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ANALYSIS OF THE EFFECT OF EUCS VARIABLES ON USER SATISFACTION IN THE APPLICATION OF CEISA 4.0 AS AN ADMINISTRATIVE SYSTEM

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Abstract
This study analyzes the impact of EUCS (End-User Computing Satisfaction) variables on user satisfaction with the CEISA 4.0 administrative system at KPPBC TMP Juanda. This study aims to evaluate how various factors, including technical support, reporting features, and system usability, contribute to overall user satisfaction. Data were collected through a survey, and analysis used Structural Equation Modeling (SEM) to assess the relationship between the identified variables. Key findings indicated that users experienced satisfactory technical support, characterized by quick responses and effective solutions to problems. In addition, the system's excellent reporting features facilitate the generation of comprehensive and easy-to-understand reports, further increasing user satisfaction. The research also included validity and reliability tests, confirming that the constructs used in this study are valid and reliable for measuring user satisfaction. The results show that improving these factors can significantly increase user satisfaction with CEISA 4.0, ultimately leading to more efficient administrative processes. This research adds to a more profound comprehension of the elements that influence user satisfaction in administrative systems, as well as providing valuable insights for future development of similar technologies.

Keywords: *CEISA 4.0, End-User Computing Satisfaction (EUCS), Multiple Linear Regression, User Satisfaction*

INTRODUCTION

In the increasingly advanced digital era, information technology is very important to improve the effectiveness and efficiency of various businesses, including customs administration. The Ceisa 4.0 Application System is an important part of the Indonesian e-Government system which aims to improve transparency, accountability, and ease of delivery of customs documents, which will accelerate services to the community and the business world (Putri & Syamsuddin, 2021). This application is designed to support customs administration processes in Indonesia. The Directorate General of Customs and Excise (DJBC) has developed the CEISA 4.0 application system to accelerate and simplify administrative and service processes within the customs and excise environment. As a

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government institution, DJBC is responsible for managing customs and excise matters under the Ministry of Finance. The Customs-Excise and Automation Computing System (CEISA) is an idea to develop integrated information and computing technology created by DJBC since 2011 as a special customs and excise data system (Murti & Vikaliana, 2021). This information system grew along with the entry of manufacturing 5.0 resulting in DJBC 2018 creating CEISA 4.0 and starting operations in 2020 in the website realm Beacukai: https://portal.beacukai.go.id (Nugraha & Kusyeni, 2021). This information system consists of several subunits that function to carry out management tasks, services, monitoring, and various relationships with DJBC capabilities and functions.

With CEISA 4.0, the customs service process becomes more efficient, allowing more people to receive customs services. The swift advancement of information technology in various sectors, such as the public sector, enhances the efficiency and effectiveness of operations. The government uses a digital-based application system to improve performance and accelerate public services. This represents how information technology can be utilized (Murtadho, 2024). Utilizing technology-driven applications is crucial in the customs and excise sector to streamline oversight and expedite administrative procedures. While the implementation of such applications is anticipated to enhance effectiveness and service quality, the extent of user contentment with this system remains uncertain. The efficacy of information technology within a company is greatly impacted by the level of satisfaction that users experience with the application system (Anggraini et al., 2025). Therefore, the evaluation of user satisfaction of the CEISA 4.0 Application System at KPPBC TMP Juanda is very important.

End-User Computing Satisfaction (EUCS) is a tool that can be utilized to gauge satisfaction levels among users. It is a framework designed to assess the level of contentment users feel towards the software system they are using, taking into account factors like system quality, information quality, technical assistance, and system utilization (Sanyoto et al., 2025). Researchers have chosen the End-User Computing Satisfaction (EUCS) method to assess user satisfaction with the CEISA 4.0 system at KPPBC TMP Juanda because it has been proven effective in measuring various factors such as content, accuracy, format, ease of use, and timeliness. This study aims to evaluate the CEISA 4.0 application system, which is one of the systems used at the Juanda Customs and Excise Supervision and Service Office (KPPBC) to simplify the customs administration process by using a system approach. This study aims to evaluate the level of user satisfaction with the CEISA 4.0 Application System at KPPBC TMP Juanda. The strategic task of KPPBC TMP Juanda is to supervise and provide customs services. This organization must ensure that the use of technology-based information systems runs well and makes user tasks easier (Suri & Puspaningrum, 2020). This research aims to enhance comprehension of the variables that impact user contentment levels. Ultimately, this will help find solutions for system or service improvements that can improve user satisfaction.

