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RESEARCH ARTICLE

User Satisfaction Analysis Using a Combination of End User Computing Satisfaction and Servqual on the Maluku Province KEMENAG's Website

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Abstract: The implementation of an online service information system through a website, carried out by Minister of Religious Affairs (KEMENAG) of Maluku Province for the public, has increased by 39%. However, there are problems with the website, such as the appearance of the menu on the website, which is extensive, causing navigation to be complicated and time consuming. This research aims to provide an in-depth understanding of user satisfaction with the website by using a combination of EUCS and Servqual methods to identify various factors that affect user satisfaction. The combination of the two methods is used to assess not only the user experience but also the quality of service provided by the website. This research involves interviews and observations to identify problems, a literature review, hypothesis development, questionnaire development combining variables from the two methods, and data analysis. The results of the analysis of user satisfaction with KEMENAG's website are in a very high category. From the results of the conducted T-test, seven variables affect user satisfaction, namely accuracy, format, ease of use, timeliness, responsiveness, assurance, and empathy. Of the seven variables, the most influential user satisfaction is dominated by the format variable. Meanwhile, one variable, namely content, does not affect user satisfaction. This shows that the content variable is not the main factor because other variables are more influential on user satisfaction. Based on the results of the F test, the eight variables together affect user satisfaction. The results of this analysis not only provide a clear picture of user satisfaction but also provide a strong basis for developing better digital service strategies in the future.

Keywords: EUCS, Servqual, SPSS, user satisfaction, website

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1 Introduction

The Regional Office of KEMENAG in Maluku Province, Indonesia, is responsible for serving the religious interests and activities of its community. According to the Rules of the Minister of Religious Affairs of the Republic of Indonesia No. 13 of 2012, concerning the organization and procedures of vertical agencies of KEMENAG, the Regional Office carries out functions such as formulating technical policies in the areas of administration and information management, providing services and guidance, fostering religious harmony , as well as coordinating, planning, monitoring, and evaluating programs. Based on the Regulation of President No. 81 of 2010 on the major concept of reforming administrations from 2010 to 2025, all ministries or agencies and local governments are mandated to adopt bureaucratic reforms.

Bureaucratic reform refers to significant changes in professional government paradigms and governance, characterized by adaptability, integrity, and free from corruption, collusion, and nepotism. It is accountable to the public while maintaining the essential values and ethical norms of government institutions. Good bureaucracy is reflected in increased stakeholder satisfaction with services. With the establishment of the Major Concept of Reforming Bureaucracy, KEMENAG aims to consistently implement reform programs as mandated and required by the Presidential Regulation. As the government's commitment to implementing bureaucratic reform programs, civil servants of Ministries/Agencies who successfully implement the program's objectives receive performance allowances. This is achieved through a governance system focused on eight areas of change: change management, policy deregulation, organizational arrangement, procedure arrangement, human resource arrangement, accountability enhancement, supervision strengthening, and improvement of public service quality, which are the targets of this study.

A website is a collection of pages presenting various digital information such as text, images, animations, sound, and video. This information can be accessed via an Internet connection by any individual around the world. The website of KEMENAG in Maluku Province can be accessed through the domain https://maluku.kemenag.go.id/. According to interviews with Ministry employees, issues are hindering the improvement of public service quality, such as the large size of the Ministry's work units and the limited human resources, leading to suboptimal performance. Issues with the website, like numerous and large menu displays, make it tough for consumers to navigate, and material navigation becomes complicated and time-consuming. Some submenus do not display images, making the website less appealing. The submenu for work units is incomplete as it does not show the seven districts in Maluku Province. The feedback feature is inaccessible, reducing interaction between users and the service provider, as well as opportunities to enhance the website's quality. A user satisfaction survey has also never been conducted. Without such a survey, the service provider cannot directly understand the needs and issues faced by users. This survey is crucial for obtaining direct feedback from users and continuously improving service quality, resulting in the under-utilization of public information services via the Ministry's website.

The quality of service plays a significant part in meeting customer requirements, developing trust, and retaining customers who remain [1]. The success of using an information system depends on how well users can utilize it. To identify the level of user satisfaction with the website of the Ministry of Religion of Maluku Province, a method for measuring user satisfaction with the website is needed so that it serves as an evaluation material for

website managers in the future. To determine the degree of satisfaction with online information system users, specifically, the method used is End User Computing Satisfaction (EUCS) and PIECES. For example, research by Hasibuan and Ferianto [2] used the PIECES method for analyzing the website of the Lampung Province Social Service. The results of his research show that several problems have been classified on the Social Service website from 338 samples in the good and bad ranges. However, the study does not explain what factors affect user satisfaction.

The PIECES method is more suitable for research that measures the level of user satisfaction related to changes in an information system. This is different from the EUCS method. The EUCS method focuses on the level of user satisfaction based on experience in the use of information systems [3]. In terms of benefits, the EUCS approach can assess the satisfaction of users in terms of the appearance provided by a system and assess whether the system can meet the needs of the community. The advantage of EUCS is that this method is suitable for measuring user satisfaction because the variables and indicators are determined by users' requests [4]. Therefore, this research uses the End User Computing Satisfaction method to assess the level of user satisfaction. Unlike previous research, this research not only measures the level of user satisfaction but also identifies factors that affect user satisfaction. The EUCS method is a comprehensive approach that assesses user satisfaction through an analysis of the alignment between user expectations and the results of information systems. The EUCS rating methodology places significant emphasis on five main aspects, namely content, correctness, format, user-friendliness, and timeliness [5]. The EUCS method can be used to evaluate various types of information systems, including websites, e-learning, and academic information systems [6].

In addition to EUCS, other methods are used to analyze user satisfaction based on service quality, namely the SERVQUAL method. The SERVQUAL method is considered effective in measuring customer satisfaction because it includes dimensions related to service quality [7]. Improved quality in the service process can increase the level of customer satisfaction. Based on the above problems, the researchers are interested in examining user satisfaction with the website of the Ministry of Religion of Maluku Province using a combination of the EUCS method and the Servqual method. The reason for choosing KEMENAG's website as the object of research is that the researcher's parents work at KEMENAG office of Maluku Province, and the researcher himself is a regional son who comes from Maluku, thus, it is easy to get data and information. In addition, KEMENAG's website presents important and official information on regional developments, religious information, and other public information. With the results of this research, researchers can contribute both to the Ministry of Religion in particular and to the Maluku Provincial Government.

Based on the explanation above, the research questions are as follows:

1. How can we measure and analyze user satisfaction using a combination of the EUCS method and the SERVQUAL method?
2. What factors affect user satisfaction?

The purpose of this article is the following:

1. Provide an in-depth understanding of user satisfaction with the website using a combination of the two methods.
2. Identify factors that affect user satisfaction.

The combination of these two methods provides a more complete picture of user satisfaction. EUCS focuses on assessing user satisfaction with the website interface, while

ServQual focuses on assessing service quality, so the results are more comprehensive. This method can be applied to various types of organizations and industries. Its flexibility is tailored to the specific needs of users and organizations. The data obtained from the combination of these two methods can be used to improve user experience and service quality by providing constructive feedback to service managers.

