

Satisfaction Analysis Of The Bogor Pulo Armysn Community Health Center Website Users Using The End User Computing Satisfaction Method

*Satisfaction
Analysis of Public
Services*

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Submitted:
DECEMBER 2023

Accepted:
MAY 2024

ABSTRACT

Public health center is facility service organizing health effort health society and efforts health individual level First with more prioritize effort promotive and preventive, for reach degrees health community in the work area. One of The health centers in Bogor City are: Public health center Pulo Armysn Bogor City, where Public health center the using the website as a media provider information related service Public health center. For know level satisfaction user end to a website, then need did it study about analysis level satisfaction user end from that website. Researcher do analysis related level satisfaction user at the end of the website using the End User Computing Satisfaction Method with 6 indicators in the his that is regarding Content, Accuracy, Format, Ease of Use, Timeliness. Data collection is carried out with spread questionnaire to employees and residents who live there place live in the Bogor City area, distribution questionnaire done for 2 weeks with total respondent data namely 107 users. Data obtained tabulated with compile to in table and calculated magnitude percentage its, validity test and reliability test his with using Rstudio tools. Result of research that has been done showing that 57 users feel satisfied with amount percentage 53.3%. Followed with 34 users feel No satisfied with percentage 31.8 %, 14 users feel very satisfied with amount percentage 13.1% and 2 users feel very not satisfied with amount percentage 1.9%.

Keywords: analysis satisfaction, *end user computing satisfaction*, *website public health center*

INTRODUCTION

Development technology information and knowledge knowledge has the more rapidly in the era of globalization moment this, p the Can seen with exists technology information on various field. One of them technology information on the field service health (Prinanda, 2021). Arrangement technology information on the field service health recorded in the Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 concerning Community Health Centers. Article 62 Point 1, namely every Public health center must organize system information Public health center. System Information service health is effort Public health center in give information related service health in a way digitalization. One of health centers that have system information is Public health center Pulo Armysn, Bogor City. Based on results interview with Mr. Yes as head of TU Community Health Center Pulo Armysn that system information Public health center has created in 2018. Website created with objective For makes it easier employees and society local in obtain related information with Public health center. There is a number of inside features his form profile health centers, available services and schedules, facilities provided health centers, and several news about health.

Data from 2018 to with a May 2023 showing amount Website visits totaled 47,407 accesses (statistics pkmpuloarmyn website visitors, 2018). Therefore that's the website expected can give information in a way fast, precise and efficient in accordance with what is needed user. From the results observation researcher party Public health center Not yet know what is this website ? Already beneficial or Not yet for Public health center Because

JIMKES

Jurnal Ilmiah Manajemen
Kesatuan
Vol. 12 No.32, 2024
pp. 533 - 540
IBI Kesatuan
ISSN 2337 - 7860
E-ISSN 2721 - 169X
DOI: 10.37641/jimkes.v12i3.2343

No the existence of data such as surveys for see something success from that website. So from That researcher do evaluation on the website with method analyze satisfaction website users (Prinanda, Agastya 2021).

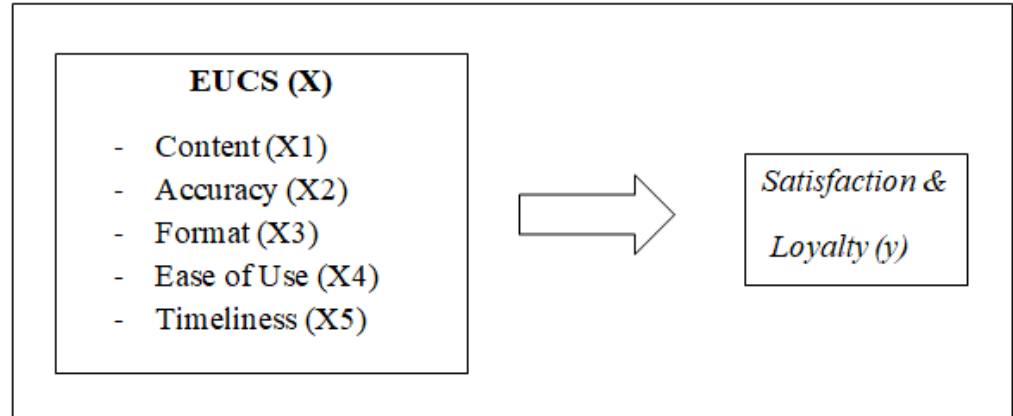
In accordance with explanation on that, you can We conclude with formulation problem that is How analyze satisfaction user *website* Public health center Pulo Armyn Bogor City with method *End User Computing Satisfaction (EUCS)*”. The aim of the research is to find out level satisfaction user *website* Public health center Pulo Armyn Bogor City using the *End User Computing Satisfaction (EUCS)* Method.

