

ABSTRACT

This study examines user satisfaction levels with the Info PDAM Tirta Satria application, developed to support the digital transformation of public services in the clean water sector, yet still faces various usability challenges. Preliminary surveys reveal serious issues, such as the application frequently crashing or automatically logging out (73.1%), unrecorded payments (75%), and an interface deemed unattractive by 44% of users—factors that directly impact user trust and comfort. Amid the government's push for public service digitalization, there remains a gap in systematic evaluations of user satisfaction with public service applications, as previous research has predominantly focused on e-commerce and digital banking sectors. Using the End-User Computing Satisfaction (EUCS) model with 100 respondents and analyzed via PLS-SEM, this study finds that the "content" dimension has the most dominant influence on user satisfaction (path coefficient = 0.461, t-value = 2.885), followed by other dimensions such as accuracy and format, which have lower but still significant effects. These findings underscore the critical role of information quality in shaping user experience—an aspect often overlooked in public service app evaluations. This research offers practical contributions in the form of strategic recommendations, including content quality improvements, interface design refinements, and expanded platform compatibility. Additionally, it provides theoretical contributions by advancing a user satisfaction evaluation framework for digital public services.

Keywords: EUCS, user satisfaction, Info PDAM, public service app, digital transformation, PLS-SEM