LITERATURE REVIEW

EUCS Method

The EUCS model is used to measure how satisfied end users are with the information systems they use (Katili et al., 2024). This model assesses various aspects that influence user experience. End User Computing Satisfaction includes several important dimensions that influence user satisfaction with information systems.

Table 1. Dimensions and Descriptions of the EUCS Method

Dimension or Variable	Description
Content	Relevance and completeness of information; users are satisfied if the content matches their needs.
Accuracy	Accuracy and reliability of information; essential for proper decision making.
Format	How information is presented; layout and visual design that facilitates understanding of the data
Ease of Use	Ease of system operation; intuitive interface and simple navigation enhance convenience.
Timeliness	Speed of availability and updating of information; essential for quick decisions in business.

CEISA 4.0

CEISA 4.0, which is also referred to as the fourth edition of the Customs-Excise Information System and Automation, was developed by the Directorate General of Customs and Excise (DJBC) with the aim of improving the efficiency and effectiveness of customs and excise activities. This system is designed to integrate various customs processes in one portal that can be accessed via a browser, making it easier for users to track the status of goods without having to install additional applications (PKN-STAN PRESS, 2023). With CEISA 4.0, it is hoped that the administrative process will be more transparent and responsive to user needs (Sudarmadi et al., 2022). In addition to streamlining procedures, CEISA 4.0 also enhances data accuracy and security through the implementation of digital documentation and real-time monitoring. The integration of various modules—such as import-export declarations, excise control, and licensing—into a centralized system reduces

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redundancies and minimizes the risk of human error. Furthermore, by supporting interoperability with other government and trade systems, CEISA 4.0 plays a vital role in facilitating international trade, improving regulatory compliance, and fostering a more transparent and accountable customs environment.

Multiple Linear Regression

George A. F. Seber and Alan J. Lee describe Multiple Linear Regression as a statistical method that examines the correlation between a single outcome variable and multiple predictor variables (Karina & Dermawan, 2024). Researchers and analysts are able to evaluate the impact of variations in the independent variables on the dependent variable using this method, providing a more comprehensive understanding of complex data relationships. Multiple linear regression is commonly applied across a range of industries including economics, engineering, social sciences, and business. Its utility lies in facilitating predictions, investigation of theories, and evaluation of the significance of different variables. By analyzing residuals and model fit statistics, researchers can also evaluate the validity and reliability of their regression models. Moreover, multiple linear regression assumes a linear relationship between variables and requires careful checking of assumptions such as normality and multicollinearity. Proper model specification is crucial to ensure accurate and meaningful results.

Hypothesis Testing

Smart PLS is a term that refers to the testing of relationships between variables proposed in a research model, where the user interface (UI) facilitates data visualization and interpretation (Purwanto et al., 2021b). This software is used for performing path analysis and structural equation modeling (SEM), allowing researchers to investigate connections between different variables simultaneously (Akbar et al., 2024). This approach enables researchers to examine theories regarding how independent variables impact dependent variables, as well as appraise the intensity and importance of the connection between variables. The findings from this study provide insight into how variables interact with each other and support decision-making based on data. Smart PLS is especially beneficial for research that is exploratory in nature and involves intricate relationships or a limited number of observations. It supports both reflective and formative measurement models. Its user-friendly interface makes it accessible for both novice and experienced researchers.