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METHODS

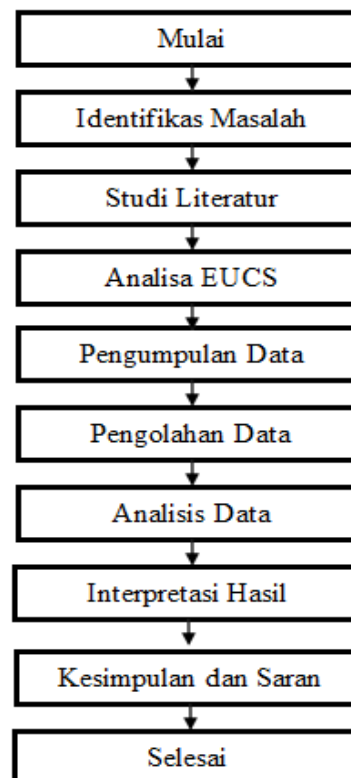
Writer use method review through survey, on research This data collection process is fulfilled with use questionnaire. The data analysis process was carried out with use application Rstudio in determine validity tests and reliability tests. The Study done for 3 months, namely September to November 2022 at the Community Health Center Pulo Armyn, Bogor City. Located on Jalan Raya Tajur No.40 RT.02/RW.01 Kec. East Bogor., Bogor City, West Java 16141. Focus this study is analyze satisfaction user end of website with use EUCS method uses can make material evaluation for party Public health center. This Study use purposive sampling method, meaning taking sample based on goals research, ie the people of Bogor City and employees Public health center Pulo Armyn Bogor City with hope Can give answer from case this study. Questionnaire shared to employees and society around who play a role as user in this study.

Model used in study namely the upper EUCS reference Pratama et al (2012) and Putra et al (2018) Doll and Torkzadeh selected by researchers. According to reference used researcher in this study there are 5 variables that is content, format, accuracy, correctness time and use (Practama et al, 2012). Researcher see that needed six variable in the research model (Putra et al., 2018) include Content, Accuracy, Format, Ease Users, Timeliness, and Satisfaction Last user.



There is a number of stages research viz started with identification problem, study literature, EUCS analysis, data collection, data processing, data analysis and so on with interpretation results. In the data collection process, the author conducted interviews and distributed questionnaires online to employees and the public who live in Bogor City.

Interview held use to get gathering accurate information related with the PKM Pulo Armyn Bogor City website. Interview held with one employee Public health center island armyn Bogor City, namely Mr. Yadi Selaku Head of TU Community Health Center Pulo Armyn, Bogor City. Conclusions obtained researcher that is *website* has created in 2018 and managed directly by one employee health center. Besides that party Public health center Not yet Once do analysis related with satisfaction user end on the PKM Pulo Armyn Bogor City website.



Submitted questionnaire is a statement that includes the variables in the method used by the researcher that is *End User Computing Satisfaction* (EUCS). Shared online to employees and society local with total statements as many as 13 pieces. In order to get accurate data related satisfaction user Community Health Center *website* Pulo Armyng Bogor City, and it was successful get respondent data as many as 107 website users

Questionnaire used by the author covers explanation from appropriate question For study. Choice answer For every question in questionnaire arranged with use 4 point Likert scale with mark ; 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree. Composition survey used researcher in accordance with EUCS model indicators. Every indicator used as reference For questions in questionnaire.

Researcher 's data analysis and processing techniques use is analysis statistics descriptive that is collect data from questionnaires distributed and analyzed use method statistics descriptive. Data obtained tabulated with compile to in table and calculated magnitude percentage its, validity test and reliability test his with using Rstudio tools.

