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4-20-2020

Evaluating The Library Website Of The Indonesian Ministry Of Education And Culture Through The End-User Computing Satisfaction (EUCS) Model

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Azwar, Muhammad; Surandari, Ika; and Djohar, Hasnul Insani, "Evaluating The Library Website Of The Indonesian Ministry Of Education And Culture Through The End-User Computing Satisfaction (EUCS) Model" (2020). *Library Philosophy and Practice (e-journal)*. 4166.

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EVALUATING THE LIBRARY WEBSITE OF THE INDONESIAN MINISTRY OF EDUCATION AND CULTURE THROUGH THE END- USER COMPUTING SATISFACTION (EUCS) MODEL

Abstract

This study aims to investigate the level of the use of the Ministry of Education and Culture Library website through the End User Computing Satisfaction (EUCS) model. This type of research is explanative with a quantitative approach. Data collection was carried out by distributing questionnaires to 99 users of the Ministry of Education Library who used the library website. This research questionnaire was tested for validity and reliability using Cronbach's Alpha technique and IBM, SPSS, V25, software. The results show that user satisfaction using the Ministry of Education and Culture Library website can be considered as a good website. The average score of the Content dimension is 3.14, the Accuracy dimension is 3.07, the Format dimension is 3.17, the Ease of use dimension is 3.21, the Timeliness dimension is 3.05 and for user's satisfaction is 3.04. These dimensions are on an interval scale of 2.52 - 3.27, thus it can be said that the website is good enough. This research recommends that the timeliness dimensions need to be improved in terms of quality to provide quick information for the users. Thus, the users will be satisfied with the website services provided by the Ministry of Education and Culture Library. Indeed, the importance of the library website should be measured and assessed periodically by using the Model End-User Computing Satisfaction to increase information services for users to develop national education.

Keywords: *Library Website, Model End-User Computing Satisfaction (EUCS Model), User Satisfaction*

Introduction

The demands on the need for information technology have an impact on many fields, such as government, social culture, education, and libraries. Libraries as centers of information resources require unlimited human needs of information. The use of information technology accelerates users to gain information needs and makes the library service system more systematic (Supriyanto & Muhsin, 2012, p. 23).

The development of this information technology-based library is based on government policies regulated in Law No. 43 of 2007 article 14 paragraph 3, "Each library develops library services following advances in information and communication technology" (Republik Indonesia, 2010, p. 3). A library that has implemented the Act policy is the Library of the Indonesian Ministry of Education and Culture.

To facilitate services and information for its users, especially online information services, the Ministry of Education and Culture library has created an official website, which aims to improve services and information distribution. This website provides information about the library, such as profiles, services, collections, various activities, and the latest collections.

The library has carried out various activities, it will ultimately lead to the value, which will be provided by the users regarding perceived satisfaction (Islamy et al., 2016, p. 4). Based on preliminary observations, we found that the library website was not optimal in several aspects, such as the appearance of the website too many interconnected links, which made the users confused and faced frequent errors. Besides, there are several materials or books that the authors are not listed and the information is not updated.

Because of these problems, we need a study, which measures user satisfaction with the Ministry of Education and Culture Library website. To measure the level of user satisfaction of the website, we use the model End-User Computing Satisfaction (EUCS), which is interpreted as an evaluation process to measure the level of satisfaction of users of an application system by comparing the expectations and reality of an information system. The EUCS measurement was developed by Dol & Torkzadeh. This EUCS model emphasizes more on user satisfaction with technological aspects, by assessing the content, accuracy, format, time and ease of use of the system (Restanti et al., 2017, p. 225).

Moreover, researches using the EUCS model was carried out by Gilang Islam Triadi Putra with the title "Online Public Access Catalog (OPAC) Analysis Based on the End-User Computing Satisfaction Model: Descriptive Quantitative on the Library Management System (LMS) in the Library and Archives Office in West Java". The results of the research show that the quality of the content dimension is not good, the accuracy dimension, the format dimension, and the level of satisfaction in the ease of use are in a good category, while the timeliness dimension is also in the good category (Putra, 2018).

Indeed, the previous research related to this paper was conducted by Saeed Rouhani, Shook Zamenian, and Sayna Rotbie with the title "A Prototyping and Evaluation of Hospital Dashboard through End-User Computing Satisfaction Model (EUCS)". This study illustrates how to build a hospital instrument prototype based on principles and guidelines on the EUCS model. A simple prototype was prepared to be evaluated using experimental research through a questionnaire by the EUCS model. Test results to compare the average of research variables, consisting of instrument format satisfaction, up to date information, ease of use, accuracy, and content with an average status show a significant difference between the averages of all these variables. The results show that among these variables, the format has the highest level of

satisfaction, and accuracy has the lowest level of satisfaction among users. Also, the level of user satisfaction with all factors is the same (Rouhani et al., 2018).