Using a combination of the two methodologies, the researchers examined numerous articles on consumer satisfaction analysis using the EUCS method and the SERVQUAL method. The first research conducted by Padalia and Natsir [8] aims to determine user satisfaction with Learning Management System (LMS) services at Makassar State University using the EUCS method. The results of this study indicate that the five EUCS variables significantly affect user satisfaction. The second study conducted by Arifin *et al.* [9] aims to determine the level of student satisfaction with Divlearning. The results showed that the format variable had the highest satisfaction score compared to the other four variables. The third study conducted by Ameen *et al.* [10] aims to determine user satisfaction with educational information systems in the Kurdistan region of Iraq. The results showed that the accuracy variable had the highest impact of the other four variables. The fourth and fifth studies are different from the three studies above. The fourth study conducted by Goula *et al.* [11] aims to measure the perceptions and expectations of patients about the use of health services in Greece using the Servqual method. The results showed that the five variables of Servqual had a negative gap between patient expectations and perceptions. The fifth research conducted by Buditjahjanto [12] aims to determine the level of the SIAKADU user satisfaction index using the Servqual method. The results show that the value of the customer satisfaction index is in the satisfied category.

As the five previous studies indicate, there are gaps in them. The research carried out by Padalia and Natsir [8] and Arifin *et al.* [9] show that LMS users are satisfied with the interface of the system, but lack a review of the quality of the services provided. Ameen *et al.* [10] emphasize the user experience with the system without assessing the quality of the services provided. Goula *et al.* [11] focuses more on assessing the quality of hospital services in the form of recommendations from the dimensions of service quality to increase user satisfaction. The research conducted by Buditjahjanto [12] focuses on assessing the dimensions of service quality in the form of recommendations for improvement. So, the difference and, at the same time, the novelty of this research with the five studies above is that this research not only assesses accessibility, information quality, but also the quality of services on the Ministry of Religion's website. This study will also examine what variables affect user satisfaction. The results of this study are expected to provide valuable information for the development and improvement of government digital services, as well as to increase public participation in the use of these services. In addition, this research can be a reference for other agencies in improving user interaction through digital platforms.

2 Research Method

This research was carried out in several stages, as shown in Figure 1.

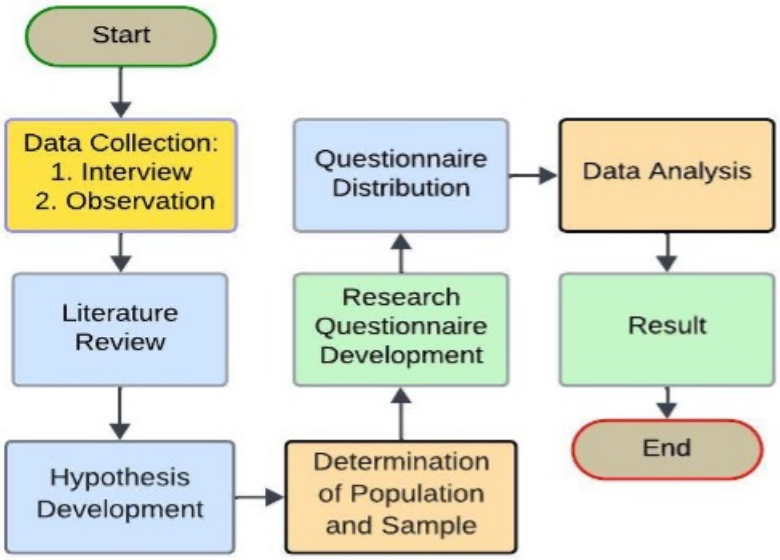

Figure 1: Research stages.

2.1 Data Collection

Data collection stages were carried out through interviews with employees of KEMENAG of Maluku Province and direct observation by visiting the website. The results of the interview with Mrs. Yoan who is an employee of the Ministry of Religion of Maluku Province, especially in the field of Christian religious education, there are obstacles on the website such as the church registration page that cannot be accessed, and the information on the RB page is not up to date. In addition to interviews, researchers also made observations by visiting the website and found other obstacles, such as some important information in the form of images and videos that is still erroneous, the location of the work unit is still not accessible, and the user feedback feature cannot be accessed. Based on these obstacles, the focus of this research is on the level of user satisfaction and factors that affect user satisfaction with KEMENAG's website.

2.2 Literature Review

At this stage of the literature review, researchers collect and analyze references to the EUCS method, the Servqual method, and user satisfaction on government websites. The aim is to provide an understanding of the research topic to be undertaken. After that, the researcher identified the relevant variables to be used in the research.

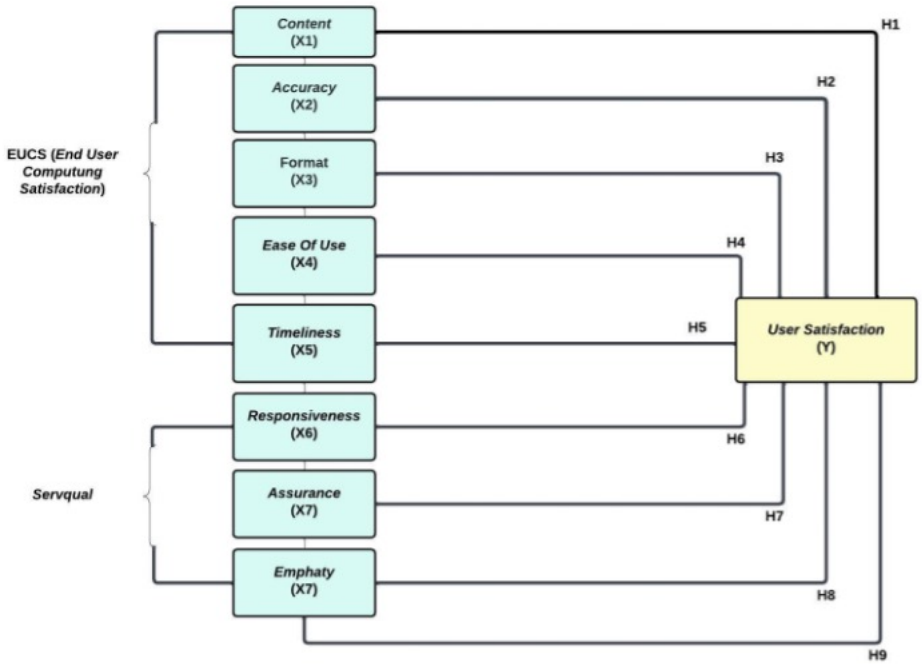

Figure 2: Hypotheses.

2.3 Hypotheses Development

2.3.1 The effect of content on user satisfaction

Figure 2 shows the connection between material and customer satisfaction. The variable content contained on the Ministry of Religion website relates to the completeness of the information provided by the website. With the availability of complete information, it can increase knowledge and provide benefits for users of the Ministry of Religion website. So, the content variable is used to measure whether the Ministry of Religion website provides benefits in conveying information by user needs. Then the first hypothesis (H1) states that content influences user pleasure.

2.3.2 The effect of accuracy on user satisfaction

The reliability variable measures whether the website provides accurate information. The accuracy variable, when associated with the Ministry of Religion website, is related to the reliability of the information provided by the Ministry of Religion website. The accuracy of the information and the rare errors that users experience when accessing the website can increase user comfort. So, the accuracy variable is used to measure whether the Ministry of Religion website provides accurate information. The second hypothesis (H2) is that accuracy affects user satisfaction.

