

ABSTRACT

ANALYSIS OF USER SATISFACTION WEBSITE INFORMATION SYSTEM OF BANYUMAS DISTRICT (SIPANJIMAS) LICENSING INFORMATION USING THE TECHNOLOGY ACCEPTANCE MODEL (TAM) AND END-USER COMPUTING SATISFACTION (EUCS)

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The development of information technology in Indonesia has slightly changed Indonesian culture from a traditional way to a more modern one, one of which is the internet in everyday life. The rapid development of the internet has made it easier to access information in various fields, one of which is government. One of the government agencies that have implemented E-government is the Banyumas Investment and One Stop Integrated Service Office (DPMPTSP) as one of the services in Banyumas Regency that provides a public service platform to the community with the aim of helping the community to facilitate the investment process. and permits. The number of visitors who have done permission through the website found several shortcomings that are often complained by the public through the complaint booth from the user's side when registering a new account, users do not immediately get a registration email, they still have to contact the complaint admin to do the registration process manually. There are several website features that are no longer accessible, from these problems it is necessary to analyze the level of user satisfaction of the SIPANJIMAS website using the TAM and EUCS methods, the Technology Acceptance Model (TAM) is one of the models built to analyze and understand the factors that influence the acceptance of use. computer technology and EUCS is a model to calculate the level of satisfaction of end users of an information system. The existence of this research is expected to be able to help DPMPTSP Banyumas Regency to determine the level of website user satisfaction and can provide recommendations to increase user satisfaction of the SIPANJIMAS website in the future.

Keywords: Satisfaction, User, TAM, EUCS