Indeed, this study is different from the previous researches, including the subject and object of the research, the number of respondents, research methodology, and indicators of EUCS. This research is important because nowadays websites are easy to build or design, but website developers often fail to include aspects that must be considered for users under the EUCS model. Most of the websites are just created with good appearance and many contents, but they do not pay attention to other aspects, especially from the users' needs. As a result, many websites are not as effective as they tend to ignore the users' needs and satisfaction.

Thus, this research offers a new perspective as it is cross-disciplinary by integrating library science with information systems that learn how to design websites, coding, content information management, and website evaluation standards. This research also suggests that website developers need to pay attention to aspects that are in line with the EUCS model, especially in libraries, therefore information can be conveyed optimally to users.

Research Methodology

This research uses a quantitative approach, which examines a particular population or sample, data collection using research instruments, statistical data analysis, intending to test a predetermined hypothesis (Sugiyono, 2013a, p. 8; Yilmaz, 2013). This paper also uses explanative research, which works to test hypotheses of the relationships between variables, whether one variable to another is interrelated, or whether one variable with another has influence or not (Mulyadi, 2013, p. 132). This study examines user satisfaction on the use of the Ministry of Education and Culture library website.

The population for this research is all the characteristics or characteristics possessed by the subject or object (Sugiyono, 2013b, p. 80). The population in this study were library users of the Ministry of Education and Culture who used the website for three months, from June to August 2019. From the website visitor statistics data, the numbers of visitors were 8,172 people. In June, there were 1,562 people, in July, there were 4,206 people, and in August, there were 2,404 people. This information is taken from Google Analytics.

The sample of this research was part of the members of the selected population. The purpose of drawing this sample is to obtain actual data following the target population of the study (Ulya et al., 2018, p. 20). The sampling technique in this study uses convenience sampling or commonly known as accidental sampling, which is a sampling technique based on coincidence. In collecting the sample of the data, we met the members of the population who

were willing to be respondents or samples, and we choose nearby people only (Siregar, 2013a, p. 33).

Because the population of the website is very large, with a total of 8,172 users, we limit the number of populations used as research samples. The formula that can be used to determine sample size is the Slovin formula:

$$n = \frac{N}{1+N(e)^2}$$

Explanation:

n = sample

N = population

E = Error rate 10% (Siregar, 2013b, p. 43).

Based on the formula above, the following is the sample:

$$\begin{aligned} n &= \frac{8.172}{1+8.172(0,1)^2} \\ &= \frac{8.172}{82,72} \\ &= 98,79 = 99 \text{ sample} \end{aligned}$$

Based on the calculation above, the total of respondents was 99 people.

Results and Discussion

In this study, we use data validity and reliability through the statistical data processing program IBM SPSS V25. Validity test serves to determine the reliability and accuracy of a research instrument, i.e. if an instrument is categorized as valid, it means that it has a high validity rate, and vice versa (Sulistyaningsih, 2012, p. 131). In testing the validity, the questionnaire was distributed to 30 respondents to become a sample, so it can be understood whether each statement on the instrument is valid or not. Furthermore, it is determined if the value of r measurement > r table, then the statement is declared valid, and vice versa. Then for the r table limit to 30 respondents is 0.361 (Priyanto, 2010, p. 21).

Table 1: *Validity test results*

Validity Test Results			
Number	R	R	Interpretation
	Measurement	Table	

1	0.377	0.195	Valid
2	0.381	0.195	Valid
3	0.412	0.195	Valid
4	0.396	0.195	Valid
5	0.550	0.195	Valid
6	0.607	0.195	Valid
7	0.556	0.195	Valid
8	0.348	0.195	Valid
9	0.563	0.195	Valid
10	0.530	0.195	Valid
11	0.581	0.195	Valid
12	0.484	0.195	Valid
13	0.480	0.195	Valid
14	0.541	0.195	Valid
15	0.681	0.195	Valid
16	0.497	0.195	Valid
17	0.662	0.195	Valid
18	0.593	0.195	Valid
19	0.493	0.195	Valid
20	0.464	0.195	Valid
21	0.453	0.195	Valid
22	0.597	0.195	Valid
23	0.547	0.195	Valid
24	0.575	0.195	Valid
25	0.650	0.195	Valid
26	0.457	0.195	Valid
27	0.547	0.195	Valid

This table shows that all items submitted to students are valid. This data is valid because each item fulfills valid criteria, i.e. r is bigger than r table.