2.3.3 The effect of format on user satisfaction

The relationship between format and user satisfaction can be seen in Figure 2. The format variable on KEMENAG's website relates to the interface of the website and the writing format displayed by the website. An attractive interface and clear writing format can attract many visitors. So, the format variable is used to measure whether the interface of KEMENAG's website is easy to understand. The third hypothesis (H3) is that the format affects user satisfaction.

2.3.4 The effect of ease of use on user satisfaction

Figure 2 shows the association between simplicity of use and user satisfaction. The ease of use variable found on the Ministry of Religion's website relates to how easy it is for users to navigate the website. The ease of interacting with the website can increase user comfort. So, the ease-of-use variable is used to measure whether the Ministry of Religion website is easy to use or not. The fourth hypothesis (H4) is that ease of use influences user pleasure.

2.3.5 The effect of timeliness on user satisfaction

The timeliness variable, when associated with the Ministry of Religion's website, is related to the novelty of the information provided by the website. Information that is always up-to-date can provide benefits and increase user knowledge. So, the timeliness variable is used to measure whether the Ministry of Religion website provides information promptly to meet user needs. Then the fifth hypothesis (H5) is that timeliness affects user satisfaction.

2.3.6 The effect of responsiveness on user satisfaction

The responsiveness variable found on the Ministry of Religion website relates to the responsiveness of the services provided by the website. The responsiveness of website services in providing information on problems found by users can increase user trust. So, the responsiveness variable is used to measure whether the Ministry of Religion website is responsive to providing information quickly to meet user needs. The sixth hypothesis is then (H6): responsiveness affects user satisfaction.

2.3.7 The effect of assurance on user satisfaction

The connection assurance and user satisfaction can be seen in Figure 2. The assurance variable contained in KEMENAG's website is related to reliable services to store user information. The reliability of the service in storing user privacy data and not using it carelessly can increase the trust of website users. So, the assurance variable is used to measure whether the Ministry of Religion website provides services that can be trusted for user needs. Then the seventh hypothesis is (H7): assurance affects user satisfaction.

2.3.8 The hypothesis of the effect of empathy on user satisfaction

The empathy variable found on KEMENAG's website relates to the website's ability to provide services and understand user needs. Services that can accommodate feedback and respond to user problems can increase user comfort. So, the empathy variable is used to

measure whether the Ministry of Religion website provides services that understand user needs. The eighth hypothesis is then stated (H8): empathy affects user satisfaction.

2.3.9 The eight hypotheses are content, accuracy, format, ease of use, timeliness, responsiveness, assurance, and empathy on user satisfaction

Figure 2 shows the relationship between content (X1), accuracy (X2), format (X3), ease of use (X4), timeliness (X5), responsiveness (X6), assurance (X7), and empathy (X8) to user satisfaction (Y). To examine Do the eight variables affect user satisfaction simultaneously. Then, the ninth hypothesis is stated (H9): content, accuracy, format, ease of use, timeliness, responsiveness, assurance, and empathy affect user satisfaction.

2.4 Population and Sample

The research's participants were 250 customers of the website of KEMENAG in Maluku Province, including workers of KEMENAG, religious institutions, teachers, religious leaders, and community members. A simple random sampling technique was used to recruit the respondents. The concept of random selection describes a sampling procedure in which the chances of selecting each unit are equal. Random sampling is also useful for reducing sampling bias and increasing study accuracy [13]. Randomly selected samples are regarded as fair and representative of the full population [14]. The number of samples was determined using the Slovin formula. Where the number of samples (n) is obtained from the total population error (N) divided by the 95% accuracy level limit, with a 5% tolerance limit [15]. So, from a total population of 250 respondents, if you use the Slovin formula, you get a sample of 154 respondents. So, the research sample to be used in this study was 154 respondents.

2.5 Research Questionnaire Development

EUCS is a method for measuring the level of user satisfaction with an application system by comparing user expectations with the reality of the information system [16]. EUCS is understood as an affective attitude related to a particular computer application that individuals use when interacting directly with the application. Research on user information satisfaction highlights the important role of users in measuring their overall level of satisfaction with the information received. Doll and Torkzadeh adopted and developed the EUCS model, which is used to quantify the level of user satisfaction with the information system because it corresponds to the user's experience with it [17]. Measurements are made on the information system to determine whether the system is effective and by user needs. The EUCS model was developed by Doll and Torkzadeh (1988). EUCS has five variables, namely:

1. Content Content variable is used to evaluate how satisfied customers are regarding the product information presented on the website, including relevance, completeness, and suitability to user needs.
2. Accuracy The accuracy variable is used to assess the extent to which customers are pleased with the efficiency of the information provided by the website after receiving input data. To ensure the accuracy level of the website, it is necessary to check for errors that often occur in producing results when handling user input.

3. Format To assess user satisfaction based on the visual appeal of the interface and aesthetics, as well as the data displayed by the website, it is necessary to use the format variable. This aims to see whether the display is easy to read, understand, attractive, and clear.
4. Ease of Use Ease of Use is used in assessing user satisfaction with the level of ease and maneuverability in using the website.
5. Timeliness The responsiveness variable is used to assess user satisfaction with speed, the extent to which the website is responsive, and timely in providing the facts and information that consumers require [18].

SERVQUAL is one method for measuring service quality using a questionnaire. Servqual was created to identify the sources of service quality issues and determine how to enhance service quality [19]. The Servqual method is the most widely used approach to evaluate the quality of services provided by entities engaged in various sectors. This approach makes it possible to assess service quality and deliver the results of this evaluation quantitatively [20]. Servqual, the most widely used service quality measurement method, measures the service quality of a service provider based on the following five aspects of service quality [21]:

1. Responsiveness: responsiveness in assisting users in providing services quickly
2. Assurance: the ability to maintain user confidence in the service
3. Tangibles: describing the physical appearance, features, equipment, and communication materials
4. Empathy: the ability to express concern and pay attention to users by understanding the needs of service users
5. Reliability: the ability to provide appropriate services accurately and reliably

At the stage of developing this questionnaire, there is a combination of variables from EUCS, which consists of 5 variables, namely content, accuracy, format, ease of use, timeliness, and Servqual, which consists of 5 variables, namely responsiveness, assurance, tangibles, empathy. From the 5 Servqual variables, 3 variables were taken, namely responsiveness, assurance, and empathy. This is based on the researcher's analysis of the relationship between the dimensions in the EUCS and Servqual variables. The Tangibles variable, which describes the physical appearance, as well as features, and the reliability variable measures the ability to provide appropriate services accurately, have a close relationship with the format, accuracy, and timeliness variables. So, if used will cause redundancy of indicators. So to maintain clarity in measurement, these 2 variables are not used. So the total variables used is 8 variables with 24 questions. Questions are taken from several previous studies that have been tested for consistency, as in Table 1.

Table 1: Research questionnaire

Variable	ID	Question Indicator
Content(X1)	X1.1	KEMENAG's website provides information that is easy to understand.

