : Semenjak tahun 2021.

3. P : Apa kelebihan dari aplikasi Axisnet selama menggunakan aplikasi tersebut?

J : Aplikasi Axisnet membantu saya saat proses pengecekan pulsa, pembelian pulsa, lock pulsa dan melihat-lihat paket kuota yang ditawarkan.

4. P : Apa kekurangan dari aplikasi Axisnet yang dirasakan selama menggunakan aplikasi?

J : Aplikasi sering lambat saat saya coba untuk buka, beberapa kali saat sedang menggunakan aplikasi juga pernah crash dan keluar secara otomatis. Fitur di dalam aplikasi Axisnet meskipun banyak, namun banyak yang jarang saya gunakan atau bahkan tidak pernah, sehingga kadang membuat saya kesulitan untuk mencari fitur apa yang saya butuhkan

5. P : Menurut anda, apakah kemudahan penggunaan aplikasi berpengaruh signifikan terhadap kepuasan pengguna tersebut?

J : Iya menurut saya berpengaruh signifikan

6. P : Secara keseluruhan, tingkat kepuasan anda dalam menggunakan aplikasi Axisnet berapa ya? (dalam skala 1-5)

J : Saya beri nilai 2, karena secara pribadi aplikasi ini masih terdapat banyak kekurangan di mata saya.

Pekanbaru, 24 April 2024

Ridho Arif



LAMPIRAN B

JAWABAN KUESIONER

B.1 Data Jawaban Responden

Responden	Item																									
	c1	c2	c3	c4	a1	a2	a3	f1	f2	f3	e1	e2	t1	t2	s1	s2	ks1	ks2	ks3	ki1	ki2	kl1	kl2	us1	us2	
1	1	2	4	3	4	4	4	4	5	5	4	4	3	3	4	4	4	4	4	4	4	4	4	4	5	5
2	3	3	3	3	3	4	4	4	4	3	3	3	3	3	3	3	3	3	4	4	4	3	3	3	3	3
3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4
6	4	4	3	3	4	4	4	4	4	4	3	4	4	4	4	3	4	4	4	4	4	4	4	4	4	3
7	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
8	3	3	4	2	3	3	3	4	2	2	3	3	3	4	4	3	3	4	4	4	3	3	3	4	4	4
9	3	3	2	3	2	2	2	2	3	2	3	4	3	2	3	3	2	2	2	3	2	2	2	2	2	3
10	3	4	3	3	4	4	4	5	2	2	4	5	4	4	5	5	3	4	4	3	4	4	5	4	4	4
11	3	4	4	4	4	4	4	4	4	5	3	4	4	2	2	5	4	4	4	5	5	2	3	3	3	3
12	4	5	5	4	4	5	4	4	4	5	5	5	4	5	5	5	4	4	4	4	2	4	3	4	4	4
13	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
14	2	2	1	2	3	2	3	3	2	3	2	2	2	3	2	2	2	2	2	2	2	2	3	2	3	3
15	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
16	4	4	4	4	4	3	4	4	5	4	3	1	4	4	3	3	4	4	4	4	4	4	4	5	5	5
17	4	3	5	4	4	3	3	4	5	4	4	3	3	3	3	4	3	3	4	3	3	4	4	4	4	3
18	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
19	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
20	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
21	4	4	3	3	3	4	4	3	4	3	4	3	3	4	4	3	4	3	4	4	3	3	4	4	4	4
22	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
23	4	4	4	3	3	4	3	3	2	2	3	4	3	4	3	3	4	4	3	4	4	4	3	3	3	3
24	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
25	4	3	4	3	3	4	4	4	4	4	4	4	4	3	3	4	4	4	3	3	4	3	3	3	4	4
26	4	3	4	3	3	4	4	4	4	4	4	4	4	3	3	4	4	4	3	3	4	3	3	3	4	4
...
100	3	3	3	3	3	3	2	3	4	3	3	3	3	3	3	2	3	3	4	3	2	3	3	3	3	3