The next step is to test the reliability of research instruments. The instrument is categorized as reliable if the data has consistency even though measurements are made more than twice with the same measuring instrument on the same symptoms (Siregar, 2013a, p. 173). The reliability test of this research instrument used the Cronbach's alpha technique using the IBM SPSS V25 program and the instrument was considered reliable if the reliability coefficient

> 0.6 (Siregar, 2013a, p. 175). This study uses the Cronbach Alpha technique. The following are the benchmarks in measuring reliability testing using the Cronbach Alpha technique (Riadi, 2015, p. 25).

Table 2: Cronbach Alpha Technique

Cronbach's alpha	Internal Consistency
$a \geq 0.9$	<i>Excellent</i>
$0.7 \leq a < 0.9$	<i>Good</i>
$0.6 \leq a < 0.7$	<i>Acceptable</i>
$0.5 \leq a < 0.6$	<i>Poor</i>
$a < 0.5$	<i>Unacceptable</i>

The following is the reliability test results using *IBM SPSS V25*:

Table 3: Reliability test results

<i>Hasil Cronbach's Alpha</i>	<i>N of Items</i>	<i>Explanation</i>
0.892	27	Reliable

The table shows the result of the examination is 0.892, which means that the questionnaire items in this study are categorized in a good category. Thus, the questionnaire in this study is reliable.

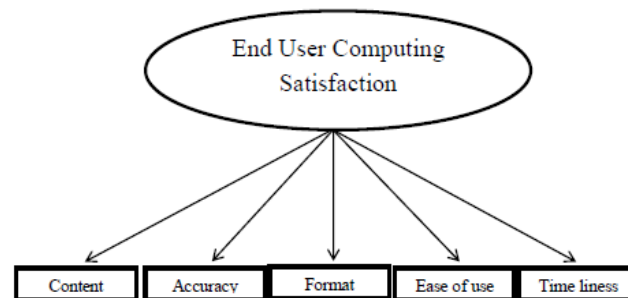
Furthermore, the results of calculations regarding the use of the Ministry of Education and Culture library website use the End-User Computing Satisfaction (EUCS) model. EUCS is a measurement model, which emphasizes the level of user satisfaction by focusing on technological aspects, in this case, information systems. Measurement of user satisfaction has a long history in the discipline of information systems (Dalimunthe & Ismiati, 2016, p. 72).

This End-User Computing Satisfaction (EUCS) was developed by Doll and Torkzadeh in 1988, which emphasizes the satisfaction of the end-users of the technological aspects. EUCS works to evaluate system user satisfaction, which is based on the users' experiences, especially their affective or satisfaction in using the system. Thus, the evaluation can be used to develop the next systems.

The user's satisfaction is related to the attitude of the users towards the use of information systems. Doll and Torkzadeh examine the system, which can satisfy the users if the system can

meet the user expectations (overall expectations), overall satisfaction, and the decision making process.

Figure 1: *End User Computing Satisfaction Instrument*



There are five dimensions measured including completeness of the content, Accuracy, Format (form or appearance), Ease of use, and Timelines.

a. Content

The content dimension measures user satisfaction in terms of the contents of a system. The contents of the system are usually in the form of functions and modules that can be used by users and also information generated by the system. This dimension measures whether the system produces information that suits the user's needs or not. The more complete the modules and the informative system, the higher the level of user satisfaction (Mukhlis, 2015, p. 150).

The followings are the results of the assessment on the Content dimension in the Ministry of Education and Culture library.

Table 4: the Results of Content Dimension

No.	Statements	Scores
1.	I feel satisfied with The Kemendikbud library website.	3,34
2.	Information provided on the website is easy to understand.	3,22
3.	The website provides many outputs to choose from.	3,03
4.	The website provides complete information.	2,98
5.	Content and information provided by the website help you a lot.	3,16
Total		15,73
Score		15,73 : 5 = 3,14 (Good)

In the dimension of content, the respondents stated that the website provides complete information and following the needs of users, and it also provides several alternative information. The highest score shows in statement 1, which states that respondents were satisfied with the Ministry of Education and Culture's website. The score for this statement is 3.34 on the interval scale of 3.28 - 4.03, which means very good. While the lowest score is in statement 4, which states that the website provides complete information. The score for this statement is 2.98 on the interval scale of 2.52 - 3.27, which means good.