Variable	ID	Question Indicator
	X1.2	KEMENAG's website provides a complete information report.
Accuracy (X2)	X2.1	KEMENAG's website responds according to what is instructed (input).
	X2.2	Every feature of KEMENAG's website that is clicked always displays the appropriate page.
	X2.3	Rarely do errors occur when using KEMENAG's website.
Format(X3)	X3.1	KEMENAG's website has an attractive appearance.
	X3.2	KEMENAG's website has a neat layout.
	X3.3	KEMENAG's website has a harmonious combination of display colors.
Ease Of Use(X4)	X4.1	KEMENAG's website is easy to use.
	X4.2	KEMENAG's website is easy to access at any time.
	X4.3	KEMENAG's website has menus that make it easy to find what you need.
	X4.4	KEMENAG's website has information that is easy to download.
Timeliness (X5)	X5.1	KEMENAG's website provides up-to-date information.
	X5.2	KEMENAG's website provides the required information in a timely manner.
Responsiveness (X6)	X6.1	KEMENAG's website responds to your input quickly.
	X6.2	KEMENAG's website is quick to respond to queries.
Assurance (X7)	X7.1	KEMENAG's website has a system that guarantees the privacy of user data.
	X7.2	The information on KEMENAG's website is reliable.
Empathy (X8)	X8.1	KEMENAG's website has a complaint area to receive users' criticisms and suggestions.
	X8.2	KEMENAG's website provides an online error handling service.
User Satisfaction (Y)	Y.1	Ministry of Religious Affairs website is reliable.
	Y.2	Ministry of Religious Affairs website provides appropriate usability benefits.
	Y.3	KEMENAG's website has good quality in meeting user needs.
	Y.4	KEMENAG's website has been in accordance with what I expected.

2.6 Questionnaire Distribution

The questionnaire was distributed to the users of the website, which included employees of KEMENAG, teachers of religious education, religious institutions, government officials, and community members. Website users answered the questions using a five-point Likert scale, where 1 indicates strongly disagree and 5 indicates strongly agree. A Likert scale was used to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomena [22]. Table 2 presents the 5-point Likert scale:

Table 2: Likert scale

Scale	Answer
1	Strongly Disagree (STS)
2	Disagree (TS)
3	Neutral (N)
4	Agree (S)
5	Strongly Agree (SS)

There are five categories of descriptive analysis and their value ranges. The mean value is obtained to examine the degree of satisfaction among users on the website of KEMENAG of Maluku Province. Furthermore, the mean value was converted into a percentage so that it could be categorized. The value range was calculated by dividing the mean value by the highest scale. The percentage obtained was then grouped according to the satisfaction level [23]. The following Table 3 presents the satisfaction level categories:

Table 3: Satisfaction level category

Percentage	Category
75.02 to $\leq$ 100	Very High
58.35 to $\leq$ 75.01	High
41.67 to $\leq$ 58.34	Less
25.00 to $\leq$ 41.66	Low
0 to $\leq$ 24.99	Very Low

2.7 Data Analysis

The data analyzed was primary data collected through questionnaires distributed to the respondents. The strategy used in this study was to avoid bias during data collection. This includes formulating clear and measurable research questions and objectives. The right research questions can make the research process more directed, and the data obtained is what you want to study. The next strategy relates to the use of data collection methods, such as questionnaires, used in this study, because they can reach many respondents. The preparation of questions in the questionnaire must be neutral and easy to understand so as not to influence the respondents' answers. The instructions for filling out the questionnaire given to respondents must be clear and understandable. In addition, the sampling of respondents must be representative, meaning that the characteristics of the selected sample must represent the entire population. The final step in overcoming bias in data collection

is to conduct a pilot study. Before the questionnaires were distributed to 250 respondents, testing of research instruments was carried out to determine their consistency and ensure that the research instruments that had been prepared for the main research could be carried out properly and efficiently. The pilot study was conducted on 30 respondents. Question items are said to be valid if r count exceeds r table, which is 0.361 with a significance level of 5%. After the data is valid, proceed with testing the reliability with Cronbach's Alpha must exceed 0.60, then the data is declared reliable. The results obtained are consistent and reliable research instruments. The research design is not only important for the success of the research, but also to ensure the reliability and validity of the results obtained.

The descriptive analysis aimed to describe the object of research via sample or population data without evaluating and drawing findings applicable to the public. The descriptive analysis results, expressed as percentages, were interpreted to provide relevant knowledge [23]. The questionnaire analysis was performed using SPSS. SPSS (Statistical Program for Social Science) is a package of computer tools for evaluating statistical data, particularly statistical analysis in social sciences. The SPSS tool package can process nearly any sort of data and generate reports in the form of tabulations, charts (graphs), plots (diagrams), various distributions, descriptive statistics, and complicated statistical analysis [24]. The analysis process goes through several steps as follows:

2.7.1 Validity test

The validity test is an index goal to show that the instrument measures what it aims to measure [25]. The validity test in SPSS uses Pearson's product-moment correlation to correlate the score obtained from each question item with the total score. The product-moment correlation index can be measured using (1) [26].

$$r = \frac{N(\sum X) - (\sum X \sum Y)}{\sqrt{[N \sum X^2 - (\sum X^2)] - [N \sum Y^2 - (\sum Y)^2]}} \tag{1}$$

where r is the correlation coefficient, N is the number of samples, X is the item score, and Y is the total item score.

2.7.2 Reliability Test

A reliability test is a test of how stable an instrument is in measuring a variable. The more reliable an instrument, the more stable the instrument readings. Data are considered reliable if the Cronbach alpha value generated from SPSS data processing is greater than 0.60 [27]. Instrument reliability testing uses the Cronbach's alpha formula in (2) [26].

$$\left[r = \frac{k}{k-1}\right]\left[x - \frac{\sum ab^2}{\sigma t^2}\right] \tag{2}$$

where r is the reliability of the instrument, k is the number of items, $\sum ab^2$ is the sum of the item variances, and σt is the total variance.

2.7.3 Descriptive Statistics Analysis

Descriptive statistical analysis was performed on each indicator and the overall variables under study, after which the mean value was analyzed with categories according to the

level of satisfaction category [28]. This analysis aims to provide a better understanding of the distribution of respondents' answers in the questionnaire.

2.7.4 Normality Test

The normality test is carried out to identify whether the dependent variable and the independent variable are normally distributed [29]. The study's data normality test was conducted using a normal probability plot graph, which describes the distribution of data against the regression line [30]. Data are said to be normal if the points on the p-p plot spread follow the diagonal line and the points are spread following the diagonal line.

2.7.5 Heteroscedasticity Test

The heteroscedasticity test aims to identify whether in the regression model there is a difference in residual variance from one observation to another. This test focuses on the scatter plot graph between the predicted value of the dependent variable (ZPRED) and its residual (SRESID) in detecting the presence of heteroscedasticity. Heteroscedasticity does not occur if there is no clear pattern and the data points are randomly scattered above and below the number 0 on the Y-axis [31].

2.7.6 Multicollinearity Test

The multicollinearity test is a test conducted by identifying whether there is a high or perfect correlation between the independent variables in the regression model. One method to detect high correlation between independent variables is to use tolerance and VIF values. Tolerance measures the extent to which the independent variable cannot be explained by other variables, while VIF measures how much variance the regression coefficient is inflated due to multicollinearity. Decisions are made based on the criteria that the VIF value < 10 and the tolerance value > 0.10 [32].