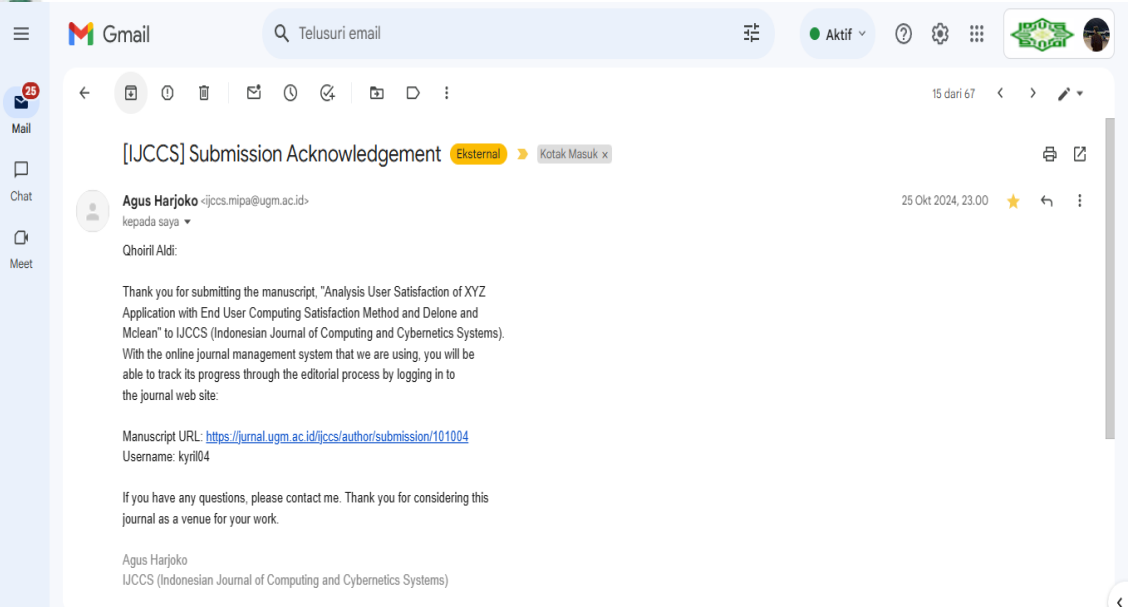


- Hak Cipta Dilindungi Undang-Undang**
1. Diarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
 2. Diarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

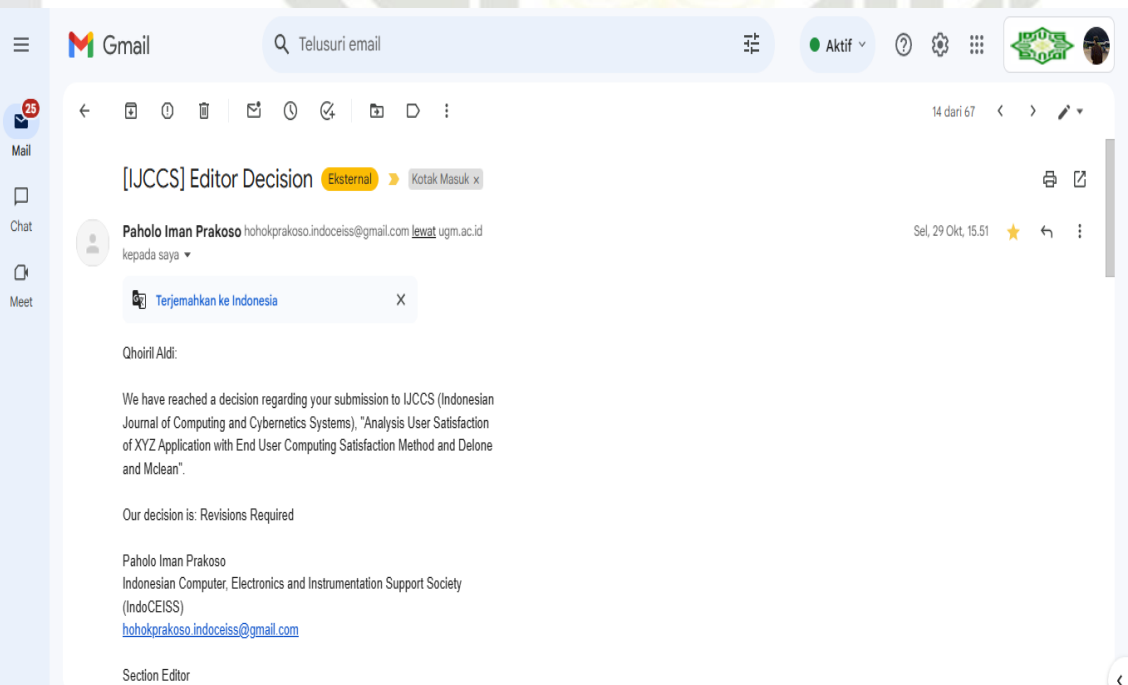
LAMPIRAN C

PROSES SUBMID HINGGA ACCEPTED

C.1 Proses Pengajuan Submid



C.2 Proses Review Dari Reviewer



- Hak Cipta Dilindungi Undang-Undang**
1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
 2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

