

ANALYSIS OF USER SATISFACTION LEVEL OF INTEGRATED LIBRARY SYSTEM (INLISLITE) SOFTWARE WITH END USER COMPUTING SATISFACTION (EUCS) METHOD

Asnawi

Universitas Islam Negeri Ar Raniry, Indonesia
E-mail: asnawi.adan@ar-raniry.ac.id*

Ikhsan Khairul Maulidin

Universitas Islam Negeri Ar Raniry, Indonesia
E-mail: ikhsanumari03@gmail.com

Hassan Bin Che Ibrahim

International Islamic University Malaysia, Malaysia
E-mail: ibhassan@iiu.edu.my

Mukhtaruddin

Universitas Islam Negeri Ar Raniry, Indonesia
E-mail: Mukhtaruddin@ar-raniry.ac.id

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Abstract

This study aims to analyze the level of user satisfaction of the Integrated Library System (INLIS) Software in the Pidie Regency Library and Archives using the End User Computing Satisfaction (EUCS) method. The measurement of this satisfaction is based on five main dimensions, namely content, accuracy, format, ease of use, and timeliness. The methodology used is qualitative research with data collection methods, namely interviews and documentation. The number of informants in this study was 5 people consisting of 4 librarians and 1 head of the library service division. The results of the study indicate that the application content variables are in accordance with the needs of librarians, while the accuracy of the information provided by the application is reliable and trustworthy. In terms of format, INLISLite is considered very flexible and easy to use, with a user-friendly interface and intuitive menu placement, so that users do not feel tired. The ease of use of the application is considered high, covering the entire menu from acquisition to reporting. The application response time is also considered very fast, allowing librarians to access information efficiently. In addition, INLISLite's data security feature that limits user access to certain menus is considered reliable. Overall, the INLISLite application is considered to have met the needs of users, both librarians and users, and facilitates the work of librarians in carrying out daily tasks. Based on these findings, librarians at the Pidie Regency Library and Archives Service generally feel very satisfied with the use of the INLISLite application.

Keywords: *User Satisfaction; End User Computing Satisfaction (EUCS); Integrated Library System (INLIS)*

INTRODUCTION

Libraries are institutions that have the function of collecting, processing and disseminating information, so libraries cannot be separated from the impact of the development

of information technology. If the library cannot adapt to the development of information technology, then the library will be considered as an institution whose job is only to store books.

The success of the library is not in the size of the room, the number of users or the large collection, but in the application of information and communication technology. Therefore, libraries inevitably have to use information technology to facilitate their work as collectors, processors and information services. The application of information systems in libraries is known as library automation.

According to Purwanto (2016: 268) library automation is library management starting from procurement, processing to service to users using information technology, so that users can receive the information needed comfortably and optimally at a lower cost. Automation systems are designed with the aim of processing all types of data thoroughly, precisely and quickly.

Library Law No. 43 of 2007, states that every library must develop library services in accordance with the development of information technology. Referring to the law, the existence of libraries is very important in improving the intelligence of the nation and state regardless of social, economic, cultural, economic or racial status.

According to Yulia (2009:9.2) activities that can be automated in the library include: 1). Procurement of collections. 2) Library material processing which includes: determining the subject, Library classification, cataloguing, making barcode barcode. 3) Library services: circulation services (borrowing and returning, fines and reservations), reporting and statistics, information search. 4) membership services.

The use of INLISLite at the Library and Archives Office of Pidie Regency is applied to integrate existing work in the library such as library material acquisition, collection processing, user services, membership services and information search services. The application has been implemented since 2017 using the INLISLite version 3 application. With INLISLite, work can be done quickly and efficiently. But in reality the application of the INLISLite application has not been able to make the work in the Pidie Regency Library run smoothly as expected.

The Library and Archives Office of Pidie Regency has 20,375 book titles with a total of 321,132 copies and has a membership of 41,087 people. All activities in the library are no longer carried out with conventional services, but all have used the INLISLite Application version.

Based on the results of field observations from the author, it shows that the application of the INLISLite application is not optimal, so that the processing and services provided are not optimal. The obstacles faced include librarians not fully mastering the menus in the INLISLite application and facilities and infrastructure that are still lacking. Based on the results of interviews with Yurni (2022), the application of the INLISLite application has not been maximised, there are several librarians who still have not mastered the features in INLISLite in entering collections, then the process of inputting member data is still manual, not using the INLISLite application.