2.7.7 T Test

The t-test focuses on measuring whether the independent variable individually has a major influence on the dependent variable. The hypothesis is accepted if the t-test results show a significance value of less than 0.05 and the calculated t value is greater than the t table. In contrast, if the significance value is greater than 0.05 and the t count is smaller than the t table, the hypothesis is rejected [24].

2.7.8 F-Test

The F-test focuses on measuring the significance of each independent variable with the dependent variable as well as assessing the significance of all independent variables together. If the calculated F significant value is smaller than the error rate with an alpha value of 0.05, then the estimated regression model is said to be feasible. Conversely, if the calculated F significant value is greater than the error rate of 0.05, then the regression model is said to be infeasible [32].

2.7.9 Coefficient of Determination (R^2)

The coefficient of determination focuses on measuring the influence of the independent variable and the dependent variable by squaring the coefficient of determination [24]. The greater the coefficient of determination (R2), the greater the ability of the independent variables to explain variations in changes in the dependent variable [33].

3 Results

3.1 Respondent Characteristics

The respondents' characteristics are mentioned to provide a general overview of the respondents' backgrounds. Respondents in this study were employees of KEMENAG, religious institutions, teachers, religious leaders, and community members. The questionnaire in this study was made online using Google Forms. The distribution of the questionnaires was done using email and WhatsApp, which were sent to the head of the Christian Community Guidance of KEMENAG, Maluku Province. The questionnaires were then forwarded to the respondents. Data collection was carried out within 1 month, starting from April 20, 2024, to May 20, 2024. The reason for collecting data for 1 month is to reach a population of 250 respondents. Collecting data over this long period can provide enough time to access respondents because it is done in a hurry. This is also to ensure the consistency and validity of the data. The data obtained from each respondent comprised the characteristics of the respondents based on gender, age, and agency/institution. The following Table 4, 5 and 6 is an overview of the respondents:

Table 4: Characteristics of respondents based on gender

Gender	Total Respondents	Percentage (%)
Male	42	27
Female	112	73
Total	**154**	**100**

As Table 4 indicates, male respondents were 27% while female respondents were 73%. The number of female respondents was greater than that of the male respondents. The female respondents were 112, and the male respondents were 42. This proves that KEMENAG's website is often visited by female respondents.

Table 5: Characteristics of respondents based on age

Age	Total Respondents	Percentage (%)
16-29 years	12	8
30-40 years	49	32
41-49 years	35	23
50-59 years	58	37
Total	**154**	**100**

Table 5 shows the characteristics of respondents based on age. The fewest respondents were between 16 and 29 years, totaling 12 people, followed by respondents aged between 41 and 49 years, totaling 35 people. The respondents were aged between 30-40 years, with a total of 49 people. Respondents based on age characteristics are mostly between the ages of 50 - 59 years, totaling 58 people. So it can be concluded that KEMENAG's website is most often visited by respondents aged between 50 - 59 years.

Table 6: Characteristics of respondents based on agency/institution

Agency/Institution	Total Respondents	Percentage (%)
Educational Institutions	53	34
Religious Institutions	43	28
Government	56	36
Agencies	1	1
Students Self-employed	1	1
Total	**154**	**100**

As Table 6 indicates, the personality traits of respondents have been established on agencies or institutions are dominated by government agencies with a total of 56 people (36%), followed by educational institutions with a total of 53 (34%) people, religious institutions with a total of 43 (28%) people and students and entrepreneurs with a total of 1 (1%) individual. This proves that KEMENAG's website is often visited by respondents from government agencies.

3.2 Validity Test

Validity testing was carried out on the results of questionnaire data collected by using the formula $df = n - 2$ for the number of respondents of 154, $df = 154 - 2 = 152$. After conducting the calculation, the r table was obtained at 0.158 [34]. To determine the validity of the questionnaire, an examination was done between the r count and the r table. If r count $> r$ table, then the questionnaire is said to be valid. Conversely, if r count < r table, then the questionnaire is invalid [35].

Table 7 shows the questionnaire testing conducted using SPSS, with valid results from all variables. The valid value is obtained through a comparison between the Pearson correlation (r count) and the Pearson distribution (r table), where all variables have a Pearson correlation value (r count) that exceeds the r table of 0.158 and a significance value < 0.05. The results show that the data can be trusted and describe the level of user satisfaction because the items in the variable are directly related to user satisfaction, and each item in the variable has a strong relationship with the answers of the respondents.

3.3 Reliability Test

In this reliability test, we will test 24 questions that have been distributed to 154 respondents. This test is carried out to test the stability of the instrument and is reliable.

Table 8 presents the results of the reliability test carried out in this study. The results indicate that all question items have a Cronbach's alpha value > 0.60, so the question items are said to be reliable.

Table 7: Validity test results

Variable	Question Indicator	R count	R table	Description
Content	X1.1	0.933	0.158	Valid
	X1.2	0.902	0.158	Valid
Accuracy	X2.1	0.853	0.158	Valid
	X2.2	0.771	0.158	Valid
	X2.3	0.846	0.158	Valid
Format	X3.1	0.902	0.158	Valid
	X3.2	0.907	0.158	Valid
	X3.3	0.923	0.158	Valid
Ease Of Use	X4.1	0.801	0.158	Valid
	X4.2	0.826	0.158	Valid
	X4.3	0.820	0.158	Valid
	X4.4	0.823	0.158	Valid
Timeliness	X5.1	0.915	0.158	Valid
	X5.2	0.926	0.158	Valid
Responsiveness	X6.1	0.959	0.158	Valid
	X6.2	0.955	0.158	Valid
Assurance	X7.1	0.921	0.158	Valid
	X7.2	0.912	0.158	Valid
Empathy	X8.1	0.847	0.158	Valid
	X8.2	0.899	0.158	Valid
User Satisfaction	Y1	0.862	0.158	Valid
	Y2	0.916	0.158	Valid
	Y3	0.929	0.158	Valid
	Y4	0.926	0.158	Valid

3.4 Descriptive Statistical Analysis

At this stage, it is carried out to provide a clear picture and data patterns from the questionnaire. The results of the descriptive analysis of each variable are shown in Table 9.