This gives an overview and convenience for the library to improve the quality of the website to give satisfaction to the user. Since the content of the website has been processed by the library manager, the users feel satisfied with the website's appearance. Therefore, the appropriateness of the information in the content of the website is very important as stated by Doll & Torkzadeh in measuring content based on four indicators, including the availability of appropriate information, the suitability of the information, information search results, and the information sufficiency (Doll & Torkzadeh, 1988, p. 268).

After obtaining an overview of the statements, the library manager will easily find out what needs to be improved in terms of the content dimensions on the website used by the Ministry of Education and Culture. Thus, the quality of the website in the dimensions of content is some things, which must be improved, especially the fulfillment of information needs (completeness of information). Many users have judged the quality of the website in terms of content dimensions or terms of the completeness of the content. Indeed, the more complete the

modules and the informative system, the higher the satisfaction level of the users (Mukhlis, 2015, p. 150).

The followings are the results of the evaluation on the content dimension on the ministry's website:

Table 5: The Results of Content Dimension

No.	Statements	Scores
1.	I feel satisfied with the ministry's library website.	3,34
2.	Information provided on the website is easy to understand.	3,22
3.	The website provides many outputs to choose from.	3,03
4.	The website provides complete information.	2,98
5.	Content and information provided by the website help you a lot.	3,16
Total		15,73
Score		$15,73 : 5 = 3,14$ (Good)

In the content dimension, the data from the respondents stated that the website provides complete information and following the needs of users, and also provides some alternative information. The highest score is in statement 1, which states that respondents were satisfied with the Ministry of Education and Culture's website. This statement contains a 3.34 score on the interval scale of 3.28 - 4.03, which means very good. While the lowest score is in statement number 4, which states that the website provides complete information. This statement contains a 2.98 score on the interval scale of 2.52 - 3.27, which means good.

This provides an overview and convenience for the library in improving the quality of the website to give satisfaction to the user. Since content is related to data, which is input and evaluated by librarians, its appearance is accessed directly by users.

Therefore, the appropriateness of the information in the content on the website is very important as stated by Doll & Torkzadeh who measure the content based on 4 indicators, namely the availability of appropriate information, the suitability of the information, information search results, and the fulfillment of information sufficiency (Doll & Torkzadeh, 1988, p. 268; Laumer et al., 2017). After receiving the overall statements, the library manager will easily find out what dimensions need to be improved in terms of the content used on the website of the Ministry of Education and Culture.

Thus, the quality of the website in the dimensions of content provides effects that must be improved, especially the fulfillment of information needs (completeness of information). Many

users agreed that the quality of the website in terms of the content dimensions and the completeness of the content is still limited. Indeed, the more complete the modules and the informative system, the higher the users feel satisfied.

b. Accuracy

The Accuracy dimension measures user satisfaction in terms of data accuracy when the system receives input and then processes it into information. The accuracy of the system is measured by understanding how often the system produces incorrect output when processing input from the users. Besides, it can also be seen through the way how often errors occur in data processing (Yuniarto et al., 2018). The value of this accuracy is measured based on how accurate the system is in producing search results and user satisfaction with the accuracy of the system (Doll & Torkzadeh, 1988, p. 268).

The following are the results of the assessment on the Accuracy dimension of the Ministry of Education and Culture library.

Table 6: The Results of Accuracy Dimension

No.	Statements	Scores
6.	The <i>Website</i> provides correct and accurate information.	3,12
7.	Output on the website screen is suitable for what you order.	3,16
8.	The <i>Website</i> is free from error when it is used.	2,80
9	The <i>Website</i> provides trusted information.	3,15
10.	The <i>Website</i> provides reliable information.	3,15
Total		15,38
Score		15,38 : 5 = 3,07 (Good)

The data gained from respondents stated that the website has presented accurate information, free from errors, the output provided is appropriate and the information can be trusted. The biggest score is in statement 7, which states that the output on the website screen is based on what the users ordered. This statement has 3.16 scores on an interval scale of 2.52 - 3.27, which means good. While the lowest score is in statement 8, which states that the website is free from error, especially when it is used. This statement has a 2.80 score with an interval scale of 2.52 - 3.27, which means good.