RESEARCH METHODS

Research Stages

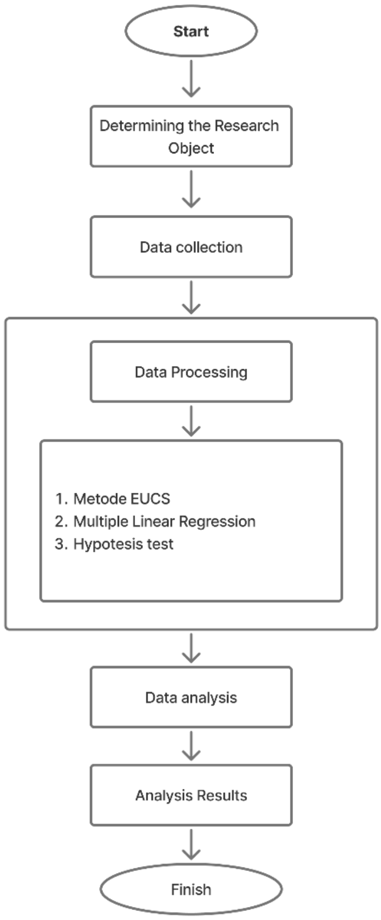

Figure 1. Research Stage

This study applies quantitative descriptive. Quantitative descriptive research involves various theories, designs, hypotheses, and determination of research subjects. This is an attempt to gather knowledge through empirical experience (Ibrahim et al., 2023). The author began the study by analyzing the background of the study and current technology trends, especially related to user satisfaction (Fakhirah & Sekarwati, 2022). The next stage is a literature study to determine the theory used in this study. User satisfaction in research can be assessed through the End User Computing Satisfaction model. This model includes five important factors: Content, Accuracy, Format, Ease of Use, and Timeliness (Arisoemaryo & Prasetio, 2022). At the next stage of data analysis, the information gathered from the survey questionnaire is examined using Smart PLS. The findings of this evaluation are then reported based on the original hypothesis and the tests conducted. In the end, the research is concluded with final insights drawn from the results obtained.

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Population and Sample

The individuals included in this research were staff members at KPPBC TMP Juanda who utilized CEISA 4.0, totaling 200 users. This study utilized probability sampling as the sampling technique, guaranteeing that all individuals in the population have an equal chance of being selected for the sample (Subhaktiyasa, 2024). The objective of this research is to investigate the influence of the EUCS variable on user contentment while utilizing CEISA 4.0 at KPPBC TMP Juanda as an administrative platform. By focusing on the interaction between user experience and system quality, this study aims to identify how much impact the EUCS variable has in increasing user satisfaction. The analysis findings are anticipated to offer valuable perspectives for enhancing the agency's administrative system to be more productive and streamlined. Sampling is the process of drawing conclusions about a population based on data from the sample, with a reliable level of accuracy (Majdina et al., 2024). To produce conclusions that can be applied to the population, the sample must be representative of the population.

Sample Determination

The calculation of the sample size for this research was done by applying the Slovin formula, a widely used technique to ascertain the appropriate sample size for a given population (Aini et al., 2023). In this case, the level of tolerable margin of error is set at 5%, thus, the resulting formula will help research in determining the number of samples needed to ensure that the research results can accurately reflect the characteristics of the population.

$$n = \frac{N}{1+N.\ e^2}$$

$$n = \frac{200}{1+200.\ 0{,}05^2} = 130$$

Description:

n = Sample size

N = Population size

e = Tolerable margin of error

Research Variables

Researcher use instruments to collect data and are used to measure the value of the variables studied. The purpose of this instrument is to collect accurate quantitative information. Likert scale surveys are tools often used to measure opinions, beliefs, and perceptions of individuals or groups about social phenomena. Respondents' attitudes, opinions, and perceptions are measured in the survey. Furthermore, researcher use the EUCS

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(End User Computing Satisfaction) model, which will assess end-user satisfaction of the information system based on five factors: content, accuracy, format, usability, and timeliness. This model is used to test the collected data statistically (Lestari & Setyadi, 2024).

