Jurnal Esensi Infokom Vol 10 No. 2 Oktober 2026
e-ISSN: 2828-6707
https://esensijournal.com/index.php/infokom
DOI: 10.55886/infokom.v10i2.554

Evaluating User Satisfaction with the Testing Monitoring System Using the End-User Computing Satisfaction (EUCS) Model

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***Abstract*— This study evaluates user satisfaction with the Testing Monitoring System using the End-User Computing Satisfaction (EUCS) model. The evaluation focuses on five dimensions: content, accuracy, format, ease of use, and timeliness. A descriptive quantitative approach was employed, involving 12 users of the Testing Monitoring System as respondents. Data were collected through a questionnaire using a five-point Likert scale and analyzed using descriptive statistics to determine the mean score and satisfaction percentage for each EUCS dimension. The results indicate a very high level of user satisfaction across all dimensions. The content dimension obtained the highest mean score of 4.46, corresponding to 89%, followed by timeliness with a mean of 4.42 or 88%. Accuracy and format achieved mean scores of 4.37 and 4.33, respectively, with both reaching 87%, while ease of use recorded the lowest mean score of 4.28 or 86%. Overall, the Testing Monitoring System achieved an average mean score of 4.37, equivalent to a user satisfaction level of 87%, which falls within the very high category. Despite these positive findings, improvements are still required, particularly in the user-friendliness of the system and the attractiveness of its interface, as these indicators received the highest proportion of neutral responses. The findings demonstrate that the Testing Monitoring System generally meets user expectations and that the EUCS model can effectively identify specific aspects that should be prioritized for further system improvement.**
Keywords— End-User Computing Satisfaction, user satisfaction, testing monitoring system, information system evaluation, system usability.

Intisari— **Penelitian ini mengevaluasi kepuasan pengguna terhadap Sistem Pemantauan Pengujian (*Testing Monitoring System*) menggunakan model *End-User Computing Satisfaction* (EUCS). Evaluasi ini berfokus pada lima dimensi: konten, akurasi, format, kemudahan penggunaan, dan ketepatan waktu. Pendekatan kuantitatif deskriptif diterapkan dengan melibatkan 12 pengguna sistem tersebut sebagai responden. Data dikumpulkan melalui kuesioner menggunakan skala Likert lima poin dan dianalisis menggunakan statistik deskriptif untuk menentukan skor rata-rata serta persentase kepuasan bagi setiap dimensi EUCS. Hasil penelitian menunjukkan tingkat kepuasan pengguna yang sangat tinggi pada semua dimensi. Dimensi konten memperoleh skor rata-rata tertinggi sebesar 4,46 (setara dengan 89%), diikuti oleh dimensi ketepatan waktu dengan rata-rata 4,42 (88%). Dimensi akurasi dan format masing-masing mencapai skor rata-rata 4,37 dan 4,33 (keduanya mencapai 87%), sedangkan kemudahan penggunaan mencatat skor rata-rata terendah sebesar 4,28 (86%). Secara keseluruhan, sistem ini mencapai skor rata-rata 4,37, yang setara dengan tingkat kepuasan pengguna sebesar 87%—masuk dalam kategori sangat tinggi. Meskipun hasilnya positif, perbaikan tetap diperlukan, khususnya terkait kemudahan penggunaan sistem dan daya tarik antarmuka, karena indikator-indikator tersebut menerima proporsi tanggapan netral tertinggi. Temuan ini menunjukkan bahwa sistem tersebut secara umum memenuhi harapan pengguna dan bahwa model EUCS dapat secara efektif mengidentifikasi aspek-aspek spesifik yang perlu diprioritaskan untuk pengembangan sistem lebih lanjut.**
Kata kunci— End-User Computing Satisfaction, kepuasan pengguna, sistem pemantauan pengujian, evaluasi sistem informasi, kegunaan sistem.

I. INTRODUCTION

The COVID-19 pandemic accelerated the adoption of digital technologies in various aspects of daily and organizational activities. The use of internet-based services, online applications, digital communication platforms, and remote working systems increased substantially as individuals and organizations sought more effective ways to maintain communication, collaboration, and operational continuity [1], [2], [3]. This development also strengthened the need for digital transformation within public institutions, particularly through the implementation of information systems that support monitoring, documentation, coordination, and decision-making processes.

Technological development has also influenced the management and monitoring of human resources and organizational workload. Digital monitoring systems can support organizations in distributing tasks, recording work progress, monitoring employee activities, and providing information required by management [4], [5], [6]. Effective workload management is important because it helps organizations allocate responsibilities according to employee capacity and competencies while reducing the risk of excessive workload, fatigue, and declining productivity. In this context, information systems can serve not only as administrative tools but also as instruments for improving transparency, coordination, and managerial control [7], [8], [9].

e-ISSN: 2828-6707
https://esensijournal.com/index.php/infokom
DOI: 10.55886/infokom.v10i2.554

The Directorate of Information and Communication Technology is one of the units within the Directorate General of Taxes responsible for formulating and implementing technical standardization policies as well as providing guidance and evaluation related to information and communication technology . Its responsibilities include the preparation, development, review, standardization, testing, and documentation of information systems that support tax administration. To support these activities, the Directorate has implemented a Testing Monitoring System to facilitate testing documentation, monitor testing progress, support communication among team members, and provide information for regular directorate-level meetings.

