

EVALUASI TINGKAT KEPUASAN PENGGUNA TERHADAP APLIKASI M-PASPOR DENGAN METODE EUCS (*END USER COMPUTING SATISFACTION*) DAN *PIECES FRAMEWORK*

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ABSTRAK

Aplikasi Mobile Paspor (M-Paspor) merupakan sistem yang diimplementasikan untuk meningkatkan layanan publik dalam pengelolaan layanan keimigrasian terutama paspor. Studi kasus dalam penelitian ini yaitu Kantor Imigrasi Kelas II TPI Singaraja. Selama pengimplementasiannya pengguna mengalami beberapa kendala yang mengarah pada masalah kepuasan pengguna yang perlu di evaluasi. Penelitian ini, menggunakan metode EUCS dan *PIECES Framework*, tujuan penelitian yaitu mengetahui pengaruh, mengukur kepuasan pengguna, dan memberikan rekomendasi perbaikan berdasarkan setiap variabel EUCS dan *PIECES Framework*. Populasi penelitian menggunakan data permohonan paspor di Kantor Imigrasi Kelas II TPI Singaraja periode Januari 2022 – Agustus 2024 yang berjumlah 21.256 pemohon dengan sampel penelitian sebesar 100 pengguna. Hasil penelitian menunjukkan bahwa berdasarkan uji F seluruh variabel metode EUCS dan *PIECES* berpengaruh signifikan terhadap kepuasan pengguna. Berdasarkan uji t variabel *format*, *ease of use*, *timeliness*, *information and data*, *economic*, *efficiency* dan *service* berpengaruh positif dan signifikan terhadap kepuasan pengguna, kemudian variabel *content*, *accuracy*, *performance* dan *control and security* tidak berpengaruh signifikan. Nilai rata-rata kepuasan pengguna Aplikasi M-Paspor pada seluruh variabel EUCS dan *PIECES* framework sebesar 4,18. Adapun nilai rata-rata kepuasan variabel *content* 4,40, variabel *accuracy* 4,12, variabel *format* 4,10, variabel *ease of use* 4,03, variabel *timeliness* 4,16, variabel *performance* 4,18, variabel *information and data* 4,03, variabel *economic* 4,19, variabel *control and security* 4,22, variabel *efficiency* 4,07 dan variabel *service* 4,2. Adapun rekomendasi perbaikan yang disarankan meningkatkan kelengkapan informasi dengan memanfaatkan media grafis, memperkuat literasi digital, penyempurnaan kinerja aplikasi, meningkatkan tampilan antarmuka aplikasi, melengkapi fitur yang dibutuhkan pengguna, melakukan kolaborasi dengan lembaga terkait, menambahkan fitur bantuan langsung, pembaruan sistem pembayaran dan kejelasan sistem perlindungan data pengguna.

Kata kunci : m-paspor, kepuasan pengguna, EUCS, *PIECES Framework* .

**EVALUATION OF USER SATISFACTION LEVEL TOWARDS M-PASPOR
APPLICATION USING EUCS (END USER COMPUTING SATISFACTION)
METHOD AND PIECES FRAMEWORK**

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ABSTRACT

The Mobile Paspor Application (M-Paspor) is a system implemented to improve public services in managing immigration services, especially passports. The case study in this study is the Singaraja Class II TPI Immigration Office. During its implementation, users experienced several obstacles that led to user satisfaction issues that needed to be evaluated. This study uses the EUCS and PIECES Framework methods, the purpose of the study is to determine the influence, measure user satisfaction, and provide recommendations for improvement based on each EUCS and PIECES Framework variable. The study population used passport application data at the Singaraja Class II TPI Immigration Office for the period January 2022 - August 2024, totaling 21,256 applicants with a research sample of 100 users. The results of the study showed that based on the F test, all EUCS and PIECES method variables had a significant effect on user satisfaction. Based on the t test, the format, ease of use, timeliness, information and data, economic, efficiency and service variables had a positive and significant effect on user satisfaction, then the content, accuracy, performance and control and security variables did not have a significant effect. The average value of user satisfaction of the M-Paspor Application on all EUCS and PIECES framework variables is 4.18. The average value of satisfaction for the content variable is 4.40, the accuracy variable is 4.12, the format variable is 4.10, the ease of use variable is 4.03, the timeliness variable is 4.16, the performance variable is 4.18, the information and data variable is 4.03, the economic variable is 4.19, the control and security variable is 4.22, the efficiency variable is 4.07 and the service variable is 4.2. The suggested improvement recommendations are to increase the completeness of information by utilizing graphic media, strengthening digital literacy, improving application performance, improving the appearance of the application interface, completing the features needed by users, collaborating with related institutions, adding direct assistance features, updating the payment system and clarity of the user data protection system.

Keywords: m-paspor, user satisfaction, EUCS, PIECES Framework.