Table 2. Research Variables

EUCS Dimension	ID	Indicator
Content(X1)	CON 1	The CEISA 4.0 application protects user data with multiple layers of security.
	CON 2	Excellent reporting features allow users to create comprehensive and easy-to-understand reports.
	CON 3	Users receive satisfactory technical support, with fast responses and effective solutions to any problems.
Accuracy(X2)	ACC 1	The CEISA 4.0 monitoring system is highly reliable, providing information on document status in real-time.
	ACC 2	This system is quite effective in reducing data input errors, thanks to automatic validation and checking.
Format (X3)	FOR 1	Overall, CEISA 4.0 is easy to use, with an easy-to-understand interface and clear navigation, allowing users to adapt quickly.
	FOR 2	The CEISA application offers a stunning User Interface, combining modern aesthetics with ease of navigation, making every interaction an experience.
Ease of Use (X4)	EOU 1	Currently, CEISA 4.0 is easy enough to understand that no additional instructions are needed.
	EOU 2	When using CEISA 4.0, which indicates stability
	EOU 3	Given the benefits and convenience of CEISA 4.0, I would recommend it to my colleagues.
Timeliness (X5)	TIM 1	With fast CEISA 4.0, users can send documents without waiting long.
	TIM 2	The notification feature works well; it automatically notifies users of any changes in document status.
	TIM 3	CEISA 4.0 is continuously updated with new features that are useful for users.
Satisfaction (Y)	SAT 1	According to the needs
	SAT 2	CEISA 4.0 can be relied on anywhere and anytime

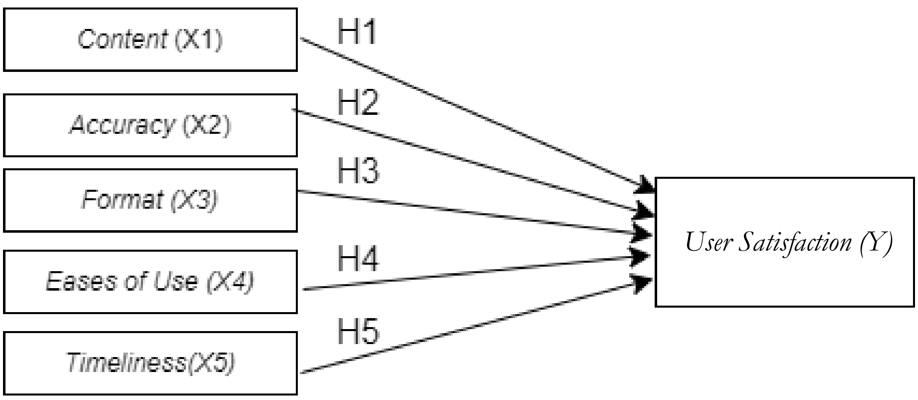

Figure 2. End User Computing Satisfaction Model Design

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Research Hypothesis

Figure 2 shows the hypothesis framework based on the End User Computing Satisfaction (EUCS) variable, which consists of 5 hypotheses:

H1= Content variable (X1) has a significant effect on the level of user satisfaction (Y)

H2= Accuracy variable (X2) has a significant effect on the level of user satisfaction (Y)

H3= Format variable (X3) has a significant effect on the level of user satisfaction (Y)

H4= Ease of use variable (X4) has a significant effect on the level of user satisfaction (Y)

H5= Timeliness variable (X5) has a significant effect on the level of user satisfaction (Y)

Researcher use instruments to collect data and are used to measure the value of the variables being studied. The purpose of this instrument is to be able to collect accurate quantitative information. Likert scale questionnaires are commonly employed for gauging the viewpoints, convictions, and understandings of either individuals or collectives pertaining to societal occurrences. Respondents' attitudes, opinions, and perceptions are measured in the survey. Moreover, researchers utilize the EUCS (End User Computing Satisfaction) model to evaluate end-user contentment with the information system through five different factors: content, accuracy, format, usability, and timeliness. This particular model is employed for statistical analysis of the gathered data (Az-Zahra et al., 2024).

Structural Equation Modeling, commonly referred to as SEM, serves as a method of assessment utilized to analyze the relationships between both visible and hidden factors. The smart PLS 3.0 software enables data processing through the use of factor analysis and regression. This allows researchers to construct path diagrams that illustrate the relationships between variables within the model. Smart PLS software also uses partial least squares for SEM. One of its advantages is its accuracy, because it is not tied to special beliefs, the sample is small, and does not require standard data distribution (Purwanto et al., 2021a). PLS 3.0 estimates can be explained as follows:

a) Measurement Model (Outer Model): The construct validity assessments, involving measures of convergent and discriminant validity, demonstrate the connection between hidden variables and their observable indicators.

b) Discriminant Validation: Ensuring that each concept in the latent model is unique from other variables can be achieved by comparing the relationships between constructs, using the sliding load value between the AVE value and the indicator.

c) Reliability Test: The construct is assessed by the composite reliability coefficient and Cronbach Alpha. If the value is more than 0.7, the construct is considered reliable.