Before the implementation of the Testing Monitoring System, testing documentation was primarily managed using Microsoft Excel. This approach created several operational difficulties because testing records were not centrally documented and monitoring each application required direct coordination with the respective Person in Charge (PIC). When managers needed information regarding the progress of application testing, they had to contact individual PICs to determine the current testing status. Similarly, requests for testing data or documents had to be directed to each responsible PIC because there was no centralized system for storing and managing testing documentation. This condition resulted in longer document retrieval times and reduced the efficiency of monitoring activities.

The implementation of an information system, however, does not automatically guarantee successful utilization. Information system implementation can encounter both technical and non-technical problems. Technical aspects relate to the quality and performance of the system itself, whereas non-technical aspects are associated with user perceptions and acceptance of the implemented system. These user-related factors are important because even a technically functional system may not achieve its intended objectives if users perceive it as difficult to use, inaccurate, poorly presented, or unable to provide information when required. Therefore, evaluating the system from the users' perspective is necessary to determine whether the system effectively supports organizational activities.

User satisfaction is one of the important indicators commonly used to evaluate the success of an information system. User feedback provides valuable information regarding the extent to which a system meets operational requirements and user expectations. One approach that can be applied to assess user satisfaction is the End-User Computing Satisfaction (EUCS) model. The EUCS model evaluates information systems through five dimensions: content, accuracy, format, ease of use, and timeliness. Content concerns the completeness and relevance of the information provided by the system; accuracy refers to the correctness and reliability of system outputs; format represents the clarity and presentation of information; ease of use reflects the extent to which users can learn and interact with the system easily; and timeliness concerns the ability of the system to provide updated information when it is needed.

In the context of the Testing Monitoring System, an evaluation is particularly relevant because the system is expected to support employees and managers in monitoring work progress, managing testing documentation, and improving workload management. Although the system has been used to support operational activities, its effectiveness should also be assessed from the perspective of the users who interact with it directly. Such an evaluation can reveal whether the system already satisfies user needs and identify specific aspects that still require improvement.

Accordingly, this study aims to evaluate user satisfaction with the Testing Monitoring System using the End-User Computing Satisfaction (EUCS) model. The evaluation focuses on five dimensions, namely content, accuracy, format, ease of use, and timeliness. In addition, this study seeks to formulate recommendations for improving the quality of the Testing Monitoring System based on user perceptions. The findings are expected to provide practical information for system providers in maintaining effective system functions and determining priorities for further system development, while also contributing empirical evidence regarding the application of the EUCS model in evaluating organizational information systems.

II. BACKGROUND / LITERATURE REVIEW

A. Testing Monitoring System

The Testing Monitoring System is designed to support the recording and monitoring of User Acceptance Testing (UAT) activities. The system enables testing processes to be documented systematically, assists management in monitoring workload distribution and the activities of testing personnel, and reduces the need for manual monitoring. In addition, the system supports computerized UAT documentation by storing testing-related documents in a centralized database. These functions are intended to improve the effectiveness of testing activities, document accessibility, and managerial control over the testing process [10], [11], [12].

The system includes various functional components that support different stages of the testing process. These include login and administrator dashboards, application request management, document upload and verification, pre-UAT and post-UAT data entry, deployment monitoring, overdue request monitoring, request return and cancellation procedures, rescheduling, search functions, and PIC monitoring. The availability of these functions indicates that the system is designed not only as a documentation platform but also as an operational monitoring tool that supports the overall testing workflow.

B. User Satisfaction in Information Systems

User satisfaction is an important indicator in evaluating the quality and success of an information system. It reflects the extent to which users perceive that a system fulfills their needs and expectations based on their direct experience in using the system. User satisfaction can be assessed through feedback obtained from users, including surveys, interviews,

and analysis of system usage patterns. In an organizational context, this evaluation provides useful information for identifying system strengths, limitations, and potential areas for improvement [13], [14], [15].

User satisfaction can also be viewed from the perspective of primary and secondary users. Primary users directly interact with the system and therefore provide direct evaluations of system functionality, usability, and information quality. Secondary users may not interact directly with the system but can still be affected by its performance through improved efficiency, productivity, and organizational outcomes. Both perspectives are relevant because system effectiveness may influence not only individual users but also broader organizational processes.

C. End-User Computing Satisfaction

End-User Computing Satisfaction (EUCS) is an approach used to measure the level of satisfaction of users of an information system by comparing their expectations with their actual experience when using the system. EUCS represents an overall evaluation of an information system based on users' perceptions after interacting with the system. The model was developed to provide a structured measurement of satisfaction through several dimensions that represent the quality of information and user interaction with the system.

The EUCS model evaluates user satisfaction through five main dimensions: content, accuracy, format, ease of use, and timeliness. These dimensions provide a comprehensive perspective for assessing whether the system delivers relevant information, presents accurate outputs, provides appropriate information presentation, is easy to operate, and supplies information at the required time. Therefore, EUCS is particularly relevant for evaluating systems that are used directly by employees in operational and monitoring activities.
Content

Content refers to the information provided by a system and the extent to which that information is relevant to users' needs. A system is expected to provide complete, useful, and appropriate information to support user activities. The content dimension evaluates whether the functions and information available in the system sufficiently address users' requirements. The more complete and relevant the information provided by the system, the greater the possibility that users will perceive the system positively.

In the context of the Testing Monitoring System, content can be associated with the completeness of testing reports and the usefulness of the information produced by the system. Since the system is used to document and monitor testing activities, information completeness becomes important for supporting decision-making and monitoring work progress.