Another problem that researchers found in the field was that the INLISLite system was not yet connected to the website, due to the librarian's ability to onlineise the automation system. According to information from Rahayu (2022) "the importance of the system must be online to make it easier for users to access information in the library without having to come to the library".

In connection with the above problems, it is necessary to evaluate the application of the INLISLite application in the Library and Archives of Pidie Regency. This research is very important considering that so far no evaluation of the INLISLite application has been carried out

since it was first implemented in 2017. This evaluation must be carried out to see whether the satisfaction of the librarians of the Pidie Regency Library Service in using the INLISlite application is in accordance with their needs or not. To evaluate the INLISlite system, the author uses the EUCS method, namely End User Computing Satisfaction because this model emphasises more on the variables of Content, Accuracy, Format, Timeliness and Ease of use.

Theories and Concepts

User Satisfaction

Satisfaction is the overall attitude that users show towards a product (goods or services) after they have obtained and used it. According to Tjiptono (2002: 147) Satisfaction is the level of a person's feelings after comparing the performance (or results) he feels compared to his expectations.

User satisfaction can be defined as a pleasant experience that users feel for the performance results received after utilising the service. This shows that user satisfaction is an emotional reaction arising from the experience of using a product or service.

Meanwhile, according to Lovelock & Writz, user is an attitude that is decided based on the experience gained. Satisfaction is a person's perception of the value or privilege of a product or service that provides a certain level of pleasure related to meeting that person's needs (Lubis & Andayani, 2017).

The factors that influence user satisfaction are often not easy to separate because each of these factors has a very complex or complicated relationship (Zviran & Erlich, 2003).

Mahmood (2000) in his research identified factors that affect user satisfaction. These factors are divided into three categories, each of which has three variables. The three categories are as follows:

- a. Perceived benefits and convenience, which consists of user expectation, ease of use, and perceived usefulness variables.
- b. User background and involvement, which consists of user experience, user skills, and user involvement in system development.
- c. Organizational attitude and support, which consists of the variables user attitude towards information systems, organizational support and perceived attitude of top management.

Kalankesh (2020) also identified factors that affect user satisfaction in his research. These factors are divided into seven dimensions, namely information quality, system quality, service support quality, system use, perceived usefulness, user characteristics, and organizational structure and management style.

Integrated Library System (INLIS)

INLIS is a library *software* or application created by the National Library of the Republic of Indonesia in 2011. INLIS has many menus that can be used for library data processing, services to users, inputting bibliographic data or simple catalogues, subscribing to serial publications, creating library member cards, searching library collections and automatic answering menus. The name INLIS is taken from the word Integrated Library System, the name of the integrated library information management software built since 2003 for the purposes of routine library information management activities within the National Library (National Library: 2019).

Inlis Lite version 3 was developed based on criticisms, suggestions, and proposals from users and observers of library automation application programmes. Therefore, this application programme has been equipped with various modules that are expected to fully fulfil the needs of an automated library, and support integrated digital library services.

The Inlis Lite application portal is the initial interface that contains links to the modules owned by Inlis Lite. With these links, users can access the menus in the application by entering their username and password in the Back Office.

Acquisition

All books in the library must go through the acquisition process first. This acquisition process can be done from the library's own procurement from a variety of sources, such as direct purchase, grants or donations from third parties, and others.

Catalogue

Catalogue is a menu used to input all types of collections or library materials in the library which are arranged according to certain rules and regulations. In addition, the catalogue menu can see a list of catalogues or collections in the application.

The digital catalogue stored in the Inlis Lite database follows the MARC metadata standard. The detailed structure of MARC metadata creates a complicated impression for library managers who prioritise simplification of work over completeness of data as adopted by national library institutions.

Membership

The Online Membership module is a means for members to view their profiles and activities in utilising library services. Through this module, members can also change membership passwords, update data, and even contribute to uploading their scientific work in digital form if the manager has a policy for that.

Circulation

Circulation is commonly referred to as a service for borrowing and returning collections / library materials is part of library services. Collections that have been held and processed will certainly be utilised by library members, one of which is to borrow and take home until the specified time limit.