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The Structural Model, also referred to as the Inner Model, explores how latent variables interact in a cause-and-effect manner. The coefficient of determination (R^2) is employed to measure the extent of variability caused by both endogenous and independent variables. The structural model score is determined through a combination of the square coefficient and path coefficient. An R^2 value of 0.67 signifies a robust connection, while 0.33 suggests a moderate link, and 0.19 indicates a weak association (Evi & Rachbini, 2023).

RESULTS AND DISCUSSION

The data processing process using Structural Equation Modeling (SEM) is a measurement tool used to evaluate how observable and unobservable variables interact with each other. Data processing using smart PLS 3.0 This SEM software uses factor analysis and regression, which gives researchers the opportunity to create a path diagram that shows how the variables in the model interact with each other. Smart PLS software also uses Partial Least Square SEM (PLS-SEM). The steps taken in this data processing are to design a structural model first, then test the outer model and inner model which are then ended with testing the previously determined hypothesis.

Model Design

At this stage, a structural model and measurement model will be designed based on the research framework consisting of latent variables and indicators. The connection between independent variables and dependent variables is outlined in the structural equation provided.

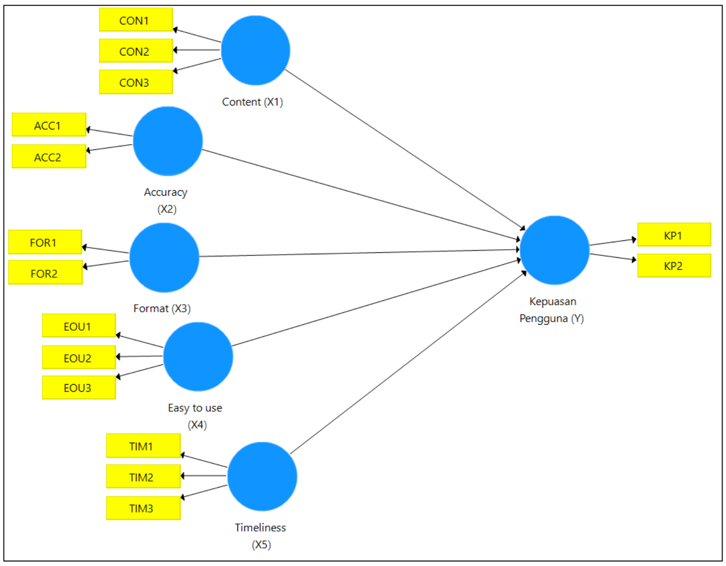

Figure 3. Structural and Measurement Model

Source: SmartPLS Data Processing, 2025

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Outer Model Evaluation (Measurement Model)

The evaluation of the external model is carried out to appraise the signals and establish the possibility of the measurements through tests for validity and reliability. The measurements are assessed based on several parameters, namely convergent validity tests (loading factors and average variance extracted), discriminant validity, and reliability tests.

1) Convergent Validity Test

The purpose of this examination is to evaluate the convergent validity of indicators for each construct. As per the research by Hair Jr. et al. (2021), an indicator is considered to have strong validity when its outer loading exceeds 0.70. Based on this, if there is an indicator with an outer loading below 0.70, it will be deleted or removed from the model or it can also be said that the outer loading is ignored until the AVE value is above 0.50 and is considered valid.

Table 3. Outer Loading Table Results

Item	Outer Loadings	Category
CON1	0.791	Valid
CON2	0.868	Valid
CON3	0.925	Valid
ACC1	0.945	Valid
ACC2	0.954	Valid
FOR1	0.973	Valid
FOR2	0.972	Valid
EOU1	0.877	Valid
EOU2	0.889	Valid
EOU3	0.728	Valid
TIM1	0.947	Valid
TIM2	0.871	Valid
TIM3	0.965	Valid
KP1	0.946	Valid
KP2	0.903	Valid

Source: SmartPLS Data Processing Results, 2025

The criterion for assessing the outer loading or loading factor is considered satisfactory if it exceeds a minimum threshold of 0.7. Based on table 3, it is clear that all measurements for every factor exceeded the minimum level of 0.7 following the computation process. Therefore, all indicators can be said to be valid so that each item of the variable is stated to have met convergent validity. In addition to reviewing based on the loading factor value, convergent validity can also be determined by looking at the Average Variant Extraction (AVE) value for each indicator with the condition that the value must be greater than 0.50

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in order to be said to be a good model (Hair Jr. et al., 2021). The following is the AVE value after testing.