D. Accuracy

Accuracy measures user satisfaction in relation to the correctness and reliability of data presented by the system. This dimension also considers the frequency of errors that may occur during system use. Information generated by a system should not only be relevant but also accurate and dependable because inaccurate outputs may reduce trust in the system and affect operational decision-making.

For the Testing Monitoring System, accuracy is related to whether the information displayed corresponds to user input, whether the system minimizes errors, and whether the resulting information can be trusted. These aspects are particularly important because inaccurate testing information may affect documentation and monitoring activities.

E. Format

Format refers to the way information is presented by the system, including interface design, readability, report structure, and visual arrangement. The quality of format can influence users' ability to understand the information provided and can indirectly affect the effectiveness of system use. Information should therefore be presented in a clear, structured, concise, and understandable form.

In the Testing Monitoring System, the format dimension includes the clarity of displayed information, attractiveness of the interface, use of color, readability of reports, and the way the system organizes information. A well-designed format can facilitate user interaction and improve the overall user experience.

F. Ease of Use

Ease of use represents the extent to which users can operate a system without unnecessary difficulty. A system should allow users to access menus, enter data, process information, and retrieve required information efficiently. If users require excessive effort to learn or operate a system, their level of satisfaction may decrease even when the system provides complete functionality.

Within the Testing Monitoring System, ease of use can be reflected in how easily users learn the system, interact with available features, input testing data, and search for required information. User-friendly interaction is therefore an important consideration in evaluating overall system quality.

G. Timeliness

Timeliness refers to the ability of a system to provide information at the time it is needed. A timely system should respond to user input efficiently and provide updated information without unnecessary delays. Systems capable of processing requests and presenting outputs rapidly can better support operational activities that depend on current information.

In the Testing Monitoring System, timeliness is associated with the availability of current testing information, the speed with which users can obtain required data, and the ability of the system to provide information when monitoring or reporting activities are performed.

H. Conceptual Relationship of EUCS Dimensions

The five EUCS dimensions collectively represent the quality of user experience with an information system. Content and accuracy are primarily related to the quality of information produced by the system, while format and ease of use relate

more closely to the way users interact with and interpret the system. Timeliness represents the system's ability to provide information at the appropriate time. Together, these dimensions provide a structured framework for evaluating user satisfaction with the Testing Monitoring System.

In this study, the EUCS framework is used to assess whether the Testing Monitoring System meets users' expectations in terms of information completeness, accuracy, presentation, usability, and timeliness. The evaluation of these dimensions is expected to identify both the strengths of the system and specific aspects that may require further improvement.

I. Previous Studies and Research Gap

The End-User Computing Satisfaction (EUCS) model has been widely applied to evaluate user satisfaction across different types of information systems. Its five dimensions—content, accuracy, format, ease of use, and timeliness—provide a structured framework for assessing how users perceive the information and services delivered by a system. Previous empirical studies demonstrate that the contribution of each EUCS dimension may vary depending on the characteristics of the system, its users, and the organizational environment in which it is implemented.

Rachmawati and Krisbiantoro applied the EUCS model to evaluate an e-learning system at Universitas Amikom Purwokerto. Their study focused on content, accuracy, format, ease of use, and timeliness and was motivated partly by user difficulties related to the structure and presentation of the system interface. The study illustrates the importance of evaluating individual EUCS dimensions because a system that is operationally functional may still contain usability and presentation issues that influence users' perceptions [16].

Subekti et al. (2022) evaluated an information system at Olifant School by integrating the EUCS model with the DeLone and McLean model. Using SEM-PLS, their findings showed that content and ease of use influenced user satisfaction, whereas accuracy, format, and timeliness did not demonstrate significant effects. These findings indicate that the relative importance of EUCS dimensions is context-dependent and that not every dimension necessarily contributes to user satisfaction in the same manner across different information systems [17].

Similar variations were identified in studies involving commercial digital applications. Krisna et al., for example, investigated Tokopedia users in Jakarta and found that content, accuracy, ease of use, and timeliness had positive and significant effects on user satisfaction, while format showed a positive but statistically insignificant effect. Collectively, the five EUCS dimensions explained 73% of user satisfaction in their study. This finding reinforces the usefulness of EUCS while simultaneously demonstrating that particular dimensions may have different levels of relevance depending on the characteristics and purposes of the evaluated application [18].

Wahyudi et al. employed EUCS to evaluate the KHARISMA TECH website and reported different satisfaction levels across the five dimensions. Content achieved the highest score at 95%, followed by accuracy at 82%, format at 77.33%, ease of use at 77%, and timeliness at 73.11%. Although the overall system was considered acceptable, the variation among the five dimensions provided useful evidence concerning specific components that could be prioritized for improvement. Similarly, EUCS has been applied to e-learning environments, where overall user satisfaction was reported to be relatively high, further demonstrating the flexibility of the model across different information system contexts [19].

More recent studies further demonstrate the continuing relevance of EUCS for evaluating organizational information systems. Prasetya and Efrilianda combined EUCS with WebQual 4.0 in evaluating the SITEDI subsystem. Their analysis indicated that the combined variables explained 62.5% of user satisfaction; however, the EUCS dimensions of format and timeliness did not individually demonstrate significant effects. In another context, Laksana et al. (2024) used EUCS to evaluate the INLISLite library information system because user satisfaction issues had not previously been systematically identified. Moreover, Muhajir et al. (2024) applied the EUCS framework to an academic information system, confirming its continued use as an evaluation approach for systems operated within institutional environments [20].