Online Public Access Catalogue

Online Public Access Catalogue (OPAC) is a tool for users to find the collections they need. The concise data that appears in the search results in the INLISLite OPAC module version 3 is made more user-friendly so that it is more informative. Facet search is provided as a supporting tool that will make it easier for users to narrow the scope of collection searches without having to think about keywords.

Administration

The Administration menu is a special menu that can be accessed by users with the Administrator level so that system security can be maintained. In general, to add data, delete and change data can follow the same method as in the settings menu in the catalogue, acquisition and circulation menus. The difference is only in the number of fields or data that must be entered while the filling steps are the same. All these menus are intended to store Master Data that is frequently used.

End User Computing Satisfaction (EUCS)

End User Computing Satisfaction (EUCS) is one of the methods used to measure user satisfaction with applications or systems by comparing the reality and expectations of an information system. The EUCS model was developed by Doll and Torkzadeh (1998). This model

focuses more on end user *satisfaction* with technological aspects by assessing the following aspects:

Content

Content is an aspect that measures user satisfaction with requirements that are identified with the substance of a system. The substance of the system is usually the capacity and modules that can be used by system users and the data created by the system. This aspect also measures whether the system and the data provided address the problem. The more complete the modules and data in the system, the greater the satisfaction. existing menu functions and guides can be used by users as well as the information generated by the system.

Accuracy

Accuracy (*accurate*) is an aspect that measures user satisfaction with the accuracy of information when the system gets data and then processes it into information. The accuracy of the system is estimated by the frequency with which the system produces information provided by the system according to user needs, with another meaning, namely the minimum error in the data processing process. In addition, the accuracy when the system receives data input by the user and how the system converts data into information.

Format

format is an aspect that measures user satisfaction with the appearance of the system interface. The appearance of the screen and the information provided is attractive and also makes it easier for users to handle the information provided in the system, as it significantly affects survival

Timeliness

Timeliness is an aspect that user satisfaction with the system's opportunity to visualise or provide information and data needed by users. A real-time system is a system that is limited by time, on the grounds that each request for information needed by users requires a more limited and faster time in presenting the information. the accuracy and speed of the system in presenting or providing the information needed by users.

User-friendliness of the system (ease of use)

Ease of use is an aspect that measures user satisfaction in terms of ease of use or user comfort when using the system such as the process of entering information, handling information, and finding information needed by users. ease of use of information systems or user friendly in inputting data, processing, and finding back the data or information needed.



Figure 1. End User Computing Satisfaction Model (Torkzadeh & Doll, 1991)

Security

Security (Additional Variable), In some more modern research, security is also recognised as an important factor influencing user satisfaction, especially in the context of systems that handle sensitive data.

Wynne W. Chin explains that End-User Computing Satisfaction is an overall evaluation of the information system used by users. The experience of using the information system is measured to determine whether the information system used is effective and as desired. User satisfaction is usually valued to be used as a measure to make information systems more successful and develop. There have been several studies that have been considered and set as standardised instruments to determine user satisfaction since the 1980s. The use of the EUCS method in measuring user satisfaction with information systems is considered effective than other methods such as the Technology Acceptance Model (TAM), Task Technology Fit (TTF) and the Human Organization Technology (HOT) Fit Model which place more emphasis on evaluating the level of acceptance of applications or information systems.

RESEARCH METHOD

This research uses a qualitative method with a descriptive approach. In this study, the authors used a type of qualitative research. Qualitative research is research that intends to understand the phenomena experienced by the research subject (Prasetio, 2010: 26). Qualitative research is a research method used to research on natural object conditions (Satori 2009).

According to Suharsimi Arikunto, descriptive qualitative methods are research intended to investigate circumstances, conditions or other things that have been mentioned and the results are presented in the form of research. Qualitative research can also be understood as research based on inductive thinking patterns, which are based on participatory objective observation of a phenomenon or event that occurs.

There are three methods of data collection used in this study: 1). Participatory observation, the author was directly involved in observing the use of the SLIMS application at the Pidie Regency Library and Archives Service, 2). Interview, the author interviewed directly with 4 librarians and one head of the library service department who were involved in using the SLIMS application in carrying out their main tasks and functions, 3). Documentation, collecting various document data related to the study. Data analysis was carried out qualitatively with steps including data reduction, data presentation and drawing conclusions. Data validity was carried out by extending observations and providing observation sheets. This study was conducted at the Pidie Regency Library and Archives Service located at Jl. Banda Aceh Medan Km 115 Tijue- Sigli, Sigli City, Aceh Province.

