ABSTRACT

MEASURATION OF SATISFACTION GRADE OPAC USER WITH END USER COMPUTING METHOD SATISFACTION (EUCS)

This study conducted a study on the measurement of OPAC user satisfaction level in the Library of the UKMC Palembang. Evaluate to see how satisfied OPAC users are at the Musi Charitas Catholic University Library. The method used is End User Computing Satisfaction (EUCS). Dimensions include the content, accuracy, format, ease of use and timeliness. The sample in this study are students who become members of UKMC as many 95 people. The determine sample size of a population using the Slovin. The sampling technique using simple random sampling. The questionnaire was tested by using the reliability test and validity test, then tested the classical assumptions include multicollinearity test, normality test and heteroscedasticity test. Data analysis technique using multiple linear regression model. Then the hypothesis test is done by t test, F test. The result of the research shows the variable of content separately (partial) have a significant effect to the user satisfaction of OPAC (Online Public Access Catalog). While the variable content, accuracy, format, ease of use and timeliness simultaneously affect the satisfaction variable user information system OPAC (Online Public Access Catalog).

Keywords : *User Satisfaction. OPAC (Online Public Access Catalog), EUCS (End User Computing Satisfaction)*