Despite the extensive application of EUCS, the reviewed studies reveal several research gaps. First, previous EUCS research has predominantly focused on academic information systems, e-learning platforms, digital commerce applications, websites, library systems, and other systems intended for relatively broad user populations. Empirical evidence concerning the application of EUCS to an internal testing-monitoring system that supports User Acceptance Testing (UAT), testing documentation, workload monitoring, and testing progress management remains limited. This context differs from consumer-facing or academic systems because the Testing Monitoring System is directly embedded within a specific organizational workflow and supports employees in conducting and supervising testing activities.

Second, previous studies demonstrate inconsistent findings concerning the relative contribution of individual EUCS dimensions. For example, content and ease of use were influential in one organizational setting, whereas accuracy, format, and timeliness were not significant; in another context, four of the five dimensions were significant while format was not. These variations suggest that user satisfaction cannot be inferred solely from findings obtained from other applications. A context-specific assessment is therefore required because users' expectations of information completeness, accuracy, presentation, usability, and timeliness are likely to depend on the purpose and operational characteristics of the system.

Third, the Testing Monitoring System has particular functional characteristics that distinguish it from the systems investigated in previous studies. It records UAT activities, supports computerized testing documentation, facilitates the monitoring of testing personnel and workload distribution, and stores testing documents in a centralized database. Consequently, user satisfaction with this system is associated not merely with general interaction with an application but also

with its ability to support an integrated testing and monitoring workflow.

Based on these gaps, the present study applies the EUCS model to evaluate user satisfaction with the Testing Monitoring System through the five dimensions of content, accuracy, format, ease of use, and timeliness. In contrast to studies that primarily examine causal relationships among variables, this study emphasizes a descriptive evaluation of each EUCS dimension and its indicators to identify the current level of user satisfaction and specific areas requiring improvement. The study therefore extends the application of EUCS to an internal organizational system used for testing monitoring and documentation and provides empirical evidence that can support targeted system improvement within this particular operational context.

III. RESEARCH METHODOLOGY

The research methodology employed in this study comprises several stages: literature review, problem identification, model development, questionnaire design, data collection, and data analysis. These stages are illustrated in the research methodology flowchart shown in Figure 1 below:



Figure 1. Research Flowchart

The research process begins with a literature review to establish the theoretical foundation and identify previous studies related to user satisfaction and the End-User Computing Satisfaction (EUCS) model. The next stage is problem identification, which aims to determine the main issues related to user satisfaction with the Testing Monitoring System. After the research problem is identified, the EUCS model is selected as the evaluation framework, consisting of five dimensions: content, accuracy, format, ease of use, and timeliness. Subsequently, the questionnaire is developed and tested based on the indicators of each EUCS dimension. Once the instrument is considered appropriate, the questionnaire is distributed to users of the Testing Monitoring System. The collected data are then analyzed using descriptive statistical techniques to determine the mean scores and satisfaction percentages for each dimension. The results are interpreted in the discussion stage to identify system strengths and areas requiring improvement. Finally, conclusions are drawn and recommendations are formulated to support further development of the Testing Monitoring System.

This study employed a descriptive quantitative approach to evaluate user satisfaction with the Testing Monitoring System using the End-User Computing Satisfaction (EUCS) model. The research process consisted of several stages, namely literature review, problem identification, model selection, questionnaire development and testing, questionnaire distribution, data analysis, discussion, and the formulation of conclusions and recommendations.

The study began with a literature review to establish the theoretical and empirical foundations of the research. Relevant references were collected from scientific journals, books, and previous studies concerning information system evaluation, user satisfaction, and EUCS. The literature review also served as the basis for identifying the five EUCS dimensions used in this study: content, accuracy, format, ease of use, and timeliness.

The EUCS model was selected because it provides a structured framework for measuring users' perceptions of an information system. Content evaluates the completeness and usefulness of information; accuracy measures the correctness and reliability of system outputs; format assesses the clarity and presentation of information; ease of use reflects the convenience of learning and interacting with the system; and timeliness evaluates the availability of current information when required.

The population consisted of 15 active users who had used the Testing Monitoring System for more than one year. A non-probability sampling technique with quota sampling was applied, resulting in 12 respondents as the research sample. These respondents were selected because they had direct experience using the system and were therefore considered capable of providing relevant evaluations.

Data were collected using a structured questionnaire based on the five EUCS dimensions. The questionnaire consisted of 19 indicators, comprising two indicators for content, five for accuracy, six for format, three for ease of use, and three for timeliness. Each indicator was measured using a five-point Likert scale, ranging from 1 for Strongly Disagree to 5 for Strongly Agree. A higher score indicated a more positive perception of the system.

The questionnaire was distributed electronically to the selected respondents. A total of 12 completed questionnaires were used in the analysis. The collected data were processed using descriptive statistical analysis to determine the frequency distribution, mean score, and percentage for each indicator and EUCS dimension.

The mean score was calculated by dividing the total score by the number of respondents, while the satisfaction percentage was obtained by dividing the mean score by the maximum Likert score and multiplying it by 100%. The resulting percentages were classified into five categories: very high, high, moderate, low, and very low.

Finally, the results of each EUCS dimension were compared to identify the strongest and weakest aspects of the Testing Monitoring System. Indicators with relatively lower scores were used as the basis for formulating recommendations for future system improvement. This methodological approach enabled the study to provide a systematic description of user satisfaction without examining causal relationships among variables.