Qhoiril Aldi:

We have reached a decision regarding your submission to IJCCS (Indonesian Journal of Computing and Cybernetics Systems), "Analysis User Satisfaction of XYZ Application with End User Computing Satisfaction Method and Delone and Mclean".

Our decision is: Revisions Required

Paholo Iman Prakoso
Indonesian Computer, Electronics and Instrumentation Support Society (IndoCEISS)
hohokprakoso.indoceiss@gmail.com

Section Editor

Reviewer A:

Originality:
Fair

Technical quality:
Fair

Importance in its field:
Fair

Style & Overall representation:
Fair

Strong Focus on Targets:
Fair

Adequate & Quality of figures:
Fair

Recommendation:
Accepted, revisions required before publishing

Comment:

1. Title : Analysis User Satisfaction of XYZ Application with End User Computing Satisfaction Method and Delone and Mclean

2. Abstract
Explain the focus on the main aspects to be achieved, namely user satisfaction analysis.

3. Introduction:
• Clearly describe the EUCS method approach and the Delone & McLean model used as a solution to solve the problem.
• Describe the general stages of the research.
• Explain the contribution of the research.

4. Methods:
• It is necessary to explain the criteria used in selecting samples or interview sources so that they are relevant to the research objectives
• It is necessary to explain the reasons for using certain variables. Previous research references can be summarized or summarized.

• Visualizations in Figure 1, Figure 2, or Figure 5 should be supported by related explanations to help readers understand the flow of the method used

5. Results and Discussion:
• A brief explanation of the importance of the R-square, Q-square tests, and accepted or rejected hypotheses for the practical or theoretical implications of the model.
• Interpreted the practical implications or theoretical implications of the accepted and rejected hypotheses.

6. Conclusions:
• Explain the findings obtained and the relationship between variables.
• Add suggestions or recommendations for sustainability.

- Text score grammarly: 88 out of 100. This score represents the quality of writing in this document. You can increase it minimum 90

IJCCS (Indonesian Journal of Computing and Cybernetics Systems)

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

C.3 Upload Revisi

#101004 Review

SUMMARY REVIEW EDITING

Submission

Authors	Qhoiril Aldi Giansyah, Idria Maita, Megawati Megawati, Febi Nur Salisah
Title	Analysis User Satisfaction of XYZ Application with End User Computing Satisfaction Method and Delone and Mclean
Section	Articles
Editor	Paholo Prakoso (Editing)

