

## **ABSTRACT**

### **ANALYSIS OF USER SATISFACTION OF THE SIREKAP MOBILE APPLICATION IN THE 2024 GENERAL ELECTION USING THE END USER COMPUTING SATISFACTION (EUCS) METHOD**

by

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*The Indonesian General Election Commission (KPU RI) implemented a new innovation in the 2024 Election, namely the Recapitulation Information System (SIREKAP) to increase transparency and effectiveness in the implementation of the Election. The presence of the siRekap Mobile application is expected to help and accelerate the recapitulation process and increase transparency in the election, but in its use, the siRekap Mobile application still encounters many obstacles such as not being able to log in to the system, server down, application inaccuracy in reading data, the application often logs out automatically and the length of the data upload process. Based on these problems, a study will be conducted on the satisfaction of users of the siRekap Mobile application using the End User Computing Satisfaction (EUCS) method. The main objective of this study is to assess the extent to which users are satisfied with the siRekap Mobile application and to identify the factors that influence their satisfaction. The results of this study are expected to be a reference for evaluation materials for improvements by related parties in order to improve the quality of the siRekap application in the future. Data collection was carried out through a questionnaire with a sample of 391 respondents. Data analysis used SmartPLS by testing validity, reliability and hypothesis. The results of the study showed that the level of user satisfaction of the siRekap Mobile application was at 48%, which is included in the category of quite satisfied. The three main factors that influence user satisfaction are Accuracy, Format, and Easy of Use.*

**Keywords: User satisfaction, EUCS, Sirekap Mobile**