

ABSTRACT

The rapid development of information technology has an impact on the greater need for software that can support organizational business processes. Amidst these changes, it is important to evaluate the quality of services provided through the application. This study aims to analyze the quality of Zakat Information System (SIZakat) services using the End User Computing Satisfaction (EUCS) Method. The EUCS method is a method for measuring the satisfaction of users of an information system. In this study, survey results will be given based on the analysis of the quality of information system services so that the developer of this application can find out the quality of the application and develop better features to users. The benefit of this study is that it provides a better understanding for the authors of End User Computing Satisfaction (EUCS) modeling. For developers of the zakat information system (SIZakat), the results of this research can be used as a reference to improve application services to users. In addition, this research can also be a reference for other institutions that want to analyze information system service satisfaction using the End User Computing Satisfaction (EUCS) Method. Data for this study will be collected through surveys to SIZakat application users. It is hoped that the results of this study can contribute to improving the quality of zakat information system (SIZakat) application services and provide a better understanding of the quality of application services in the context of zakat.

Keywords : *Quality of Service, Application, EUCS*