RESULTS AND DISCUSSION

Bogor City Government provides Public health center in frame increase scope service health for community, especially in the Bogor City area. One of the Missions of the Bogor City Government for 2015 - 2019 is " Making Bogor a healthy and prosperous city " by hope health can materialized with role as well as all related sectors and availability means infrastructure health. Each region with distribution sub-districts and sub-districts, it is hoped own Concept health center convenience access, upgrade quality and affordable to the public from facet financing, or helped with guarantee health.

Function Public health center Pulo Armyng is as center development insightful health, as center strengthening family and society, and as center service health level First. Carry out third task, Community Health Center organize system and work health. Management Health Center consists from Management and Administration (Admin), meanwhile work health addressed to public as a Public Health Effort (UKM) and to individual or function clinical as an Individual Health Effort (UKP).

Respondent data obtained with share questionnaire online use gform to employees and the community domicile place live in the Bogor City area. Submitted questionnaire researcher that is consists of 6 variables (Content, Accuracy, Appearance, Convenience Users, Timeliness, Satisfaction End User) with 13 statements. Deployment questionnaire done for 2 weeks with total respondent data namely 107 users. There is three analysis at stage research this time that is statistics descriptive, validity test and reliability test where are the researchers ' data processing tools use that is Rstudio. The results obtained researcher from questionnaire that has been shared previously has grouped in One table distribution data frequency, so that researchers can see characteristic features from data diversity. Following researcher explain results distribution data frequency on some variable study.

Distribution X1.1 Frequency (Content)

Perception	Frequencies	Percentage
Strongly Disagree	1	0.9 %
Don't agree	3	2.8 %
Agree	96	89.7 %
Strongly agree	7	6.5 %
Total	107	100%

Based on table on can seen that based on variable content with indicator "X1.1 The content on the PKM Pulo Armyn website is complete precise and appropriate with need user ". Concluded that 96 users agree with amount percentage 89.7%. Followed by 7 users feel very agree with amount percentage 6.5 %, 3 users feel No agree with amount percentage 2.8%, and 1 user feel very not agree with percentage 0.9%.

Distribution X1.2 Frequency (Content)

Perception	Frequencies	Percentage
Don't agree	2	1.9 %
Agree	92	86.0 %
Strongly agree	13	12.1 %
Total	107	100%

Based on table on can seen that based on variable content with indicator "X1.2 Content on the PKM Pulo Armyn website can be obtained fulfil user ". Concluded that 92 users feel agree with amount percentage 86.0%. Followed with 13 people choosing to strongly agree with amount percentage 12.1 %, 2 users feel No agree with percentage 1.9%.

Distribution X1.3 Frequency (Content)

Perception	Frequencies	Percentage
Don't agree	3	2.8 %
Agree	93	86.9 %
Strongly agree	11	10.3 %
Total	107	100%

Based on table 4.9 and figure 4.9 can seen that based on variable content with indicator "X1.3 The content on the PKM Pulo Armyn website has give sufficient information ". Concluded that 93 users feel agree with percentage 86.9%. Followed with 11 users feel very agree with percentage 10.3 %, 3 users feel No agree with percentage 2.8%.

Distribution X2.1 Frequency (Accuracy)

Perception	Frequencies	Percentage
Don't agree	2	1.9 %
Agree	94	87.9 %
Strongly agree	11	10.3 %
Total	107	100%

Based on table on can seen that based on variable Accuracy with indicator "X2.1 Output is available on the PKM Pulo Armyn website accurate ". Concluded that 94 users feel agree with percentage 87.9%. Followed by 11 users feel very agree with percentage 10.3% and 2 users feel No agree with amount percentage 1.9%.

Distribution X2.2 Frequency (Accuracy)

Perception	Frequencies	Percentage
Don't agree	1	0.9 %
Agree	91	85.0 %
Strongly agree	15	14.0 %
Total	107	100%

Based on table on can taken conclusion that based on variable Accuracy with indicator "X2.2 I feel satisfied with accuracy of the output of the PKM Pulo Armyn website". Concluded that 91 users feel agree with percentage of 85%, followed with 15 users feel very agree with percentage 14%, and 1 person felt No agree with amount percentage 0.9%.