Table 4. Average Variance Extracted Values

Variable	Average Variance Extracted (AVE)
Content (X1)	0.745
Accuracy (X2)	0.901
Format (X3)	0.946
Easy to use (X4)	0.697
Timeliness (X5)	0.862
User Satisfaction (Y)	0.855

Source: SmartPLS Data Processing Results, 2025

The data from the table indicates that each variable has an AVE value exceeding 0.50. This suggests that each variable demonstrates strong convergent validity, indicating the credibility of the data.

2) Discriminant Validity Test

The reflective indicator's accuracy can be gauged in this assessment by analyzing how it correlates with its relevant construct. A valid indicator is one that exhibits a stronger correlation with its intended construct compared to other constructs, leading to a more accurate prediction of block size by the latent construct (Imaningsih & Fathonah, 2018). Below are the outcomes from the assessment of the distinctiveness of the test.

Table 5. Discriminant Validity Test Results

	Content (X1)	Accuracy (X2)	Format (X3)	Easy to use (X4)	Timeliness (X5)	User Satisfaction (Y)
CON1	0.791	0.408	0.461	0.212	0.319	0.452
CON2	0.868	0.406	0.330	0.155	0.243	0.402
CON3	0.925	0.439	0.473	0.207	0.309	0.458
ACC1	0.478	0.945	0.481	0.133	0.184	0.416
ACC2	0.445	0.954	0.403	0.143	0.158	0.455
FOR1	0.506	0.462	0.973	0.168	0.322	0.570
FOR2	0.453	0.440	0.972	0.198	0.275	0.562
EOU1	0.167	0.124	0.189	0.877	0.102	0.250
EOU2	0.182	0.103	0.135	0.899	0.133	0.243
EOU3	0.208	0.135	0.143	0.728	0.090	0.256
TIM1	0.315	0.164	0.291	0.135	0.947	0.342
TIM2	0.280	0.128	0.214	0.073	0.871	0.299
TIM3	0.347	0.203	0.341	0.149	0.965	0.351
KP1	0.495	0.449	0.629	0.327	0.371	0.946
KP2	0.442	0.396	0.422	0.216	0.279	0.903

Source: SmartPLS Data Processing Results, 2025

The data presented in the chart displays the outcomes of the discriminant validity assessment, analyzing the cross loading values acquired. These values are visible in the respective columns for each variable, indicating the highest value in comparison to others. Therefore, it can be concluded that the indicators for each variable have successfully demonstrated discriminant validity.

3) Reliability Test

This examination is designed to assess the instrument's reliability within a research model. If the combined reliability and Cronbach alpha scores of each element surpass 0.70, it will indicate the stability of the concept or the accuracy of the research instrument that is being employed. Presented below are the outcomes of the reliability assessment conducted on the variables in this particular study.

Table 6. Reliability Test Results

Variable	Composite reliability	Cronbach Alpha
Content (X1)	0.897	0.826
Accuracy (X2)	0.948	0.890
Format (X3)	0.972	0.943
Easy to use (X4)	0.872	0.777
Timeliness (X5)	0.949	0.919
User Satisfaction (Y)	0.922	0.834

Source: SmartPLS Data Processing Results, 2025

The composite reliability and Cronbach's alpha values shown in the table indicate the outcomes of the reliability assessment. These results meet the standard criteria of being above 0.70, demonstrating that all variables exhibit construct reliability.

Inner Model Evaluation (Structural Model)

The next phase includes evaluating the outer model by focusing on the internal framework that explains how the independent variable affects the dependent variable. The purpose of this evaluation of the internal model is to confirm the accuracy of the built structural model. The assessment of the inner model includes various criteria, including the determination coefficient (R^2) on the endogenous variable.

