INTISARI

Kemajuan teknologi mendorong digitalisai di berbagai bidang, termasuk pada informasi dan pelayanan public. Inovasi seperti aplikasi otomatisasi perpustakaan mempermudah proses sirkulasi, katalogisasi, dan manajemen perpustakaan. Perpustakaan Nasional RI mengembangkan aplikasi berbasis web yaitu INLISLite sebagai software otomatisasi perpustakaan dengan berbagai fitur yang berguna memenuhi kebutuhan pengguna. Namun dalam penggunaannya terdapat kendala atau kesulitan yang dihadapi pengguna seperti kesulitan dalam proses pencetaka kartu anggota dan penginputan buku. Maka penelitian ini bertujuan untuk menganalisis tingkat kepuasan pengguna terhadap aplikasi INLISLite menggunakan metode Importance Performance Importance Analysis berdasarkan variabel End User Computing Satisfaction (EUCS) yaitu content, accuracy, format, ease of use, timeliness, denga variable tambahan speed of response, attitude toward use, perceived usefulness, perceived enjoyment, dan user satisfaction. Hasil dari penelitian ini menghasilkan nilai IKP 74,25% yang menandakan pengguna merasa cukup puas dengan kinerja aplikasi INLISLite. Berdasarkan analisis IPA yang ditampilkan dalam bentuk diagram kartesius, ditunjukkan bahwa variabel ease of use (EOU) dan format (F) adalah variabel yang menjadi prioritas utama untuk dilakukan perbaikan, sedangkan variabel yang harus dipertahankan adalah variabel content (C), timeliness (T), speed of response (SOR), dan perceived usefulness (PU).

Kata kunci: INLISLite, Kepuasan Pengguna, End User Computing Satisfaction, Importance Performance Analysis

ABSTRACT

Technological advances encourage digitization in various fields, including information and public services. Innovations such as library automation applications facilitate the circulation, cataloging, and library management processes. The National Library of Indonesia developed a web-based application, INLISLite, as library automation software with various features that are useful for meeting user needs. However, in its use there are obstacles or difficulties faced by users such as difficulties in the process of printing member cards and inputting books. So this study aims to analyze the level of user satisfaction with the INLISLite application using the Importance Performance Importance Analysis method based on End User Computing Satisfaction (EUCS) variables, namely content, accuracy, format, ease of use, timeliness, with additional variables of speed of response, attitude towards use, perceived usefulness, perceived enjoyment, and user satisfaction. The results of this study resulted in an IKP value of 74.25% which indicates that users are quite satisfied with the performance of the INLISLite application. Based on IPA analysis displayed in the form of a Cartesian diagram, it shows that the variables of ease of use (EOU) and format (F) are variables that are the top priority for improvement, while the variables that must be maintained are the variables of content (C), timeliness (T), speed of response (SOR), and perceived usefulness (PU).

Keywords: INLISLite, User Satisfaction, End User Computing Satisfaction, Importance Performance Analysis