

EVALUATION OF USER SATISFACTION THE SIGESIT WEBSITE AS A DIGITAL-BASED CHILD GROWTH AND DEVELOPMENT SCREENING INNOVATION IN YOGYAKARTA CITY USING THE END USER COMPUTING SATISFACTION (EUCS) METHOD

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ABSTRACT

Background: The SIGESIT website was developed as a digital version of the Kuesioner Pra Skrining Perkembangan (KPSP) to facilitate child growth and development screening. Before its implementation in healthcare services, beta testing is required to evaluate user satisfaction and provide a basis for further system improvement.

Objective: This study aimed to evaluate user satisfaction with the SIGESIT website as a digital-based child growth and development screening innovation in Yogyakarta City using the End User Computing Satisfaction (EUCS) method.

Methods: This study employed a quantitative descriptive research design with a survey approach. A total of 62 midwives were selected using purposive sampling. Data were collected using a user satisfaction questionnaire based on the End User Computing Satisfaction (EUCS) model. Data were analyzed using descriptive statistics, including mean, standard deviation, minimum and maximum values, and satisfaction level categories.

Result: The findings showed that the overall user satisfaction with the SIGESIT website had a mean score of 3.71, indicating a very satisfied category. Based on the five EUCS dimensions, the mean scores were 3.61 for content, 3.83 for accuracy, 3.82 for user interface, 3.81 for ease of use, and 3.51 for timeliness. All dimensions were classified as very satisfied, with accuracy receiving the highest score and timeliness the lowest.

Conclusion: The SIGESIT website achieved a very high level of user satisfaction across all EUCS dimensions. Although all dimensions were rated very positively, improvements in the timeliness aspect are recommended to further enhance system performance and user experience.

Keywords: user satisfaction, SIGESIT, KPSP, growth and development

EVALUASI KEPUASAN PENGGUNA *WEBSITE* SIGESIT SEBAGAI INOVASI SKRINING TUMBUH KEMBANG BERBASIS DIGITAL DI KOTA YOGYAKARTA MENGUNAKAN METODE *END USER COMPUTING* *SATISFACTION* (EUCS)

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ABSTRAK

Latar Belakang: *Website* SIGESIT sebagai digitalisasi KPSP sebelum diimplementasikan, diperlukan tahap beta testing untuk mengetahui tingkat kepuasan pengguna terhadap *website* sehingga menjadi dasar penyempurnaan sistem.

Tujuan: Mengevaluasi tingkat kepuasan pengguna terhadap *Website* SIGESIT sebagai inovasi skrining tumbuh kembang berbasis digital di Kota Yogyakarta menggunakan metode *End User Computing Satisfaction* (EUCS).

Metode: Penelitian deskriptif kuantitatif dengan pendekatan survei. Sampel penelitian berjumlah 62 bidan yang dipilih menggunakan teknik *purposive sampling*. Instrumen penelitian menggunakan kuesioner kepuasan pengguna berdasarkan model *End User Computing Satisfaction* (EUCS). Analisis data dilakukan secara univariat dengan menghitung nilai rata-rata (*mean*), standar deviasi, nilai minimum, nilai maksimum, serta kategori tingkat kepuasan.

Hasil: Hasil penelitian menunjukkan bahwa tingkat kepuasan pengguna *Website* SIGESIT secara keseluruhan memperoleh nilai rata-rata sebesar 3,71 dengan kategori sangat puas. Berdasarkan masing-masing dimensi EUCS, diperoleh nilai rata-rata *content* sebesar 3,61, *accuracy* sebesar 3,83, *user interface* sebesar 3,82, *ease of use* sebesar 3,81, dan *timeliness* sebesar 3,51.

Kesimpulan: *Website* SIGESIT memperoleh tingkat kepuasan sangat baik pada seluruh dimensi, terutama pada kekuatan, dan pada aspek waktu perlu peningkatan kualitas.

Kata Kunci: kepuasan pengguna, SIGESIT, KPSP, tumbuh kembang