IV. RESULTS AND DISCUSSION

The author selected a descriptive quantitative research design to determine the research framework and procedures—such as sampling, data collection, data analysis, and result interpretation. This approach was chosen because the study is descriptive in nature, aiming to evaluate the Testing Monitoring System application in terms of user satisfaction. A descriptive quantitative approach allows for explaining the influence of each variable on user satisfaction. Population identification was conducted to determine the potential respondents from the user base of the Testing Monitoring System. As of June 15, 2023, the identified population consisted of 15 users who had utilized the Testing Monitoring System application for more than one year, corresponding to the number of active employees recorded in the system. The author employed a non-probability sampling technique, specifically the quota sampling method. From the total population of 15, the researcher established a quota of 12 subjects to serve as the sample.

The development of the questionnaire for this study began by identifying the variables to be measured: Content, Accuracy, Format, Ease of Use, and Timeliness. Specific indicators were then formulated for these variables based on the established literature review, with each indicator comprising at least two statements.

A measurement scale serves as a standard for determining the intervals within a measurement instrument, ensuring that its application yields quantitative data. In this study, the author employed a Likert scale—utilizing multiple statements to measure individual behaviors, opinions, and perceptions regarding a specific subject—based on a five-point range: (1) Strongly Disagree; (2) Disagree; (3) Neutral; (4) Agree; and (5) Strongly Agree. The decision to use a five-point Likert scale was based on precedents set by previous studies and supporting literature, as detailed in Table I.

TABLE I. DETAILS OF INDICATORS FOR EACH VARIABLE

Variables	Indicators
Completeness of information	1. Test Monitoring System provides complete reports. 2. The content and information produced by the Test Monitoring system is very helpful for you.
Presentation of information	1. The information displayed by the Test Monitoring system is very clear. 2. The interface of the Test Monitoring system is very attractive. 3. The color composition in the Test Monitoring system is very good and does not tire the eyes. 4. The color composition in the Test Monitoring system is very good so it is not boring. 5. The format and form of the report produced by the Test Monitoring system is easy to understand and comprehend. 6. The way the Test Monitoring system displays information is very good.
Data accuracy	1. Presentation of information produced by the Test Monitoring system is very accurate. 2. The output results on the screen from the Test Monitoring system are in accordance with what you ordered or input. 3. Test Monitoring System errors rarely occur when you use it. 4. Test Monitoring System can reduce errors. 5. Test Monitoring System can produce reliable and trustworthy information.
Timeliness	1. The Test Monitoring System provides the information you need in a timely manner. 2. The Test Monitoring System can provide the latest data. 3. The existing Test Monitoring System provides information when needed.
Ease of system use	1. The Test Monitoring System is very user-friendly. 2. It doesn't take long to learn the Test Monitoring System. 3. Very easy to interact with the Test Monitoring system.

Data for this study were collected via an online questionnaire distributed using Google Forms, with the link shared via WhatsApp. The resulting data were quantitative in nature. These quantitative data were subsequently analyzed using descriptive statistics. Descriptive statistics were employed to characterize the central tendency and dispersion of the data for each indicator. The next step involved categorizing the mean values. This categorization was established using a normal distribution curve. The X-axis of the distribution was divided into six segments, each spanning one standard deviation. Mean values were converted into percentages prior to categorization. A total of 12 data points were collected; consequently, 12 respondents were included in the study. The categorization is presented in Table II.

TABLE II. MEAN SCORE CATEGORIES

Percentage	Category
$75.01 < x \leq 100$	Very high
$58.34 < x \leq 75.01$	High
$41.66 < x \leq 58.34$	Not enough
$24.99 < x \leq 41.66$	Low
$0 < x \leq 24.99$	Very Low

The data obtained from the questionnaires were tabulated and categorized by gender—male and female—as shown in Table III; the results indicate that female respondents accounted for 33% (4 individuals), representing a lower frequency compared to male respondents, who accounted for 67% (8 individuals).

TABLE III. RESPONDENT DATA BY GENDER

No	Indicator	Code	Statement
1	Male	8	67%
2	Female	4	33%
	Amount	12	100%

The questionnaire data were tabulated and grouped by age, as shown in Table IV. The results indicate that the largest group consisted of respondents under the age of 30 (50%, or 6 individuals), while the smallest groups comprised respondents aged 31–35 and those aged 36–40 (8%, or 1 individual each).

TABLE IV. RESPONDENT DATA BY AGE

No	Age	Frequency	Percentage (%)
1	Under 30 years	6	50%
2	31 to 35 years	1	8%
3	36 to 40 years	1	8%
4	Over 40 years	4	33%
Total		12	100%

The data obtained from the questionnaires were tabulated and categorized by highest level of education, as presented in Table V; the results show that the largest group of respondents—accounting for 58% or seven individuals—fell into the highest education category, while the smallest group—comprising 8% or one individual—fell into the category ranging from Diploma 1 (D1) to Master's (S2) level.

TABLE V. RESPONDENT DATA BY HIGHEST LEVEL OF EDUCATION

No	Highest Level of Education	Frequency	Percentage (%)
1	D1	1	8%
2	D3	3	25%
3	S1	7	58%
4	S2	1	8%
Total		12	100%

The Content variable comprises two statement indicators subjected to descriptive analysis. Data analysis for the Content variable is presented in Table VI; it shows that the variable consists of two indicators: C1 (The system provides comprehensive reports) and C2 (The content and information generated by the system are highly helpful to users).