RESULT AND DISCUSSION

User Satisfaction Level of Integrated Library System (INLISLite) Software in Pidie Regency Library and Archives

INLISLite is a library automation application software built and developed by the National Library since 2011. INLISLite was developed as a one-stop software for library managers to implement library automation. At the same time, developing or managing digital libraries and serving digital collections, as well as compiling national collections in the Indonesian National Digital Library network.

The Library and Archives Office of Pidie Regency has been using the INLISLITE Application since 2016 until now. Overall, all library activities in the Library and Archives

Service of Pidie Regency have fully used the INLISLITE Application, especially activities for processing library materials, membership services to services to users.

According to End User Computing Satisfaction (EUCS) theory, aspects such as ease of use, accuracy, and information format play an important role in determining end user satisfaction. All librarians of the Pidie Regency Library and Archives Office who use the application are very familiar with the existing menus and can understand all the menus in the INLISLITE application. This shows that the ease of use aspect is very high, where the application is perceived as intuitive and easy to understand by users. In addition, librarians' mastery of the menus in the application indicates that the information is presented in an appropriate and accessible format, which increases format satisfaction. The absence of significant obstacles also indicates that librarians feel that the information provided by the application is accurate and reliable, starting from the library material procurement menu, catalogue menu, membership menu, circulation menu to the reporting menu.

End User Computing Satisfaction (EUCS)

Content

The content variable in this study is used to measure user satisfaction in terms of the content of a system. This variable also measures whether the system produces information that suits user needs (Setiawan, 2016).

The INLISLite application received appreciation from librarians, especially related to the Content dimension in the *End User Computing Satisfaction (EUCS)* model. The Content dimension in EUCS focuses on the relevance, completeness, and quality of the information provided by the system, as well as the extent to which the information meets the needs of end users. In addition, the application indicates that the information available in the application is very comprehensive and relevant to the operational needs of librarians. The details in the data entry fields ensure that librarians can enter collection information completely and accurately, which reduces the possibility of errors and improves work efficiency.

The INLISLite application also provides an organised and detailed information structure, which enables librarians to record information systematically and thoroughly. Thus, the INLISLITE application not only fulfils the basic needs of librarians but also provides added value through its rich and targeted content offerings, thereby increasing overall user satisfaction in the context of EUCS.

The results of the study indicate that the satisfaction of librarians of the Pidie District Library and Archives Service towards the INLISLite application is greatly influenced by the Content dimension in the End User Computing Satisfaction (EUCS) model. This dimension emphasizes the importance of relevance, completeness, and quality of information provided by the system, which is directly reflected in the librarian's experience using the application. The findings indicate that INLISLite is able to present comprehensive, relevant, and operationally appropriate information, thus supporting complete and accurate collection data input activities. The organized and detailed information structure in the application further strengthens user perceptions of the quality of the content provided. This is in line with the EUCS theory which states that end-user satisfaction is influenced by their perceptions of the effectiveness of the system in meeting information needs as a whole. Therefore, it can be concluded that the INLISLite application has succeeded in creating a satisfying computing experience for librarians by providing high-quality content, which plays an important role in improving the efficiency and accuracy of their work.

Accuracy

The Accuracy variable in the End User Computing Satisfaction (EUCS) model measures the extent to which the information provided by the system matches the inputted data and user expectations. Librarians of the Pidie Regency Library and Archives Office are very satisfied with the level of accuracy of the information presented by the INLISLITE application. This accuracy is very important as it ensures that the data entered by the librarian matches the data accessed by the end user, which in turn increases user confidence in the system.

Although the application as a whole is considered accurate, problems that arise in the membership menu can compromise user trust and satisfaction. These inaccuracies can be caused by various factors, such as technical problems, librarian errors during data input, or errors in the data synchronisation process. Therefore, although the INLISLITE application has generally provided a satisfactory level of accuracy, it is important for system developers and library managers to immediately address and correct these shortcomings to ensure that information accuracy is maintained throughout all aspects of the system, thereby increasing overall user satisfaction in accordance with EUCS principles.