These results provide an overview and convenience for the library manager to improve the quality of the website to provide more satisfaction for the users. The accuracy dimension is almost the same as the problem experienced in the content dimension, which is related to the

data. This data has been processed by the library, so it can be enjoyed directly by the users. The “accuracy” has the same problem with the “content”, which is related to the data. This data is also proceeded by the librarians who provide the information needed by the users.

However, for the “accuracy”, it is important to consider the suitability of the data input, obstacles, or errors. These errors on the website fail to meet the users’ expectations, especially in terms of the obstacle-free.

Therefore, the suitability of the information and the sustainability of the website without “constraints” is very important. Hutami et al. claim that the users will decide to use a system application if they think that the website has a high level of accuracy, such as menus available, free from the error information, which is appropriate, trustworthy, and always up to date (Hutami & Camilia, 2016; Setiawan et al., 2017, p. 101). By having this description, the library manager will understand what information needs to be improved for the “accuracy” on the library website. Thus, in terms of “the accuracy”, the users examined that the website quality is considered inappropriate.

c. Format

The format dimension assesses user satisfaction in terms of appearance and aesthetics of the system output, the creativity of the format of the report and information, and the ease of the system output, thus to influence is not directly on the levels of user effectiveness (Doll & Torkzadeh, 1988, p. 269; Ramírez-Correa et al., 2018).

The following are the results of the assessment on the Format dimension in the Ministry of Education and Culture library.

Table 7: the Results of the Format Dimension

No.	Statements	Score
11.	The <i>website</i> provides a clear information format	3,19
12.	The color of the website <i>background</i> is interesting and enjoyable.	3,28
13.	The color of the website's <i>background</i> is not boring.	3,19
14.	The design of the <i>interface website</i> is interesting.	3,13
15.	The website provides the format of information easy to understand.	3,08

Total	15,87
Score	$15,87 : 5 = 3,17$ (Good)

In the format dimension, the data from respondents stated that the format of the output website was clear and useful. The format of the information produced by the website is very interesting and the quality of the format of the website information is easy to understand.

The biggest score is in statement 12, which states that the color of the website background is interesting and eye-catching. This statement contains a 3.28 score on an interval scale of 3.28 - 4.03, which is very good. While the lowest score is in statement 15, which states that the format of the website information is easy to understand. This statement contains a 3.08 score on an interval scale of 2.52 - 3.27, which means good.

These results provide an overview and help the librarians to improve the quality of the website to increase user satisfaction. The format of the website information is quite understandable and meets user expectations. An interesting appearance, ease to understand, and the effective output can increase the user satisfaction and can affect the levels of user effectiveness (Doll & Torkzadeh, 1988, p. 269; Hutami & Camilia, 2016, p. 15). An output on a system certainly can affect and increase user satisfaction through an attractive display and the format. Thus, the users evaluated the quality of the website in terms of the format is quite good.

d. Ease of use

The ease of use dimension measures user satisfaction in terms of user ease or user friendly in using systems such as the process of entering data, processing data, and searching for information needed. The quality of this dimension can be seen from the user's response to the system, whether the system has features, which are easy to use; how the system interacts with its users; how the system easy to operate, and does the system provides hints and assistance features (Laumer et al., 2017).

The following is the results of the assessment on the ease of use dimension in the Ministry of Education and Culture library:

Table 8: the Results of Ease of use Dimension

No.	Statements	Scores
16.	In my opinion, it is easy to access the website:	3,30

https://perpustakaan.kemdikbud.go.id/		
17.	It is easy to use the features on the website.	3,19
18.	The website features are easy to understand.	3,20
19.	The helpful features/tools on the website are useful and workable.	3,11
20.	The website provides helpful features to navigate users.	3,20
21.	The website is user-friendly.	3,29
Total		19,29
Scores		$19,29 : 6 = 3,21$ (Good)

In the dimension of ease of use, the data from the respondents revealed that the use of the website features is easy to use and understand. Also, the website provides hints and assistance to facilitate the users. Thus, in the ease of use dimension, the highest score is in statement 16, which states that accessing the Ministry of Education and Culture's website is very easy. This statement contains a 3.30 score on an interval scale of 3.28 - 4.03, which is very good. While the lowest score is in statement 19, which states that the hint feature on the website is very important. This statement has a 3.11 score on an interval scale of 2.52 - 3.27, which means good.