TABLE VI. STATISTICAL EVALUATION OF THE CONTENT CATEGORY

Code	Scale										Total	Mean (Average)
	STS		TS		N		S		SS			
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%		
C1	0	0%	0	0%	0	0%	7	58%	5	42%	12	4.42
C2	0	0%	0	0%	0	0%	6	50%	6	50%	12	4.50
Avg	0.00	0%	0.00	0%	0.00	0%	6.50	54%	5.50	46%	12	4.46

The most frequent response across all indicators for the Content variable was "Agree" (S/4), with an average percentage of 54%. The second most frequent response was "Strongly Agree" (SS/5), with an average percentage of 46%. No respondents selected "Strongly Disagree" (STS/1), "Disagree" (TS/2), or "Neutral" (N/3). The results of the frequency analysis for the Content variable are also presented in Figure 2 below:

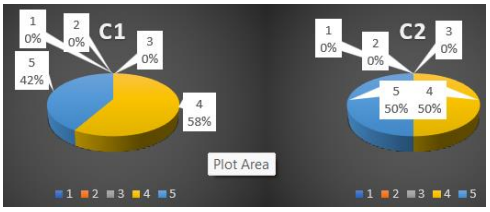


Figure 2. Frequency Diagram of Content Responses

The Accuracy variable comprises five indicators—A1, A2, A3, A4, and A5—which were subjected to descriptive analysis. The data analysis for the Accuracy variable is presented in Table VII.

TABLE VII. DESCRIPTIVE STATISTICS FOR THE ACCURACY VARIABLE

Code	Scale										Total	Mean (Average)
	STS		TS		N		S		SS			
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%		
A1	0	0%	0	0%	1	8%	6	50%	5	42%	12	4.33
A2	0	0%	0	0%	0	0%	5	42%	7	58%	12	4.58
A3	0	0%	0	0%	1	8%	6	50%	5	42%	12	4.33
A4	0	0%	0	0%	3	25%	5	42%	4	33%	12	4.08
A5	0	0%	0	0%	1	8%	4	33%	7	58%	12	4.50
Avg	0.00	0%	0.00	0%	1.20	10%	5.20	43%	5.60	47%	12	4.37

It can be observed that the Accuracy variable comprises five indicators: A1 (Information presented by the system is highly accurate), A2 (On-screen output corresponds to user commands or input), A3 (The system rarely encounters errors during use), A4 (The system minimizes errors), and A5 (The system produces reliable and trustworthy information). The most frequently selected response across all indicators for the Accuracy variable was "Strongly Agree" (SS/5), with an average percentage of 47%. The second most frequent response was "Agree" (S/4), with an average percentage of 43%. 10% of respondents selected "Neutral" (N/3); the highest frequency of "Neutral" responses occurred in category A4 (the system minimizes errors) at 25%—comprising exclusively female respondents, two aged under 30, one aged 36–40, two with a bachelor's degree (S1), and one with a diploma (D3). No respondents selected "Strongly Disagree" (STS/1) or "Disagree" (TS/2). The results of the frequency analysis for the Accuracy variable are also presented in Figure 3 below:

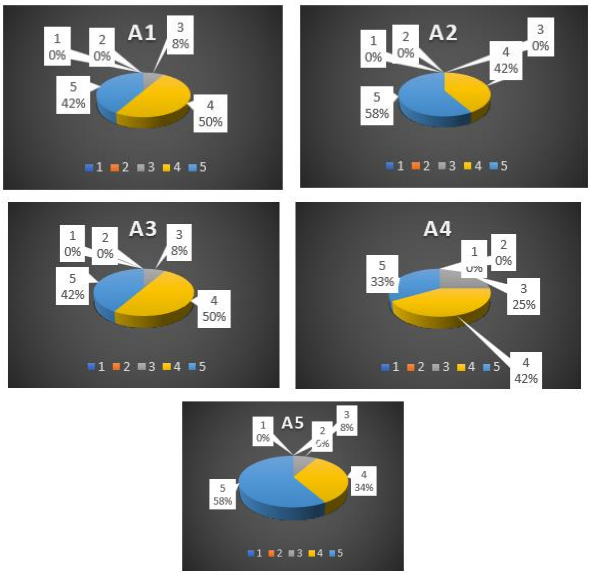


Figure 3. Frequency diagram of responses regarding accuracy.

Jurnal Esensi Infokom Vol 10 No. 2 Oktober 2026
e-ISSN: 2828-6707
https://esensijournal.com/index.php/infokom
DOI: 10.55886/infokom.v10i2.554

The Format variable comprises six indicators—F1, F2, F3, F4, F5, and F6—which were subjected to descriptive analysis. The data analysis for the Format variable is presented in Table VIII.