Distribution X3.1 Frequency (Format)

Perception	Frequencies	Percentage
Strongly Disagree	1	0.9 %
Don't agree	4	3.7 %
Agree	90	84.1 %
Strongly agree	12	11.2 %
Total	107	100%

Based on table on can seen that based on Format variables with indicator "X3.1 Content/information on the PKM Pulo Armyn website has served in useful and good appearance/design/format/UI ". Concluded that 90 users feel agree with percentage 84.1 %, 12 users feel very agree with percentage 11.2 %, 4 users feel No agree with the percentage was 3.7% and 1 person felt strongly against it agree with percentage 0.9%.

Distribution X3.2 Frequency (Format)

Perception	Frequencies	Percentage
Strongly Disagree	2	1.9 %
Agree	91	85.0 %
Strongly agree	14	13.1 %
Total	107	100%

Based on table above can seen that based on Format variables with indicator "X3.2 Information/content provided by the PKM Pulo Armyn website is complete clear ". Concluded that 91 users feel agree with amount percentage 85%. Followed with 14 users feel very agree with amount percentage 13.1%, and 2 users feel very not agree with amount percentage 1.9%.

Distribution Frequency X4.1 (Convenience User)

Perception	Frequencies	Percentage
Strongly Disagree	1	0.9 %
Don't agree	2	1.9 %
Agree	86	80.4 %
Strongly agree	18	16.8 %
Total	107	100%

Based on table on can seen that based on variable Convenience User with indicator "X4.1 PKM Website Pulo Armyn is easy For understood ". Concluded that 86 user feel agree with amount percentage 80.4%. Followed with 18 users feel very agree with amount percentage 16.8 %, 2 users feel No agree with percentage 1.9%, and 1 user feel very not agree with amount percentage 0.9%.

Based on table on can seen that based on variable Convenience User with indicator "X4.2 PKM Pulo Armyn Website is easy For used ". Concluded that 90 users feel agree with amount percentage 84.1%. Followed with 15 users feel very agree with amount percentage 14%, and 2 users feel No agree with percentage 1.9%.

Distribution Frequency X4.2 (Convenience User)

Perception	Frequencies	Percentage
Don't agree	2	1.9 %
Agree	90	84.1 %
Strongly agree	15	14.0 %
Total	107	100%

Distribution X5.1 Frequency (Timeliness)

Perception	Frequencies	Percentage
Strongly Disagree	1	0.9 %
Don't agree	2	1.9 %
Agree	92	86.0 %
Strongly agree	12	11.2 %
Total	107	100%

Based on table above can seen that based on variable Timeliness with indicator "X5.1 Information required on the PKM Pulo Armyn website can be obtained in a way directly by the user ". Concluded that 92 users feel agree with amount percentage 86%. Followed with 12 users feel very agree with amount percentage 11.2%, 2 people felt No agree with the percentage was 1.9% and 1 person felt strongly against it agree with amount percentage 0.9%.

Distribution X5.2 Frequency (Timeliness)

Perception	Frequencies	Percentage
Strongly Disagree	1	0.9 %
Don't agree	3	2.8 %
Agree	88	82.2 %
Strongly agree	15	14.0 %
Total	107	100%

Based on table on can seen that based on variable Timeliness with indicator "X5.2 PKM Pulo Armyn Website can give information latest about whatever it (activities, schedule practices, facilities, etc.)". Concluded that 88 users feel agree with percentage 82.2%. Followed with 15 users feel very agree with amount percentage 14 %, 3 users feel No agree with amount percentage 2.8% and 1 user feel very not agree with amount percentage 0.9%.

Distribution Frequency Y1 (Satisfaction Last user)

Perception	Frequencies	Percentage
Strongly Disagree	2	1.9 %
Don't agree	34	31.8 %
Agree	57	53.3 %
Strongly agree	14	13.1 %
Total	107	100%

Based on table on can taken conclusion that based on variable Satisfaction End User with indicator "Y1 User feel satisfied using the PKM Pulo Armyn website ". Concluded that 57 users feel agree with amount percentage 53.3%. Followed with 34 users feel No agree with percentage 31.8 %, 14 users feel very agree with amount percentage 13.1% and 2 users feel very not agree with amount percentage 1.9%.