Table 9 shows the scale of the satisfaction level of each variable. In the Content variable (X1), the average mean value is 4.31 (86.2). If categorized on a rating scale, the content variable is categorized as very high. The accuracy variable (X2) gets an average mean value of 4.11 (82.2%). If categorized on an assessment scale, the accuracy variable gets a very high score. In the format variable (X3), the average mean value is 4.11 with a percentage of 82.2%. So it can be concluded that the format variable is categorized as very high. The ease of use variable (X4) obtained an average mean value of 4.21 (84.2%). If categorized on an assessment scale, the ease of use variable is categorized as very high. The timeliness variable (X5) gets an average mean value of 4.19 with a percentage of 83.8%. If categorized into an assessment scale, the timeliness variable is categorized as very high. In the responsiveness variable (X6), the average mean value is 4.04 with a percentage of 80.8%. So it can be concluded that the responsiveness variable is categorized as very high. In the assurance variable (X7), the average mean value is 4.23 with a percentage of 84.6%. If categorized

Table 8: Reliability test results

Variable	R count	R table	Description
X1	0.807	0.60	Reliable
X2	0.750	0.60	Reliable
X3	0.897	0.60	Reliable
X4	0.833	0.60	Reliable
X5	0.818	0.60	Reliable
X6	0.908	0.60	Reliable
X7	0.808	0.60	Reliable
X8	0.683	0.60	Reliable
Y	0.929	0.60	Reliable

Table 9: Result of variable analysis

Question Item	Mean	Percentage (%)	Category
X1.1	4.31	63.2	High
X1.2	4.32	76	Very High
X2.1	4.21	66.1	High
X2.2	4.28	76.9	Very High
X2.3	3.85	46.3	Low
X3.1	4.12	62.8	High
X3.2	4.12	64.7	High
X3.3	4.11	60.2	High
X4.1	4.25	66.4	High
X4.2	4.27	63.8	High
X4.3	4.16	69.4	High
X4.4	4.19	71.7	Very High
X5.1	4.21	73.7	Very High
X5.2	4.18	68.5	High
X6.1	4.03	56.4	Less
X6.2	4.05	59.5	High
X7.1	4.16	66.2	High
X7.2	4.30	72.1	Very High
X8.1	4.10	63.3	High
X8.2	3.86	49	Less

on an assessment scale, the assurance variable is categorized as very high. The empathy variable (X8) gets an average mean value of 3.98 with a percentage of 79.6%. If categorized on an assessment scale, the empathy variable gets a very high scale.

3.5 Normality Test

Normality testing in this study uses a pp- plot graph by looking at the distribution of data on the diagonal graph axis. The results of the normal probability plot graph can be seen in Figure 3 below:

The normal probability plot graph in Figure 3 shows that the points are spread close to the diagonal line, and the distribution follows the direction of the diagonal line. It can be

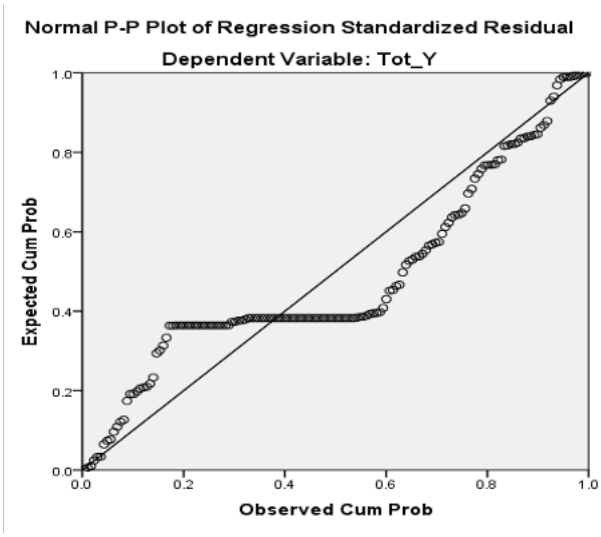

Figure 3: Normality test graph with normal P-P plot.

concluded that the data in this study if continued to multiple linear statistical models or statistical models to analyze the relationship between the dependent variable (Y) and the independent variable (X), the results of this data testing are valid and reliable because the residuals of this data tend to be normally distributed.

3.6 Heteroscedasticity Test

The heteroscedasticity test is carried out to identify whether there is an inequality of residual variances in the regression model. The requirement for a regression model is the absence of heteroscedasticity problems. This scatterplot graph is shown in Figure 4 below:

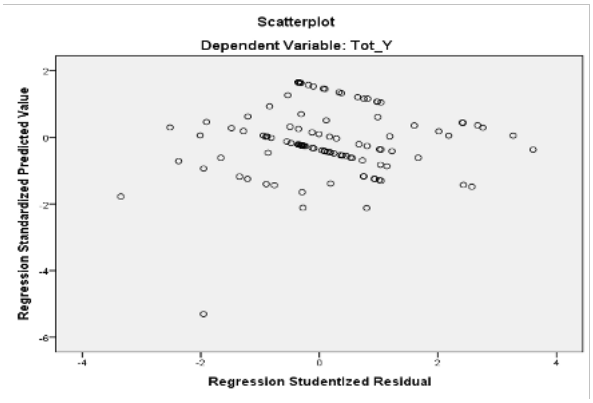

Figure 4: Heteroscedasticity test chart.

Figure 4 shows that all points are spread above and below the number 0 on the Y axis. It can be stated that the residual variance in the linear regression model is constant, or the distribution of errors does not depend on the value of the independent variable or the dependent variable but is randomly scattered around the value 0. So that if you proceed to hypothesis testing, the results will be valid and correct. This can be interpreted that the coefficient results obtained and understand the effect of the independent variable on the dependent variable more precisely.

3.7 Multicollinearity Test

At this stage, this test is carried out to detect a strong relationship between several independent variables in a regression model. The multicollinearity test results are shown in Table 10.

Table 10: Results of the multicollinearity test

Variable	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
Total.X1	.418	2.392
Total.X2	.411	2.433
Total.X2	.259	3.865
Total.X4	.236	4.245
Total.X5	.393	2.542
Total.X6	.262	3.820
Total.X7	.232	4.316
Total.X8	.354	2.826

Boleh minta bantuannya lagi pak untuk penempatan tabel 10 hasil uji multikolinearitas pindahkan penempatannya pada poin 3.7 Multicolinearity test bukan poin 3.8 T-Test pak. Kayaknya tadi pas bapaknya update artikel ada kesalahan penempatan tabelnya pak

Table 10 shows the multicollinearity results in the multiple regression equation. Where the test tolerance value > 0.10 and the VIF value < 10. So, it can be concluded that multicollinearity does not occur.

3.8 T-Test

The t-test is used to assess whether each independent variable has a significant effect on explaining changes in the dependent variable in the regression model. The formula for calculating the t-table value in this study is $df = n - k - 1$, where n is the number of data points used and k is the number of variables. Thus, the result is $154 - 8 - 1 = 145$. This means that the t table at the 0.05 probability level is 1.97646 [31].

Table 11 presents the results of the t-test. The results of this t-test are obtained based on data collection through research instruments in which there is a combination of variables from the EUCS and Servqual methods. Testing is carried out for each independent variable on the dependent variable. The goal is to find out how much influence each of these variables has on user satisfaction. The content variable has a t-value of 0.076 with a significant value of 0.940, meaning that content does not affect user satisfaction. The accuracy variable

Table 11: T-test results

Model	Unstandardized Coefficients	Standardized Coefficients		Significance
	B	Std.Error	Beta	t	.
1 (Constant)	.602	.346		7.137	0.00
X1	.018	.106	.014	.076	.940
X2	.312	.073	.023	2.440	.011
X3	.391	.111	.263	4.529	.000
X4	.390	.108	.134	4.488	.000
X5	.360	.116	.174	2.380	.007
X6	.396	.116	.225	3.424	.001
X7	.561	.146	.267	3.828	.000
X8	.302	.106	.218	2.833	.008

has a t-value of 2.440 with a significant value of 0.011. These results indicate that accuracy affects user satisfaction. The format variable has a t value of 4.529 with a significant value of 0.000. This result explains that the format influences user satisfaction. The ease of use variable has a t value of 4.488 with a significant value of 0.000, indicating that ease of use affects user satisfaction. The timeliness variable has a t-value of 2.380 with a significant value of 0.007. This means that timeliness affects user satisfaction. The responsiveness variable has a t value of 3.424 with a significant value of 0.001, meaning that responsiveness affects user satisfaction. The assurance variable has a t value of 3.828 with a significant value of 0.000, meaning that assurance affects user satisfaction. The empathy variable has a t value of 2.833 with a significant value of 0.008, meaning that empathy affects user satisfaction.