These scores illustrate for the library manager to improve, maintain, and reduce the excessive performance of the website to improve user satisfaction. In the information system, user convenience should be an important measure for the quality of the information system. In line with this, Setiawan argues that users will satisfy if the information system does not lead to a state of confusion for the users. The information system should provide a tooltip to help the users if an error occurs, the information system provides an error message, which is easily understood by users (Setiawan et al., 2017, p. 108). Thus, this statement can be used as a consideration for the library to improve the quality of the website, especially in the ease of use. Thus, the users evaluated the quality of the website in the dimension of ease of use, which can be considered as good (Hutami & Camilia, 2016, p. 17).

e. Timelines

The timeliness dimension measures user satisfaction in terms of the speed of the system time in presenting or providing data and information needed by users. The timely system can be categorized as a real-time system. This means that every time the users make a request or input, the system will be directly processed and the output will be displayed quickly without waiting for so long (Ghahramani et al., 2017; Setiawan et al., 2017, p. 108).

The following are the results of the assessment on the timeliness dimension in the Ministry of Education and Culture library.

Table 9: the Results of Timeliness Dimension

No.	Statements	Scores
22.	The website provides information that you need promptly.	3,08
23.	The website provides information when needed.	3,09
24.	The website provides up-to-date information.	3,00
Total		9,17
Score		$9,17 : 3 = 3,05$ (Good)

In the timeliness dimension, the data from respondents revealed that by using the library website, users can gain information quickly. The website provides information promptly and the information is up-to-date. The highest score is in statement 23, which states that the website provides information punctually. This statement has a 3.09 score on an interval scale of 2.52 - 3.27, which means good. While the lowest score is in statement 24, which states that the website provides the latest information. This statement has a 3.00 score on an interval scale of 2.52 - 3.27, which means good.

The speed of a system in terms of performance is an important factor in using the system because it is a vital aspect to help the users to find the information needed. In line with this, a user will continue to use the system if the system is fast in processing information and the timeliness delivers information. These scores provide an illustration for the library manager that the speed of the information system is considered good enough.

f. User Satisfaction

In the formation system, user satisfaction is an indicator of the success of the information system. User satisfaction reflects how far the users believe in an information system, which is provided to meet the information needs, or user satisfaction illustrates how users perceive the information system in reality (Guimares et al., 2003, p. 39; Wang et al., 2019).

The following are the results of the assessment of user satisfaction in the Ministry of Education and Culture:

Table 10: the Results of User Satisfaction Dimension

No.	Statements	Scores
25.	Your evaluation on the current website is helpful and satisfied.	3,10
26.	Your evaluation on the website in providing information accurately and precisely.	3,03
27.	Your evaluation on the website that you will recommend it to other people.	3,00
Total		9,13
Score		9,13 : 3 = 3,04 (good)

User satisfaction, the data from the respondents revealed that the Ministry of Education and Culture Library website is very useful, the information conveyed is accurate, and it can be recommended to people who have no ideas about the library information.

In this dimension, the highest score is in statement 25, which states that the assessment of the current website is helpful and satisfies the users. This statement contains a 3.10 score on an interval scale of 2.52 - 3.27, which indicates well. While the lowest score is in statement 27, which states that someone can recommend this website to other people who do not know about the library. This statement has a 3.00 score on an interval scale of 2.52 - 3.27, which means good.

In general, user satisfaction towards the website of the Ministry of Education and Culture indicates good quality. In this case, someone shows his/her satisfaction when he/she interacts directly with the computer application. Thus, the EUCS is measured from the ways the information system provides benefits for the users. The results of this research can help the management of the Ministry of Education and Culture Library to provide recommendations for improvements.

Conclusion

Based on the results of this research and the discussion, it can be concluded that there are five independent variables in this study, which contribute to user satisfaction i.e. content, accuracy, format, ease of use, and timeliness. From the five dimensions in the End User Computing Satisfaction model, it contained an average score of 3.13 at the intervals of 2.52 - 3.27. The highest score was on Ease of use, which was 3.21, and the lowest score was on the timeliness dimension, which was 3.05. As for the measurement of user satisfaction, it contained

a 3.04 score. All of the five dimensions of the EUCS model was the independent variable, while the dependent variable was the user satisfaction. Although the overall of the dimensions indicated good results, there is still one major statement, which stated that the result of the error-free website only revealed a 2.80 score. However, this low score did not significantly affect the overall results. Indeed, this lower score can be upgraded by other statement scores. Eventually, this study recommends the librarian managers at the Ministry of Education and Culture's website to evaluate and improve dimensions, especially dimensions or statements, which have lower scores. Besides, other dimensions, which have good rates, can be further improved to higher or very good levels. Thus, all EUCS dimensions for the Ministry of Education and Culture's library website can be developed to the highest levels.

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