Peer Review

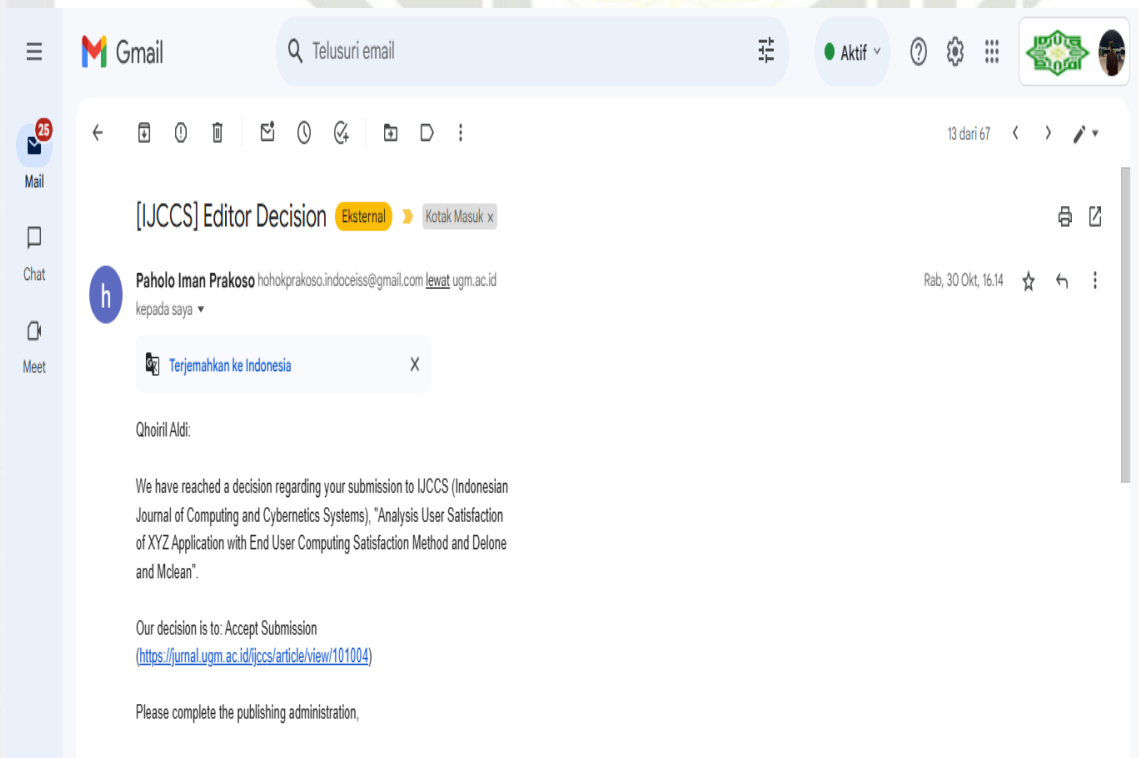
Round 1

Review Version	101004-371847-1-RV.DOCX 2024-10-28
Initiated	2024-10-28
Last modified	2024-10-29
Uploaded file	Reviewer A 101004-372059-1-RV.DOCX 2024-10-29

Editor Decision

Decision	Accept Submission 2024-10-30
Notify Editor	Editor/Author Email Record 2024-10-30
Editor Version	101004-371848-1-ED.DOCX 2024-10-28
Author Version	101004-372096-2-ED.DOCX 2024-10-30 DELETE
Upload Author Version	<input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/>

C.4 Proses Accepted



The screenshot shows an email from Paholo Iman Prakoso (hohokprakoso.indoceiss@gmail.com) to the user. The subject is "[IJCCS] Editor Decision". The email content states: "We have reached a decision regarding your submission to IJCCS (Indonesian Journal of Computing and Cybernetics Systems), 'Analysis User Satisfaction of XYZ Application with End User Computing Satisfaction Method and Delone and Mclean'." The decision is "Accept Submission" with a link to the article view: <https://jurnal.uqm.ac.id/ijccs/article/view/101004>. The email concludes with "Please complete the publishing administration,".

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

DAFTAR RIWAYAT HIDUP



Qhoiril Aldi Giansyah adalah nama peneliti Tugas Akhir ini. Peneliti lahir pada tanggal 7 April 2002 di Duri, Kabupaten Bengkalis, Provinsi Riau. Peneliti merupakan anak dari Bapak Mulyadi S.E., M.M dan Ibu Ginarti, yang merupakan anak pertama dari empat bersaudara. Pada tahun 2008 peneliti menempuh pendidikan Sekolah Dasar di SDN 074 Balai Makam. Setelah itu pada tahun 2014 peneliti melanjutkan pendidikan tingkat Sekolah Menengah Pertama di SMPN 03 Mandau. Kemudian pada tahun 2017 peneliti melanjutkan pendidikan Sekolah Menengah Atas di SMAN 03 Mandau dengan Jurusan MIPA. Kemudian peneliti melanjutkan pendidikan di Universitas Islam Negeri Sultan Syarif Kasim Riau pada Fakultas Sains Dan Teknologi tepatnya pada Program Studi Sistem Informasi tahun 2020. Pada tahun 2022 peneliti melaksanakan Kerja Praktek (KP) di Ma'had Tahfizh Abdullah bin Mas'ud Kota Pekanbaru. Pada tahun 2023 peneliti menyelesaikan Kuliah Kerja Nyata (KKN) di Desa Tabing, Kecamatan Koto Kampar Hulu, Kabupaten Kampar, Provinsi Riau. Terkait dengan pertanyaan kepada peneliti tentang penelitian yang dikerjakan dapat menghubungi kontak melalui *e-mail* 12050312656@students.uin-suska.ac.id atau qhoirilaldi@gmail.com untuk menjalin komunikasi yang lebih baik.

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.