3.9 F-Test

The F-test is different from the t-test in that it focuses on measuring the significance of each independent variable with the dependent variable and assessing the significance of all independent variables together. in other words, this F-test is carried out to know the effect of the combination of EUCS and Servqual variables on user satisfaction simultaneously. The formula for knowing the value of f table in this study is as follows: $(df = k - 1) = df1 = 9 - 1 = 8$ and $(df2 = n - k) = 154 - 9 = 145$ With a significance of 5% or 0.05 obtained F table = 8, from the statistical table [36]. The results of the ANOVA test (F test) are shown in Table 12.

Table 12: F-test results

Model	Sum of Squares	Df	Mean Square	F	Significant
Regression	705.712	8	88.214	92.392	$.000^b$
Residual	138.443	145	.955		
Total	844.156	153			

Table 12 shows that the significance value is $0.000 < 0.05$, which means that the multiple regression model in this study is feasible to use and the independent variables which include content, accuracy, format, easy of use, timeliness, responsiveness, assurance, and empathy have a significant influence on the dependent variable user satisfaction.

3.10 Coefficient of Determination (R^2)

The test conducted shows the results of the determination test with an R value of 0.914, an R2 value of 0.836, an Adjusted R2 value of 0.827, and a standard error of estimate of 0.977. The R2 result shows the coefficient of determination (Adjusted R2) value of 0.836. This explains that the higher the R2, the better the regression model in explaining data variations. To see how much influence the eight variables have on user satisfaction, it will be compared using the correlation coefficient interpretation Table 13 below.

Table 13: Coefficient intervals and level of influence [33]

Coefficient Intervals	Level of Influence
0,00 – 0,20	Very Weak
0,21 – 0,40	Weak
0,41 – 0,70	Strong
0,71 – 0,90	Very Strong
0,91 – 0,99	Extremely Strong

Based on Table 13, it can be concluded that the variables of content, accuracy, format, ease of use, timeliness, responsiveness, assurance, and empathy have a very significant influence on user satisfaction. The calculation results show that the influence of the 8 variables above affects user satisfaction by 83.6% while 16.4% is influenced by other variables that are not included in this study.

4 Discussion

4.1 The Effect of Content on User Satisfaction

The first hypothesis in this study, through the t test shown in Table 11, it is known that the content variable has a t value of $0.076 < 1.976$ with a significance value of $0.940 > 0.05$. So, it can be concluded that the content variable does not affect user satisfaction. This shows that even though users see that the information provided by the website is complete and useful, it does not make a real contribution to increasing user satisfaction because users see that the completeness of the information on the website is something that should be owned by the website in general. On the other hand, the test results show that users are more interested in the correctness or accuracy of the information provided by the website, the ease of use of navigation when interacting with the website, the attractive website display and the attractive writing format, several obstacles affect the completeness of information such as several pages cannot be accessed including the church registration page, the decree of the bureaucratic reform team, the religious pulpit which contains information on Catholicism, Hinduism and Buddhism, as well as education data within the Maluku Regional Office which is erroneous. It is hoped that the manager will address the above obstacles to increase user satisfaction. The results of this study contradict research conducted by Waluyo (2022). Waluyo stated that content affects user satisfaction. According to Waluyo, user satisfaction with the PeduliLindungi application is influenced by complete service information, which includes high-risk zone information, vaccine information, and contact tracing of COVID-19 patients [37]. Meanwhile, the satisfaction of users of the Ministry of

Religion website is not influenced by the completeness of the information available on the website.

4.2 The Effect of Accuracy on User Satisfaction

The second hypothesis of the present research proposes that accuracy affects user satisfaction with the website of KEMENAG of Maluku Province. With a t value of 2.440 $>$ t table 1.976 and a significance of 0.011 $<$ 0.05, the hypothesis is accepted. This proves that the more accurate the information provided by the website, the higher the user satisfaction. It can be proposed that the website can provide accurate information, and errors rarely occur when users use the website. Based on the results of the study, users are satisfied with the Ministry of Religion's website services because the accuracy of the information provided by the website enables users to get the information they need. The reliability of the services provided by the website can give confidence to users to use it when looking for the information needed or when applying for administrative services. So, it can be concluded that this accuracy variable is an important factor influencing user satisfaction. The findings match up with research published by Nurhalimah et al. (2024) on user satisfaction with the SMP Negeri 1 Sungai Lilin website using the ECUS technique. The findings indicate that the reliability variable influences user happiness [38].

4.3 The Effect of Format on User Satisfaction

The third hypothesis in this study proposes that format affects user satisfaction on the website of KEMENAG of Maluku Province. With a t value of 4.529 $>$ t table 1.976 and a significance of 0.00 $<$ 0.00, the hypothesis is accepted. This proves that the more attractive the website interface, the higher the user satisfaction. The results prove that the format variable has the most significant influence on user satisfaction compared to other variables because it has the highest t-statistic value. It can be explained that the website can attract visitors because it displays a clear writing format, a neat layout, has a combination of color displays that are harmonious and attractive. So, it can be concluded that the format variable is an important factor influencing user satisfaction. The results of this study are in line with research conducted by Llias (2023) found that the format variable had an impact on satisfaction among users [4]. This research contradicts research conducted by Darmawan (2020), which states that format does not affect user satisfaction. According to Darmawan, the satisfaction of Dukcapil application users is not influenced by the appearance of the application, the appearance of clear and readable writing format [39]. Because application users are more concerned with the service information provided as needed, completely and quickly. In contrast to this research, the Ministry of Religion website user satisfaction is influenced by the website display provided, the writing format is clear and easy to understand, and the layout is neat.

4.4 The Effect of Ease-of-Use on User Satisfaction

The fourth hypothesis of this study proposes that ease of use affects user satisfaction on the website of KEMENAG of Maluku Province. The t value on the ease-of-use variable is 4.488 $>$ t table 1.976, and the significance is 0.00 $<$ 0.05. Therefore, the hypothesis is accepted. This proves that the easier it is for users to access the website, the higher the user satisfac-

tion. It can be explained that the website is easy to use because it has navigation that is easy to understand, so that users can find the information they need, has information that is easy to download, and the website can be accessed at any time. However, some users find it difficult because it is the first time using the website when applying for religious information services, recommendations for proposals for assistance, community complaints, and others. It can be concluded that the ease-of-use variable is an important variable influencing user satisfaction. Putra (2023) regarding the application of the EUCS method to analyze the level of user satisfaction with the Darwinbox application. The study's findings indicate that user satisfaction is affected by the ease-of-use attribute [40].

