ABSTRAK

Penelitian ini bertujuan untuk menganalisis tingkat kepuasan pengguna terhadap SLiMS di Perpustakaan Universitas Sangga Buana dengan pengembangan metode end user computing satisfaction terhadap net benefit. Penelitian ini dilakukan karena pemanfaatan SLiMS sebagai sistem informasi perpustakaan belum dievaluasi secara mendalam dari sudut pandang pengguna, padahal tingkat kepuasan memengaruhi keberhasilan penerapan sistem. Penelitian ini menggunakan pendekatan kuantitatif dengan *Partial Least Squares Structural Equation Modeling* (PLS-SEM) melalui aplikasi SmartPLS 4.1.1.4. Data diperoleh dari penyebaran kuesioner kepada mahasiswa aktif yang pernah menggunakan SLiMS di Perpustakaan Universitas Sangga Buana, dengan total ada 228 responden yang mengisi kuesioner tersebut. Analisis dilakukan terhadap pengujian *Path Coefficient*, R^2, f^2, dan Q^2 predict untuk menilai pengaruh antarvariabel, kekuatan prediksi, dan signifikansi model. Hasil menunjukkan *Content* dan *Timeliness* berpengaruh signifikan terhadap *User Satisfaction*, sedangkan *Accuracy*, *Format*, dan *Ease Of Use* tidak berpengaruh langsung, tetapi melalui hubungan mediasi antar dimensi. Jalur terkuat adalah *User Satisfaction* → Net Benefit ($\beta = 0{,}854$). Nilai R^2 *User Satisfaction* = 0,779 dan seluruh konstruk memiliki $Q^2 > 0{,}35$, yang menandakan relevansi prediktif tinggi.

Kata kunci: SLiMS, End User Computing Satisfaction, Kepuasan Pengguna, PLS-SEM, SmartPLS, Perpustakaan Digital

ABSTRACT

This study aims to analysis of satisfaction level of slims users in sangga buana university library with the development of end user computing satisfaction method towards net benefit. The research was conducted due to the lack of thorough evaluation of SLiMS from the users' perspective, even though satisfaction significantly impacts the success of system implementation. A quantitative approach was employed through Partial Least Squares Structural Equation Modeling (PLS-SEM) using the SmartPLS 4.1.1.4 application. Data was collected by distributing questionnaires to active students who had used SLiMS at Sangga Buana University Library, with a total of 228 respondents. The analysis included testing *Path Coefficient*s, R^2, f^2, and Q^2 predict to assess inter-variable influence, predictive strength, and model significance. The results revealed that *Content* and Timeliness significantly affect *User Satisfaction*, while *Accuracy*, Format, and *Ease Of Use* do not hAVE a direct impact but influence satisfaction through interdimensional mediation. The strongest path was *User Satisfaction* → Net Benefit ($\beta = 0.854$). The R^2 value for *User Satisfaction* was 0.779, and all constructs had Q^2 values above 0.35, indicating high predictive relevance.

Keywords: SLiMS, End User Computing Satisfaction, *User Satisfaction*, PLS-SEM, SmartPLS, Digital Library