Distribution Frequency Y2 (Satisfaction Last user)

Perception	Frequencies	Percentage
Don't agree	4	3.7 %
Agree	87	81.3 %
Strongly agree	16	15.0 %
Total	107	100%

Based on table on can seen that based on variable Satisfaction End User with indicator "Y2 PKM Pulo Armyn website service is available fulfil need user ". Concluded that 87

users feel agree with amount percentage 81.3%. Followed with 16 users feel very agree with amount percentage of 15% and 4 users feel No agree with amount percentage 3.7%.

One of technique For measure validity something questionnaire is with do calculation correlation between the data on each statement with total score using correlation moment product. Every statement considered valid if mark $R_{count} > R_{table}$ ($df = nk$; $\alpha=5\%$). Following results calculation R_{count} already researcher exercise with Rstudio tools. Results of validity tests can seen in the table following :

Validity test

	X1.1	X1.2	X1.3	X2.1	X2.2	X3.1	X3.2	X4.1	X4.2	X5.1	X5.2	Y1	Y2	allRating
X1.1	1.00	0.49	0.57	0.29	0.34	0.48	0.40	0.44	0.46	0.57	0.51	0.39	0.48	0.63
X1.2	0.49	1.00	0.75	0.47	0.54	0.57	0.52	0.55	0.52	0.59	0.52	0.47	0.61	0.75
X1.3	0.57	0.75	1.00	0.65	0.65	0.77	0.61	0.52	0.56	0.62	0.67	0.53	0.58	0.83
X2.1	0.29	0.47	0.65	1.00	0.67	0.55	0.51	0.41	0.58	0.36	0.45	0.48	0.46	0.67
X2.2	0.34	0.54	0.65	0.67	1.00	0.55	0.56	0.52	0.63	0.51	0.56	0.49	0.52	0.74
X3.1	0.48	0.57	0.77	0.55	0.55	1.00	0.61	0.49	0.59	0.62	0.66	0.52	0.54	0.79
X3.2	0.40	0.52	0.61	0.51	0.56	0.61	1.00	0.77	0.60	0.59	0.57	0.59	0.55	0.79
X4.1	0.44	0.55	0.52	0.41	0.52	0.49	0.77	1.00	0.67	0.51	0.59	0.60	0.66	0.78
X4.2	0.46	0.52	0.56	0.58	0.63	0.59	0.60	0.67	1.00	0.67	0.76	0.57	0.74	0.83
X5.1	0.57	0.59	0.62	0.36	0.51	0.62	0.59	0.51	0.67	1.00	0.74	0.43	0.67	0.78
X5.2	0.51	0.52	0.67	0.45	0.56	0.66	0.57	0.59	0.76	0.74	1.00	0.56	0.80	0.84
Y1	0.39	0.47	0.53	0.48	0.49	0.52	0.59	0.60	0.57	0.43	0.56	1.00	0.58	0.75
Y2	0.48	0.61	0.58	0.46	0.52	0.54	0.55	0.66	0.74	0.67	0.80	0.58	1.00	0.82
allRating	0.63	0.75	0.83	0.67	0.74	0.79	0.79	0.78	0.83	0.78	0.84	0.75	0.82	1.00

Based on validity test results in the table on can seen that of each statement own mark $r_{count} > r_{table}$ (0.1900), then from That can concluded that all statement said to be valid. All statement items can used For study.

The purpose of reliability testing This is For know the extent of the results measurement still consistent and capable trusted. Questionnaire stated reliable If mark $r_{count} > r_{table}$. Testing This done in a way statistics using *the Cronbach alpha* test with Rstudio tools help.