TABLE VIII. DESCRIPTIVE STATISTICS FOR THE FORMAT VARIABLE

Code	Scale										Total	Mean (Average)
	STS		TS		N		S		SS			
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%		
F1	0	0%	0	0%	0	0%	5	42%	7	58%	12	4.58
F2	0	0%	0	0%	3	25%	5	42%	4	33%	12	4.08
F3	0	0%	0	0%	1	8%	7	58%	4	33%	12	4.25
F4	0	0%	0	0%	0	0%	8	67%	4	33%	12	4.33
F5	0	0%	0	0%	0	0%	8	67%	4	33%	12	4.33
F6	0	0%	0	0%	1	8%	5	42%	6	50%	12	4.42
Average	0.00	0%	0.00	0%	0.83	7%	6.33	53%	4.83	40%	12	4.33

It can be observed that the format variable comprises six indicators: F1 (displayed information is very clear), F2 (interface appearance is very attractive), F3 (color composition is not eye-fatiguing), F4 (color composition is not monotonous), F5 (format and layout of generated reports are easy to understand), and F6 (the system's method of displaying information is excellent). The most frequent response across all indicators for the format variable was "Agree" (S/4), with an average of 53%. The second most frequent response was "Strongly Agree" (SS/5), with an average of 40%. An average of 7% of respondents selected "Neutral" (N/3); the highest incidence of "Neutral" responses occurred in category F2 (interface appearance is very attractive) at 25%—specifically among female respondents, comprising two individuals under the age of 30 and one aged 36–40. No respondents selected "Strongly Disagree" (STS/1) or "Disagree" (TS/2). The results of the frequency analysis for the format variable are also presented in Figure 4 below.

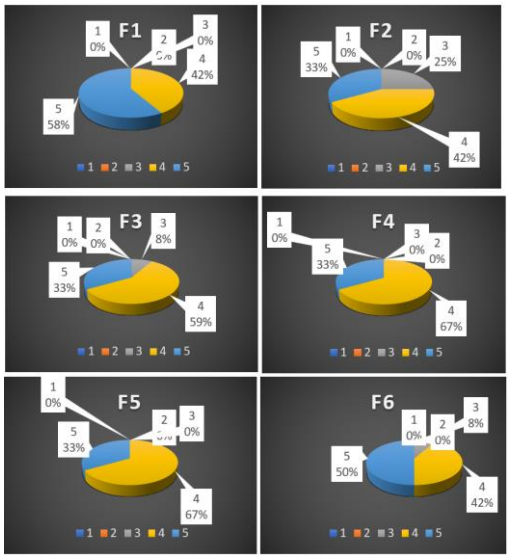


Figure 4. Frequency diagram of format responses

The Ease of Use variable comprises three indicators—E1, E2, and E3—which were subjected to descriptive analysis. The data analysis for the Ease of Use variable is presented in Table IX.

TABLE IX. DESCRIPTIVE STATISTICS FOR THE EASE OF USE VARIABLE

Code	Scale										Total	Mean (Avg)
	STS		TS		N		S		SS			
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%		
E1	0	0%	0	0%	3	25%	4	33%	5	42%	12	4.17
E2	0	0%	0	0%	1	8%	6	50%	5	42%	12	4.33
E3	0	0%	0	0%	1	8%	6	50%	5	42%	12	4.33
Average	0.00	0%	0.00	0%	1.67	14%	5.33	44%	5.00	42%	12	4.28

It can be observed that the "ease of use" variable comprises three indicators: E1 (the system is very user-friendly), E2 (learning the system does not take long), and E3 (interacting with the system is very easy). The most frequently selected response across all indicators for the "ease of use" variable was "Agree" (S/4), with an average percentage of 44%. The second most frequent response was "Strongly Agree" (SS/5), with an average percentage of 42%. On average, 14% of respondents selected the "Neutral" (N/3) option; the highest proportion of "Neutral" responses occurred in category E1 (the system is very user-friendly) at 25% (comprising two female respondents under the age of 30 and one male respondent aged 36–40). No respondents selected "Strongly Disagree" (STS/1) or "Disagree" (TS/2). The results of the frequency analysis for the "ease of use" variable are also presented in Figure 5 below.

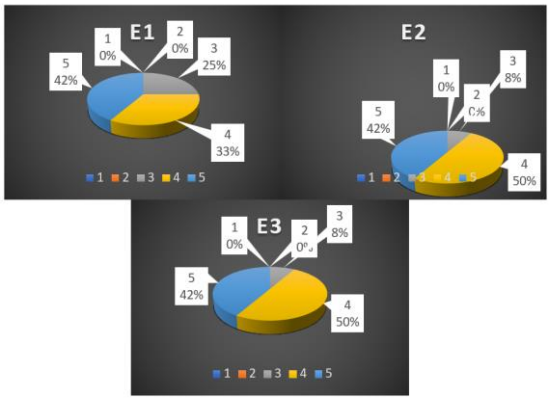


Figure 5. Frequency diagram of "Ease of Use" responses.

The Timeliness variable comprises three indicators—T1, T2, and T3—which are subjected to descriptive analysis. The data analysis for the Timeliness variable is presented in Table X.

TABLE X. DESCRIPTIVE STATISTICS FOR THE TIMELINESS VARIABLE

Code	Scale										Total	Mean (Average)
	STS		TS		N		S		SS			
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%		
T1	0	0%	0	0%	0	0%	7	58%	5	42%	12	4.42
T2	0	0%	0	0%	1	8%	5	42%	6	50%	12	4.42
T3	0	0%	0	0%	0	0%	7	58%	5	42%	12	4.42
Avg	0.00	0%	0.00	0%	0.33	3%	6.33	53%	5.33	44%	12	4.42

From the table above, it can be seen that the timeliness variable consists of three indicators: T1 (the system provides required information in a timely manner), T2 (the system provides up-to-date data), and T3 (the system provides information when needed). The most frequently selected response was "Agree" (S/4), with an average percentage of 53%. The second most frequent response was "Strongly Agree" (SS/5), with an average percentage of 44%. An average of 3% of respondents selected "Neutral" (N/3). No respondents selected "Strongly Disagree" (STS/1) or "Disagree" (TS/2). The results of the frequency analysis for the timeliness variable are also presented in Figure 6 below.