1) Coefficient of Determination (R-Square)

This study focuses on one main variable, User Satisfaction (Y), which is influenced by Content (X1), Accuracy (X2), Format (X3), Ease of use (X4), and Timeliness (X5). The R^2 value indicates how well the independent variables explain the dependent variable in the model, ranging from 0 to 1. A higher R^2 value suggests a better model fit, with categories of

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high (0.75), moderate (0.50), and weak (0.25). Results of R-Square estimation using SmartPLS are presented in the table below.

Table 7. R-Square Test Results

Variable	R-Square
User Satisfaction (Y)	0.464

According to the table 7, it is evident that the measurement model for the endogenous latent variable User Satisfaction (Y) has an R-Square value of 0.464. This indicates that the validity of the User Satisfaction construct (Y), which is affected by Content (X1), Accuracy (X2), Format (X3), Ease of use (X4), and Timeliness (X5), accounts for 46.4%. 53.6% of the remaining percentage is influenced by other variables not included in the research model, putting it in the moderate category with a correlation coefficient of 0.464. Based on this, the inner model evaluation review obtained a sufficient model so that it can be continued to test the research hypothesis.

Research Hypothesis Analysis

This test can be done when the evaluation of the outer and inner models has met the criteria and shows an influence that has good relevance. This hypothesis test is done to prove the hypothesis and predictions that have been previously set. In testing the model hypothesis, its value can be known by looking at the t-statistic and probability (p-value) values using bootstrapping analysis on SmartPLS. The following is a model produced from the bootstrapping process.

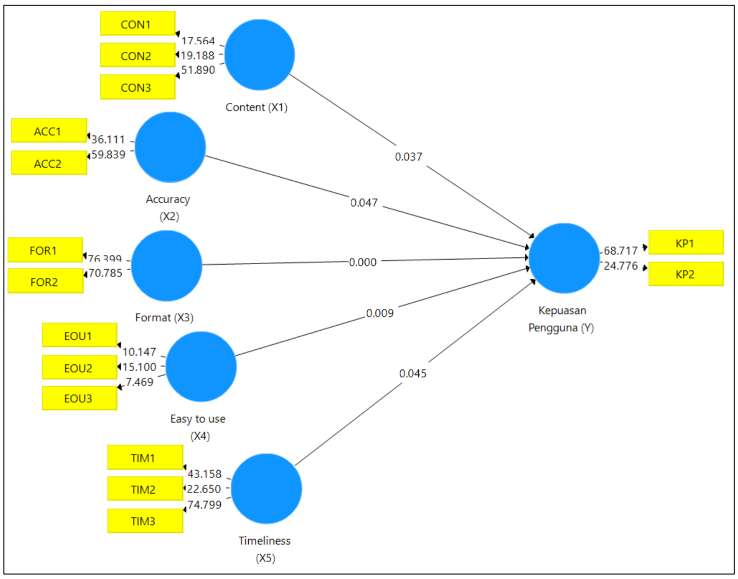

Figure 4. Bootstrapping Result Model

Source: SmartPLS Data Processing, 2025

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This test is conducted to determine whether the previously established hypothesis can be accepted, which in the previous stage has shown the probability and analysis of its structural equations, then the previously made research hypothesis can be analyzed which hypothesis can be accepted or rejected depending on the value of T-statistic, P Value and Path Coefficient. Hair Jr. et al. (2021)described that the acceptance of the hypothesis depends on the t-count being higher than the t-table, with a known t-table value of 1.96. Additionally, the P value should be below 0.05, and the direction of influence can be determined by analyzing the path coefficient value. The outcomes of the hypothesis testing in this research were determined using T-Statistic, P Value, and Path Coefficient from the analysis of SmartPLS bootstrapping results.

Table 8. Research Hypothesis Analysis

Hypothesis		Path Coefficient	T statistics	P values	Information
H1	Content → User Satisfaction	0.175	2.090	0.037	Positive and Significant
H2	Accuracy → User Satisfaction	0.166	1.992	0.047	Positive and Significant
H3	Format → User Satisfaction	0.346	3.911	0.000	Positive and Significant
H4	Ease of use → User Satisfaction	0.154	2.608	0.009	Positive and Significant
H5	Timeliness → User Satisfaction	0.141	2.005	0.045	Positive and Significant

Source: SmartPLS Data Processing Results, 2025

Discussion

1) The Influence of Content on User Satisfaction

The content's importance in terms of user satisfaction had a p-value of 0.037, below 0.05, indicating a significant impact with a path coefficient of 0.175. This positive value indicates a positive influence in one direction, leading to the acceptance of hypothesis H1. Based on these results, "content" can be a factor that can increase user satisfaction in the application of CIESA 4.0 as an Administration System at KPPBC TMP Juanda. The findings are consistent with a study conducted by Khairani et al. (2022) on user satisfaction of the Siransija information system. Their research found that the content variable significantly influenced user satisfaction.