4.5 The Effect of Timeliness on User Satisfaction

The fifth hypothesis in this study proposes that timeliness affects user satisfaction with the website of KEMENAG of Maluku Province. The t value on the timeliness variable is 2.380 $>$ t table 1.976 and significance 0.007 $<$ 0.05. Therefore, the hypothesis is accepted. This proves that the better the website is at providing the latest information, the higher the user satisfaction. It can be explained that the website can provide the latest information to users, so that the information needed by users can be found promptly. However, there are several pages whose information is not up to date, such as the important info page and the SPAK page. This causes some users to feel that they cannot find the latest information related to the page. It can be concluded that the timeliness variable is an important variable influencing user satisfaction. This research aligns in line with research conducted by Hasanah (2023) regarding user satisfaction with the MyPertamina application. His research results suggest that the timing element affects customer happiness [41]. This research contradicts research conducted by Putra (2023), which states that timeliness does not affect user satisfaction. According to Putra, user satisfaction of the Darwinbox application does not depend on the timeliness of the information displayed in the application, but rather the completeness of the information provided from the application, the interaction between users and the application whether the application is easy to use, the appearance of an attractive application and a clear writing format [40]. Meanwhile, the satisfaction of users of the Ministry of Religion website depends on how up-to-date the information provided by the website is.

4.6 The Effect of Responsiveness on User Satisfaction

The sixth hypothesis in this study proposes that responsiveness affects user satisfaction on the website of KEMENAG of Maluku Province. With a t value of 3.424 $>$ t table 1.976 and a significance of 0.001 $<$ 0.05, the hypothesis is accepted. This proves that the faster the website provides information to users, the higher the user satisfaction. It can be explained that the website can display the information needed by users quickly and responsively in responding to questions asked by website users. Users feel more satisfied if website service providers can respond quickly to problems they encounter. So, it can be concluded that the responsiveness variable is included as an important variable in influencing user satisfaction. This research is in line with research conducted by Setiono (2022), discussing the impact of user quality aspects such as reliability, responsiveness, capacity, empathy, and form on user satisfaction. The findings indicated that the reactivity variable had an impact on consumer happiness [42]. This study challenges research conducted by Kassim (2023),

which states that responsiveness does not affect user satisfaction. According to Kassim, internet service provider (ISP) user satisfaction does not depend on how responsive the service provider is in responding to problems faced by service users. But it depends on the quality of service used [43]. Meanwhile, website user satisfaction depends on how quickly the website manager responds to the problems they face.

4.7 The Effect of Assurance on User Satisfaction

The seventh hypothesis proposes that assurance affects user satisfaction with the website of KEMENAG of Maluku Province. With a t value of $3.828 >$ t table 1.976 and a significance of $0.008 < 0.05$, the hypothesis is accepted. This proves that the better the website in providing trustworthy services, the higher the user satisfaction. It can be explained that the website has a guaranteed system for maintaining the privacy of user data, thus, the data from users is safe and not misused. The information provided on the website is also real-time information, thus, it can be trusted. Therefore, it can be concluded that the assurance variable is an important variable influencing user satisfaction. This research is in line with research conducted by the findings of his research shows that the assurance variable affects customer happiness. Ali, (2021). Regarding the effect of hotel service quality on customer satisfaction in hospitality. The findings indicate that the assurance variable has an impact on how satisfied customers are [44]. This research is not in line with research conducted by Kassim (2023). According to Kassim, the satisfaction of internet service provider (ISP) users is not influenced by the security of users' data when protected, but is influenced by the quality of the services provided in the form of the appearance of the services used, which are attractive and user-friendly [43]. Meanwhile, the satisfaction of users of the Ministry of Religion website is influenced by the system's guarantee of maintaining the privacy of user data.

4.8 The Effect of Empathy on User Satisfaction

The eighth hypothesis proposes that empathy affects user satisfaction with the website of KEMENAG of Maluku Province. The t value on the empathy variable is $2.833 >$ t table 1.976, and the significance is $0.008 < 0.05$. Therefore, the hypothesis is accepted. This proves that the better the website provides services in understanding user needs, the higher user satisfaction. It can be explained that the website can provide a space to accommodate criticism and suggestions from users regarding the results of interactions with the website and address solutions to problems that users encounter when interacting with the website. However, there are obstacles on the website that must be improved, namely, the user feedback feature when interacting with the website. This feedback feature is very important for improving the quality of KEMENAG's website based on user feedback. So, it can be concluded that the empathy variable is an important variable influencing user satisfaction. This research is in line with research conducted by Setiono (2022) regarding customer satisfaction with the service quality of the BNI Mobile banking service application. Findings from her research revealed that empathy variables influence customer satisfaction [42]. This research contradicts research conducted by Rahmawati (2022), which states that empathy does not affect user satisfaction. According to Rahmawati, Anteraja application user satisfaction depends on how reliably and responsively the services provided are accurate and quick. In contrast to this research. Ministry of Religion website user satisfaction de-

pends on the website manager's ability to accommodate and provide solutions to website users [45]. In contrast to this research. The user satisfaction of the Ministry of Religion website depends on the website manager's ability to accommodate and provide solutions to website users.

4.9 The Effect of Content, Accuracy, Format, Ease of Use, Timeliness, Responsiveness, Assurance, and Empathy on User Satisfaction

The ninth hypothesis proposes that the eight variables together have an effect on user satisfaction with the website of KEMENAG of Maluku Province. The calculated F value on the eight variables is $92.49 >$ f table 2.00 and significance $0.00 < 0.05$. Therefore, the hypothesis is accepted. This shows that the website is reliable for meeting the needs of the user. It can be explained that, in general, the website has good quality in meeting user needs such as up-to-date information, clear fonts making it easy to understand, and user data privacy which is guaranteed to be safe when they want to collect requirements such as registration for pilgrimage so that user trust in the website increases.

5 Conclusion

The descriptive analysis carried out shows that all eight variables analyzed have a very high level of satisfaction. Users are generally satisfied with the quality of the information presented and the reliability of the services provided. These findings reflect KEMENAG's commitment to providing relevant and accurate information, as well as ensuring that users can rely on the website as the primary source for accessing services and information. Thus, it is recommended to be maintained and improved. Tests conducted individually (partially) on eight variables, it is stated that there are seven variables, namely accuracy, format, ease of use, timeliness, responsiveness, assurance and empathy, which affect user satisfaction. This shows that the format variable, which includes the appearance of the website and a clear writing format, is more capable of attracting many people to visit the Ministry of Religion website. However, one variable, namely content, has no effect on user satisfaction. This shows that the content variable that includes the completeness of the information provided by the website is not the main factor in influencing user satisfaction. The tests carried out jointly state that all eight variables affect user satisfaction. By continuously involving user feedback and making continuous improvements, it will be valuable to create services that are more responsive and in accordance with the needs of the community. The results of this analysis not only provide a clear picture of user satisfaction but also provide a strong basis for developing better digital service strategies in the future. Future research is expected to use other variables that are not used in this study. This is because there are aspects that have not been measured in this study in understanding user satisfaction, such as security aspects. Future research is expected to develop measurement methods that are more adaptive to technological changes, such as using machine learning to analyze user opinions in real time. This is because using advanced technology such as machine learning can process large amounts of data, estimate future user satisfaction to anticipate new opportunities or problems before they occur, and can also identify hidden patterns in the data.

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