The research findings show that the level of satisfaction of librarians of the Pidie District Library and Archives Service towards the INLISLITE application is greatly influenced by the Accuracy dimension in the End User Computing Satisfaction (EUCS) model, which evaluates the extent to which the information displayed by the system matches the data entered and the expectations of the librarians of the Pidie District Library Service. The librarians expressed high satisfaction with the accuracy of the data presented, because the information they input can be accessed again accurately and consistently, thus increasing trust in the system. This accuracy is an important factor in supporting library services because it has a direct impact on the smooth operation and satisfaction of librarians in carrying out their duties. However, there are obstacles in the membership menu that indicate data inconsistencies, which although limited, can affect positive perceptions of the application as a whole. Based on the EUCS theory, this situation confirms that deficiencies in one part of the system that are less accurate can reduce librarian satisfaction, even though other components are functioning properly. Therefore, a comprehensive improvement is needed, especially in the part that is experiencing obstacles, so that the Accuracy dimension continues to provide maximum contribution to the satisfaction of librarians of the Pidie District Library Service.

Format

Format variables are useful for measuring user satisfaction in terms of the appearance of the application itself. According to Rasman (2016), the format aims to measure user satisfaction in terms of the appearance and aesthetics of the system interface design, *the format of the report or information generated by the system* whether the interface of the system is attractive and whether the appearance of the system makes it easy for users when using the system.

Based on the statements in the interview, it can be concluded that this application was designed with aesthetic and ergonomic aspects in mind. An attractive display design with a variety of colours not only functions as a visual element, but also as a support in increasing user attractiveness and comfort when interacting with the application. This is in accordance with the *Format* dimension in EUCS, which emphasises clarity, readability, and good information organisation, making it easier for users to understand and navigate the system.

The variety of colours used also helps to reduce eye fatigue, which is an important factor in user experience, especially for those who have to interact with the app for long periods of time. By ensuring that the app's display format is not boring and easy to understand, the INLISLITE app successfully fulfils the needs of the end users by providing a conducive and pleasant working environment. Thus, the INLISLITE application has successfully implemented the principles of good design, which is key in achieving high user satisfaction according to the EUCS model.

The satisfaction of librarians of the Pidie District Library and Archives Service towards the INLISLite application appears to be greatly influenced by the Format dimension in the End User Computing Satisfaction (EUCS) model, which emphasizes the visual appearance, readability, and ease of navigation of the system interface. Based on the interview results, librarians feel comfortable using the application thanks to the aesthetic, ergonomic, and visually appealing interface design through the use of color variations that not only beautify the appearance but also help reduce eye fatigue. The arrangement of well-structured information also makes it easier for librarians to understand and operate the system, thereby increasing work efficiency and minimizing confusion when inputting or searching for data. This condition is in line with the EUCS principle, which states that an optimally designed interface can increase user satisfaction through ease of interaction and encouragement to continue using the system. Thus, the implementation of the Format aspect in the INLISLite application has contributed greatly to the positive experience of librarians, making this system not only functional but also comfortable and enjoyable to use every day.

Easy of Use

The easy of use variable is used to measure satisfaction in terms of user ease or user friendliness in using the system such as finding the information needed.

This INLISLITE application is very easy to use, because it is in accordance with the duties of librarians, moreover this application was issued by the National Library, it is certain that the menus in it are all appropriate. The details within each menu and sub-menu allow librarians to enter information easily and efficiently, without the need to enter redundant or irrelevant information. In addition, the specific arrangement of fields such as main title, sub-title, and membership information helps in reducing the cognitive load of users, making it easier for them to complete tasks related to library processing and management. Thus, the INLISLITE application not only offers an easy-to-use interface but also ensures that each feature is designed to fulfil librarians' operational needs, increase productivity, and overall user satisfaction.

The satisfaction of librarians of the Pidie District Library and Archives Service towards the INLISLite application is significantly influenced by the Ease of Use dimension in the End User Computing Satisfaction (EUCS) model, which refers to the level of ease of the system in supporting the implementation of end-user tasks. This application is considered user-friendly because the menus and sub-menus provided are designed to follow the librarian's work patterns, especially because its development was carried out by the National Library which understands the technical needs of the library. The clarity of the menu structure, the presence of detailed fields such as main titles, sub-titles, and member information, also help reduce the mental burden of users, allowing them to complete their work more efficiently and accurately. Easy access to information and ease of navigation demonstrate the application of the main principle of the Ease of Use dimension in EUCS, which states that an easy-to-use system can improve user satisfaction and performance. Thus, the operational ease offered by INLISLite has

been proven to be able to meet the expectations of librarians and directly support increased work effectiveness and satisfaction with the use of the system.