2) The Influence of Accuracy on User Satisfaction

The assessment of how accuracy impacts user satisfaction showed a p-value of 0.047, which is less than 0.05, and a path coefficient of 0.166, demonstrating a noteworthy positive

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outcome. The results indicate that being accurate is beneficial in increasing user satisfaction with the CEISA 4.0 application as an administrative system at KPPBC TMP Juanda. As a result, Hypothesis 2 (H2) has been validated.

These findings suggest that the accuracy of the CEISA 4.0 system, such as the reliability of real-time information and the effectiveness in reducing data input errors which can improve user satisfaction. The findings align with the research conducted by Khairani et al. (2022), where they examined user approval of the Siransija information system through the EUCS model. Their study indicated that the accuracy factor had a notable beneficial impact on user satisfaction.

3) The Influence of Format on User Satisfaction

The study revealed that the influence of Format on user contentment was found to be statistically important, with a p-value of 0.000 (<0.05). This indicates that Format plays a significant role in user satisfaction, highlighted by a positive path coefficient value of 0.346. Therefore, the positive and one-way connection between Format and user satisfaction suggests that hypothesis H3 is likely to be accepted. Based on these results, "format" can be a factor that can increase user satisfaction in the application of CIESA 4.0 as an Administration System at KPPBC TMP Juanda.

These results are in line with research from Tama et al. (2023) who analyzed the level of user satisfaction in the Fun Murojaah application using the EUCS method, the findings also indicated that the layout element played a crucial role in enhancing user enjoyment with the Fun Murojaah app.

4) The Effect of Ease of Use on User Satisfaction

The statistical analysis revealed that Ease of Use significantly influenced user satisfaction, as indicated by a p-value of 0.009 (below 0.05). The path coefficient value of 0.154 further confirms the positive impact. These findings support the validation of hypothesis H4. Based on these results, "ease of use " can be a factor that can increase user satisfaction in the application of CIESA 4.0 as an Administration System at KPPBC TMP Juanda.

Similar findings were reported by Tama et al. (2023), whose study on the Fun Murojaah application using the EUCS method identified user-friendliness as a key determinant of user satisfaction.

5) The Effect of Timeliness on User Satisfaction

The p-value of Timeliness on user satisfaction is 0.045 (<0.05), which indicates that it has a significant effect with a path coefficient of 0.141 which is positive so that the effect is positive (in the same direction), therefore it can be concluded that H5 is accepted. Based on these results, "timeliness" can be a factor that can increase user satisfaction in applying CIESA 4.0 as an Administration System at KPPBC TMP Juanda.

These findings align with studies performed by Rafi & Ramadhayanti (2024) who analyzed the level of employee satisfaction in the use of the personnel system website at the Secretariat of the Supreme Court of the Republic of Indonesia using the EUCS method, the outcomes indicated that the timeliness factor had a notable impact on user satisfaction with the human resources website at the Supreme Court Secretariat of Indonesia.

CONCLUSION

The study results on how EUCS variables impact user satisfaction with the CEISA 4.0 application at KPPBC TMP Juanda lead to several key findings. The role of content is essential in improving user satisfaction with the application. Accuracy is equally important in boosting user satisfaction, highlighting the importance of reliable and precise information in the system. The format of CEISA 4.0 plays a crucial role as well, as its clear layout and visual design contribute positively to user satisfaction. Moreover, the ease of use of the application significantly enhances user satisfaction, indicating that an intuitive interface and straightforward navigation are highly valued. Lastly, timeliness shows a significant positive effect, emphasizing that the prompt availability and regular updates of information are essential in supporting users' administrative tasks efficiently.

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