ABSTRACT

This study aims to evaluate user satisfaction with the Cazh Pos (Point of Sale) online cashier application by applying two analytical approaches: the PIECES method (Performance, Information, Economic, Control, Efficiency, and Service) and EUCS (End User Computing Satisfaction). Cazh Pos is an Android-based application designed to assist Micro, Small, and Medium Enterprises (UMKM) in digitally recording and processing financial transactions. However, in its practical use, several issues remain, such as limited features when used offline, bugs that disrupt transaction processes, and a QRIS (Quick Response Code Indonesian) payment system that has not yet functioned optimally. This research uses a quantitative approach by collecting data through questionnaires and interviews with 330 respondents to measure user satisfaction levels. The analysis results show that the variables of performance, efficiency, ease of use, and service significantly affect user satisfaction. In the PIECES method, the highest score was obtained by the service variable at 3.99, while the lowest was the economic variable at 3.22. In the EUCS method, the accuracy variable recorded the highest score at 72.96%, while timeliness had the lowest at 27.57%. These findings indicate that improvements in the design and timeliness aspects are essential to optimize the application's performance. The recommendations from this study are expected to support the development of a more reliable application that meets the needs of UMKM.

Keywords: *Cashier Application, Cazh Pos, EUCS, User Satisfaction, PIECES, UMKM.*