Timeliness

The timeliness variable is useful for measuring user satisfaction in terms of the timeliness of the system in presenting or providing the data and information needed by users. This variable also ensures that every request or *input* made by the user will be processed immediately and *the output* will be displayed appropriately without having to wait long.

Timeliness in the context of EUCS refers to the speed and timeliness of the system in providing the information needed by users. The INLISLITE application has shown excellent performance in this regard, especially in terms of processing speed and presenting fast and accurate information according to user needs. In the user experience expressed by librarians, the application is able to display collection information quickly when users search through OPAC (Online Public Access Catalog), showing efficiency in the search process that supports librarians' tasks effectively. In addition, the INLISLITE application also shows remarkable speed in handling the data input process of collections and circulation services.

The ability to record book borrowing and returning transaction data in about 0.4 seconds reflects the system's efficiency in managing library data in real-time. This speed not only increases the productivity of librarians but also ensures that end-users, such as users, get accurate and up-to-date information quickly, thus increasing trust and satisfaction with the system.

The satisfaction of librarians of the Pidie District Library and Archives Service towards the INLISLite application is also greatly influenced by the Timeliness dimension in the End User Computing Satisfaction (EUCS) model, which assesses the timeliness and speed of the system in presenting information needed by users. This application is considered very responsive because it is able to process input and display output in a short time, without significant delays. This efficiency is clearly visible when librarians use the collection search feature via OPAC, where information is displayed quickly and accurately, thus supporting the performance of librarians in providing information services to users. In addition, the speed of the system in recording circulation transactions—such as borrowing and returning books—in about 0.4 seconds shows the application's superiority in managing data in real-time. This not only increases librarian productivity but also strengthens user trust in the system because the information provided is always up-to-date and relevant. Thus, the reliability of the INLISLite application in terms of Timeliness has become an important factor in building an efficient and satisfying user experience, as emphasized in the EUCS theory.

Security

This variable is useful for measuring user satisfaction in terms of system security. This variable also ensures whether there is a guarantee of information security from the system if there is data / information that users *input* into the system.

Based on the results of the study, it was found that data security in the INLISLITE application is reliable, this can be seen from the access settings by the Admin in limiting users to the menus in the INLISLITE application according to their respective duties and functions, users who want to enter the application are asked to enter a username and password first. In addition, this application cannot be accessed by users except the OPAC menu.

The satisfaction of librarians of the Pidie District Library and Archives Service towards the INLISLite application is greatly influenced by the additional Security dimension in the End User Computing Satisfaction (EUCS) model, which measures the extent to which the system maintains the confidentiality and security of user data. Data security in the INLISLite application is considered very reliable because of the strict access settings by the Admin, which limits user access rights according to their respective duties and functions. Users are required to enter a username and password to access the application, with only the OPAC menu accessible without restrictions. This security, which maintains data integrity, is in line with the Content dimension, as it ensures that the information presented to users remains valid, relevant, and protected. In addition, strict security settings also support the Accuracy dimension, as only authorized users can access and modify data, ensuring the accuracy of the information presented to end users. This guaranteed security also supports Ease of Use and Timeliness by providing a sense of security for users to input data or search for information without worrying about potential data leaks or unauthorized access, which risks disrupting smooth operations. Thus, the Security dimension in the INLISLite application contributes significantly to the overall user experience, increasing librarians' trust in the system and supporting their satisfaction in using the application effectively and safely.

User Satisfaction

Satisfaction of use is a system designed to make it easy for users and not difficult. This convenience means that a service will be easy to understand and can be easily operated, so that consumers will easily learn how to use the service. In this indicator, the use of library applications must be able to meet their every need.

Based on the interview above, the existing system in the INLISLITE application meets the needs of users, both librarians and users. The presence of the INLISLITE application really helps librarians in carrying out their daily tasks, especially in library material processing services and services to users. With this application, the activities in the library are more effective and make it easier for the library to realise services to users. Librarians at the Pidie Regency Library and Archives Service are very easy and practical in using the INLISLITE Application as an application that greatly supports the work in the library.