Reliability Test

call: alpha(x = .)

```
raw_alpha std.alpha G6(smc) average_r S/N ase mean sd median_r
0.94      0.94      0.96      0.56 17 0.0086 3.1 0.32 0.56
```

95% confidence boundaries

```
lower alpha upper
Feldt 0.92 0.94 0.95
Duhachek 0.92 0.94 0.95
```

Reliability if an item is dropped:

```
raw_alpha std.alpha G6(smc) average_r S/N alpha se var.r med.r
X1.1 0.94 0.94 0.96 0.58 17 0.0088 0.0083 0.57
X1.2 0.93 0.94 0.95 0.56 15 0.0092 0.0111 0.56
X1.3 0.93 0.94 0.95 0.55 15 0.0095 0.0102 0.55
X2.1 0.94 0.94 0.95 0.57 16 0.0090 0.0090 0.57
X2.2 0.93 0.94 0.96 0.56 16 0.0092 0.0108 0.57
X3.1 0.93 0.94 0.95 0.56 15 0.0094 0.0109 0.56
X3.2 0.93 0.94 0.95 0.56 15 0.0095 0.0108 0.56
X4.1 0.93 0.94 0.95 0.56 15 0.0094 0.0104 0.56
X4.2 0.93 0.94 0.95 0.55 15 0.0096 0.0103 0.55
X5.1 0.93 0.94 0.95 0.56 15 0.0093 0.0102 0.56
X5.2 0.93 0.94 0.95 0.55 15 0.0097 0.0094 0.55
Y1 0.94 0.94 0.96 0.57 16 0.0084 0.0110 0.56
Y2 0.93 0.94 0.95 0.55 15 0.0096 0.0100 0.56
```

Based on Reliability test results in the table on with *Cronbach alpha* against the 13 statement items that have been answered by the respondent, it is declared reliable because all results mark from every statement own mark *Alpha* more big from mark r_{table} . With thereby can concluded that measurement reliability to whole statement declared reliable.

CONCLUSION

Based on results visible data processing that level satisfaction user *website* feel satisfied (53.3%), sufficient satisfied (31.8%), very satisfied (13.1%), and less satisfied (1.9%), and Researcher take conclusion that performance system Already Enough help user. The

results of data processing based on each indicator are visible with positive results, namely Variables Content (X1.1) has amount respondents agree 96 respondents (89.7%), strongly agree 7 respondents (6.5%), no 3 respondents agreed (2.8%), and strongly disagreed agreed 1 respondent (0.9%). Variable Content (X1.2) has amount respondents 92 respondents agreed (86%), strongly agreed 13 respondents (12.1%), and no 2 respondents agreed (1.9%). Variable Content (X1.3) has amount respondents 93 respondents agreed (86.9%), strongly agreed 11 respondents (10.3%) and not 3 respondents (2.8%) agreed.

Variable Accuracy (X2.1) has amount respondents 94 respondents agreed (87.9%), strongly agreed 11 respondents (10.3%) and not 2 respondents agreed (1.9%). Variable Accuracy (X2.2) has amount respondents agree 91 respondents (85%), strongly agree 15 respondents (14%), no 4 respondents agreed (3.7%) and did not agreed 1 respondent (0.9%). Variables (X3.1) have amount respondents agree 90 respondents (84.1%), strongly agree 12 respondents (11.2%), and strongly disagree agree 1 respondent (0.9%), Format Variable (X3.2) has amount respondents 91 respondents agreed (85%), strongly agreed 14 respondents (13.1%) and strongly disagreed agreed 2 respondents (1.9%),

Variable Convenience Users (X4.1) have amount respondents agree 86 respondents (80.4%), strongly agree 18 respondents (16.8%), no 2 respondents agreed (1.9%), and strongly disagreed agreed 1 respondent (0.9%). Variable Convenience Users (X4.2) have amount respondents 90 respondents agreed (84.1%), 15 respondents strongly agreed (14%), and no 2 respondents agreed (1.9%). Variable Timeliness (X5.1) has amount respondents agree 92 respondents (86%), strongly agree 12 respondents (11.2%), no 2 respondents agreed (1.9%), and strongly disagreed agreed 1 respondent (0.9%). Variable Timeliness (X5.2) has amount respondents agree 88 respondents (82.2%), strongly agree 15 respondents (14%), no 3 respondents agreed (2.8%), and strongly disagreed agreed 1 respondent (0.9%). Variable Satisfaction End User (Y1) has amount respondents agreed 57 respondents (53.3%), no 34 respondents agreed (31.8%), strongly agreed 14 respondents (13.1%). very not 2 respondents agreed (1.9%). Variable Satisfaction End User (Y2) has amount respondents 87 respondents agreed (81.3%), strongly agreed 16 respondents (15%) and not agreed 4 respondents (3.7%),

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