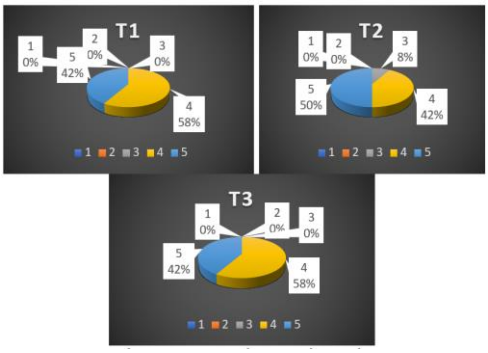


Figure 6. Frequency diagram of Timeliness responses.

Results of the Analysis and Discussion

Based on the data analysis performed on the variables of content, accuracy, format, ease of use, and timeliness—using a mean score categorization table—the resulting categories are as shown in Table XI.

TABLE XI. AVERAGE CATEGORIES FOR ALL VARIABLES

Variable	Mean	Percentage	Categori
Content	4.46	89%	Sangat Tinggi
Accuracy	4.37	87%	Sangat Tinggi
Format	4.33	87%	Sangat Tinggi
Ease of use	4.28	86%	Sangat Tinggi
Timeliness	4.42	88%	Sangat Tinggi
Average	4.37	87%	Sangat Tinggi

The table above presents the calculated percentages and categories for each EUCS variable regarding the Testing Monitoring System. It can be observed that the variable with the lowest score or category is "Ease of Use" (86%), followed by "Accuracy" and "Format" (both at 87%), "Timeliness" (88%), and "Content," which achieved a "Very High" rating of 89%. Thus, while all variables demonstrated very high percentage scores, two specific categories showed the lowest figures: category E1 ("The system is very user-friendly") under the "Ease of Use" variable, where 25% of respondents selected "Neutral," and category F2 ("The interface is very attractive") under the "Format" variable, where 25% of respondents also selected "Neutral." With an overall average score of 87%, it can be concluded that the level of user satisfaction with the Testing Monitoring System is "Very High." The analysis of the average categories for all variables is also illustrated in Figure 7 below.

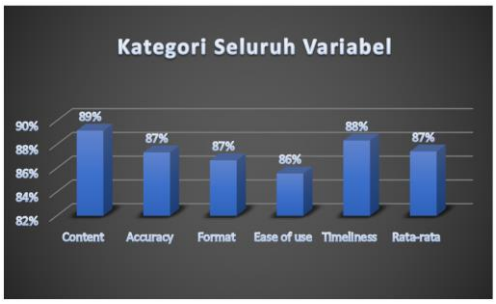


Figure 7. Diagram of Average Categories for All Variables

V. CONCLUSION

This study evaluated user satisfaction with the Testing Monitoring System using the End-User Computing Satisfaction (EUCS) model, encompassing five dimensions: content, accuracy, format, ease of use, and timeliness. Based on the responses of 12 users, the findings indicate a very high level of overall user satisfaction, with an average score of 4.37 out of 5, equivalent to 87%. All five dimensions were classified within the very high category, suggesting that the system generally meets users' expectations regarding information quality, accessibility, and operational functionality.

Among the evaluated dimensions, content achieved the highest satisfaction score (89%), followed by timeliness (88%), accuracy and format (87% each), and ease of use (86%). These findings suggest that users particularly value the completeness and relevance of the information provided by the system, as well as its ability to deliver information when needed. Nevertheless, ease of use emerged as the lowest-rated dimension, indicating opportunities to improve the overall user experience. Furthermore, the neutral responses recorded for interface attractiveness and user-friendliness, each reaching 25% on their respective indicators, suggest that certain aspects of interface design and usability have not fully satisfied all users. Although these differences are relatively small, they provide a practical basis for identifying areas that require further attention.

Overall, the findings indicate that the Testing Monitoring System has received favorable evaluations across the five EUCS dimensions. However, given the descriptive research design and the limited sample of 12 respondents, the results should be interpreted as an assessment of satisfaction

among the surveyed users rather than evidence of causal relationships or broader system effectiveness. The study contributes an empirical overview of user satisfaction that can inform subsequent system improvements, particularly those related to usability and interface presentation.

Based on the findings, future system development should prioritize improvements in ease of use and interface design, as these aspects received comparatively lower evaluations. Particular attention should be directed toward simplifying navigation, improving the clarity of interactive elements, and ensuring consistency in the presentation of information. A user-centered evaluation involving existing users could help identify specific difficulties encountered during routine system operation. Such improvements should be informed by direct user feedback rather than relying solely on the overall satisfaction scores.

System administrators and developers should also maintain the aspects that received favorable evaluations, particularly content completeness and information timeliness, while periodically reviewing data accuracy and system reliability. Regular satisfaction assessments, combined with structured feedback mechanisms, could support continuous improvement and help determine whether subsequent changes address users' needs effectively.

For future research, a larger sample and a broader range of users are recommended to improve the representativeness of the findings. Subsequent studies could complement the EUCS questionnaire with usability testing, interviews, or direct observation to obtain a more detailed understanding of user interactions with the system. Longitudinal evaluations may also be conducted to examine changes in satisfaction following system modifications. These approaches would provide a more comprehensive basis for assessing user experience and guiding the sustainable development of the Testing Monitoring System.

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