The results of these interviews indicate a very high level of user satisfaction with the INLISLITE application. User satisfaction in the EUCS model is measured through several dimensions, including ease of use, accuracy, and relevance of the system. The positive experiences expressed by librarians reflect how effective the application is in meeting their operational needs, which directly impacts their satisfaction. The app's ability to simplify and speed up librarians' routine tasks, as well as provide good control over the activities performed, shows that the app is relevant and useful in the context of their work. This high user satisfaction indicates that INLISLITE successfully provides a solution that not only fulfils functional needs but also improves the overall user experience by offering an intuitive and efficient tool. This reflects a critical aspect of the EUCS model, where end-user satisfaction is the result of how the system can support and improve users' work effectiveness in various aspects.

Based on the interviews conducted, the level of satisfaction of librarians of the Pidie Regency Library and Archives Service towards the use of the INLISLite application is very high, which is reflected in the effectiveness of the application in supporting the librarians' daily tasks. This is closely related to several dimensions in the End User Computing Satisfaction (EUCS) model, such as Ease of Use, Content, Accuracy, and Timeliness. The INLISLite application makes

it easy for librarians to carry out operational tasks, which reflects the ease of use dimension. The intuitive interface and user-friendly design allow librarians to access features and complete work quickly without difficulty. The Content dimension is seen in the application's ability to provide relevant information and in accordance with the operational needs of librarians, especially in processing library materials and user services. Meanwhile, the Accuracy dimension is seen from the application's ability to ensure the accuracy of data inputted by librarians, as well as reducing errors in the process of recording and processing data. The Timeliness dimension is also greatly affected, because the INLISLite application is able to complete tasks efficiently and on time, without waiting long in data processing, both in searching for information through the OPAC and recording circulation transactions. Overall, the INLISLite application not only meets the librarians' expectations in meeting functional needs, but also enhances the user experience by providing an efficient and easy-to-use solution. The high satisfaction expressed by librarians indicates that the application has successfully supported their work effectiveness and facilitated various operational tasks, which is in line with the principles in EUCS.

CONCLUSION

This study evaluates the level of user satisfaction of INLISLite software at the Library and Archives Office of Pidie Regency using the End User Computing Satisfaction (EUCS) model. This study found that although INLISLite has been used since 2017, its implementation has not been optimal, which is reflected in constraints such as the lack of librarian mastery of the application and limited facilities and infrastructure. However, the results showed that from the EUCS aspects, namely content, accuracy, format, ease of use, and timeliness, INLISLite software provides a high level of satisfaction to users. Librarians find the application intuitive and easy to use, with information presented in a precise and accurate format. In addition, the INLISLite application is also designed with attractive aesthetics and adequate processing speed, which supports librarians' productivity. Therefore, although there are some challenges in using this application, overall, INLISLite has fulfilled the needs of librarians at the Library and Archives Office of Pidie Regency, and improved the efficiency of their work in processing library materials and services to users.

SUGGESTION

Based on the findings in the study, the author suggests that Improving Librarian Competence: Considering that there are still obstacles in librarians' mastery of the INLISLite application, it is necessary to conduct periodic and structured technical training. This training can be focused on utilizing advanced features in INLISLite, such as membership management, digital cataloging, and reporting library service statistics, Procurement and Improvement of Facilities and Infrastructure: To support the optimization of INLISLite use, the Pidie Regency Government through the Library and Archives Service needs to allocate a special budget for rejuvenation and addition of infrastructure, such as computers with adequate specifications, stable internet networks, and ergonomic and comfortable service rooms, Periodic Evaluation of Application Performance: Although the level of user satisfaction is high, regular evaluation of INLISLite performance and reliability is still needed. This evaluation can be done through user surveys every six months, to find out the latest obstacles and input for developing application

features, Integration with Other Systems and Process Automation: It is recommended that INLISLite be integrated with other digital systems, such as web-based OPAC, library social media, or local government e-learning systems, to expand the reach of services. In addition, administrative processes such as printing membership cards or book return reminders can be automated to save librarians' work time. 5. Improving the Appealing Appearance of the Interface: Although the application is considered attractive, improvements to the aesthetics of the user interface can continue to be developed to be more responsive, user-friendly, and in line with the latest digital design developments. This will provide a better user experience and encourage intensive use

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