

**ANALISIS KEPUASAN PENGGUNA SISTEM INFORMASI
MANAJEMEN AKADEMIK (SIMAK) STIKES BULELENG
MENGUNAKAN METODE *END USER COMPUTING SATISFACTION*
(EUCS)**

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ABSTRAK

Penerapan Sistem Informasi Manajemen Akademik (SIMAK) di STIKES Buleleng bertujuan untuk menunjang efektivitas layanan akademik bagi dosen dan mahasiswa. Namun, dalam implementasinya masih ditemukan kendala, seperti gangguan sistem akibat perpindahan vendor dan ketidaksesuaian data. Penelitian ini bertujuan untuk menganalisis tingkat kepuasan pengguna terhadap SIMAK menggunakan metode End-User Computing Satisfaction (EUCS) yang mencakup lima variabel: content, accuracy, format, ease of use, dan timeliness. Penelitian ini menggunakan pendekatan deskriptif kuantitatif dengan pengumpulan data melalui kuesioner, observasi, dan wawancara. Responden terdiri dari 27 dosen dan 95 mahasiswa sebagai sampel dari total populasi pengguna SIMAK. Hasil analisis menggunakan perangkat lunak IBM SPSS Statistics 26 menunjukkan bahwa variabel ease of use, timeliness, accuracy, dan format berpengaruh signifikan terhadap kepuasan pengguna. Sementara itu, variabel content hanya berpengaruh signifikan terhadap kepuasan pengguna dari kelompok dosen. Berdasarkan hasil tersebut, dapat disimpulkan bahwa tingkat kepuasan pengguna terhadap SIMAK STIKES Buleleng tergolong baik, namun terdapat aspek-aspek tertentu yang perlu ditingkatkan untuk meningkatkan efektivitas dan kenyamanan penggunaan sistem. Hasil penelitian ini diharapkan dapat menjadi bahan evaluasi dan pengembangan lebih lanjut bagi pengelola sistem informasi di STIKES Buleleng.

Kata kunci: Sistem Informasi Manajemen Akademik, Kepuasan Pengguna, EUCS, SIMAK

**USER SATISFACTION ANALYSIS OF ACADEMIC MANAGEMENT
INFORMATION SYSTEM (SIMAK) STIKES BULELENG USING END
USER COMPUTING SATISFACTION (EUCS) METHOD**

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ABSTRACT

The implementation of the Academic Management Information System (SIMAK) at STIKES Buleleng aims to enhance the effectiveness of academic services for lecturers and students. However, issues such as system disruptions due to vendor changes and data inconsistency have been identified. This study aims to analyze user satisfaction with SIMAK using the End-User Computing Satisfaction (EUCS) method, which includes five variables: content, accuracy, format, ease of use, and timeliness. A descriptive quantitative approach was employed, with data collected through questionnaires, observations, and interviews. The respondents consisted of 27 lecturers and 95 students, selected as samples from the total population of SIMAK users. Data analysis was conducted using IBM SPSS Statistics 26. The results indicate that ease of use, timeliness, accuracy, and format significantly influence user satisfaction. Meanwhile, the content variable showed a significant effect only for the lecturer group. These findings suggest that the overall user satisfaction with SIMAK at STIKES Buleleng is relatively good, although improvements are needed in specific areas to optimize system usability and performance. The outcomes of this study are expected to serve as a reference for system evaluation and future development.

Keywords: *Academic Management Information System, User Satisfaction, EUCS, SIMAK*