

**ANALISIS TINGKAT KEPUASAN PENGGUNA INLISLITE PADA DINAS  
PERPUSTAKAAN DAN KEARSIPAN KOTA DENPASAR DENGAN  
METODE *END USER COMPUTING SATISFACTION* (EUCS)**

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**ABSTRAK**

Dinas Perpustakaan dan Kearsipan Denpasar telah menerapkan layanan otomatisasi bernama INLISLite untuk pengembangan pengelolaan dan pelayanan perpustakaan berbasis teknologi informasi dan komunikasi. Meskipun demikian, terdapat kendala terkait tingkat kepuasan pengguna yang belum teridentifikasi. Penelitian ini menggunakan Metode End User Computing Satisfaction (EUCS), fokus pada lima variabel kepuasan: isi (*content*), akurasi (*accuracy*), tampilan (*format*), kemudahan penggunaan (*ease of use*), dan ketepatan waktu (*timeliness*). Populasi penelitian melibatkan pegawai admin dan pengguna sistem INLISLite di Dinas Perpustakaan dan Kearsipan Kota Denpasar. Sampel 109 responden didapat melalui sampling jenuh dan purposive sampling. Skala Likert digunakan untuk mengukur kepuasan pengguna dengan 24 pertanyaan untuk masing-masing variabel. Hasil analisis data tingkat kepuasan pengguna rata-rata 3,98 dengan kategori puas yang dimasing-masing variabel, yaitu 4,03 untuk *content*, 3,92 untuk *accuracy*, 3,93 untuk *format*, 3,97 untuk *timeliness*, dan 4,04 untuk *ease of use*. Dengan diketahui masing-masing variabel EUCS memiliki pengaruh dan signifikan terhadap kepuasan pengguna akhir INLISLite. Namun, perlu dilakukan penyempurnaan terhadap sistem dengan beberapa perbaikan. Rekomendasi perbaikan sistem disusun berdasarkan saran open question untuk variabel *content*, *accuracy*, *format*, *timeliness*, dan *ease of use*. Perbaikan dan pengembangan berkelanjutan diharapkan dapat meningkatkan kualitas layanan perpustakaan dan kearsipan berbasis teknologi informasi dan komunikasi.

Kata Kunci: *End User Computing Satisfaction* (EUCS), INLISLite, Kepuasan Pengguna, Perpustakaan

**ANALYSIS OF USER SATISFACTION WITH INLISLITE AT THE  
DENPASAR CITY LIBRARY AND ARCHIVES DEPARTMENT USING  
THE END USER COMPUTING SATISFACTION (EUCS) METHOD**

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**ABSTRACT**

*The Denpasar Library and Archives Office has implemented an automation service called INLISLite for the development of information and communication technology-based library management and services. However, there are obstacles related to the level of user satisfaction that have not been identified. This study uses the End User Computing Satisfaction (EUCS) Method, focusing on five satisfaction variables: content, accuracy, appearance, ease of use, and timeliness. The research population involved admin employees and users of the INLISLite system at the Denpasar City Library and Archives Office. The sample of 109 respondents was obtained through saturated sampling and purposive sampling. The Likert scale is used to measure user satisfaction with 24 questions for each variable. The results of data analysis of the average user satisfaction level were 3.98 with satisfied categories in each variable, namely 4.03 for content, 3.92 for accuracy, 3.93 for format, 3.97 for timeliness, and 4.04 for ease of use. With each EUCS variable known, it has an influence and is significant on the end-user satisfaction of INLISLite. However, it is necessary to make improvements to the system with some improvements. System improvement recommendations are prepared based on open question suggestions for content, accuracy, format, timeliness, and ease of use variables. Continuous improvement and development is expected to improve the quality of library and archival services based on information and communication technology.*

**Keywords:** *End User Computing Satisfaction (EUCS), INLISLite, Library, User Satisfaction*