

ABSTRACT

ANALYSIS OF USER SATISFACTION OF THE COMMUNITY DEVELOPMENT WEBSITE (BINMAS) ONLINE SYSTEM VERSION 2 (BOSV2) USING THE END USER COMPUTING SATISFACTION (EUCS) METHOD

(Case Study: Cilacap Police)

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The Community Development Online System version 2 (BOSv2) website, which is managed by the Binmas Polri unit to support Bhayangkara Pembina Security and Community Order (Bhabinkamtibmas) in providing guidance and counseling to the community through the dissemination of accurate information. The BOSv2 website aims to facilitate access to information and increase the efficiency of making reports for Bhabinkamtibmas. However, this research identified a number of issues that need further investigation. To evaluate user satisfaction, the End User Computing Satisfaction (EUCS) method is used with a focus on five variables: Content, Accuracy, Format, Ease Of Use, and Timelines. The analysis results show that the Format and Ease of Use dimensions received the highest scores, each at 91%, indicating positive aspects in the appearance and usability of the website. On the other hand, the Accuracy dimension and Content dimension recorded a low score, namely 28%, indicating inadequate availability and accuracy of information. Likewise, the Timeliness dimension also shows a low value, namely 29%. From the calculation results for each dimension, it can be concluded that users are dissatisfied with the BOSv2 website due to several aspects, namely the difficulty of finding information, the lack of availability of information, and the low accuracy of existing information.

Keywords: end user computing satisfaction, internet, website