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Analysis Of User Satisfaction Towards The Telegram Application Using The EUCS (End User Computing Satisfaction) Method

Yulius Candra Akmala[1], I Kadek Dwi Nuryana[2]
[1,2]*State University of Surabaya, Surabaya, Indonesia*
yulius.20095@mhs.unesa.ac.id, dwinuryana@unesa.ac.id

ABSTRACT

Telegram is a messaging app that works over the cloud and focuses on being fast and secure. It has useful features like big group chats, public channels, bots, and strong security. Many people use it for talking to friends, working, and sharing information with groups. This study looked at how happy users are with Telegram and what makes them satisfied. The research used an online survey given to Telegram users who are part of the Information Systems Study Program at Surabaya State University's Faculty of Engineering. The study used a method called End User Computing Satisfaction (EUCS). The results showed that users were happy with the content (3.95), accuracy (3.91), format (3.89), ease of use (3.91), and format (3.84). The main things that really affect user satisfaction are how easy the app is to use and the format of the messages.

Keyword: User Satisfaction, Social Media, Telegram, Application, End-User Computing Satisfaction (EUCS)

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Corresponding Author
Yulius Candara Akmala
State University of Surabaya, Surabaya, Indonesia
yulius.20095@mhs.unesa.ac.id

1. INTRODUCTION

The use of technology through mobile devices has now become a primary alternative for conveying information. Digital development in Indonesia has reached its peak, despite facing a pandemic. The pandemic has actually accelerated the transition to digital services, as expected, driving the advancement of Information and Communication Technology (ICT) to play a role in economic recovery and growth in 2022. Digital technology has significant potential to transform people's lifestyles, save time in completing tasks, and transform the way they communicate and interact [1]

Social media has become a common lifestyle worldwide. Furthermore, it enables two-way communication and facilitates communication [2]. Internet technology is currently increasingly advanced and modern. The internet offers various conveniences for people in carrying out activities in various areas of life. The benefits of the internet can be felt in various aspects, including as a means of long-distance communication, a medium for buying and selling goods and services, a source for information search, a medium for entertainment, and various other functions [3].

The Telegram app is known for its various features, such as groups with up to thousands of members, public channels, bots, and a robust security system. Many people use Telegram for personal communication, work, and even as a platform for sharing information within communities. However, despite its comprehensive features, many users in Indonesia are dissatisfied with the app's user experience.

Some common complaints from Telegram users include notifications that sometimes don't appear on time, an app interface that's considered unfriendly for new users, and confusing feature settings. Furthermore, content in Telegram's public channels is often poorly filtered, causing inconvenience for some users. Compared to other instant messaging apps, Telegram is also considered slow in introducing new features that meet local user needs. These issues demonstrate that while Telegram boasts many advantages, there are still areas that need improvement to ensure user satisfaction.

To check how satisfied users are with a system, this study used the End User Computing Satisfaction (EUCS) model. EUCS is a method that looks at how happy users are by comparing what they expected from the system with what they actually experienced while using it. It is a complete way to understand user satisfaction based on their interactions with the system. The model focuses on five main areas: content, accuracy, format, timeliness, and ease of use [4].

In this research, the EUCS model was chosen because it directly relates to user satisfaction. The EUCS framework includes several important factors that affect how users feel about the system. These factors content, accuracy, format, ease of use, and timeliness help identify and explain the reasons behind user satisfaction.

2. METHODS

2.1 Type of Research

This research is a quantitative research method. This research method requires an understanding of the stages involved in collecting and obtaining data procedurally and systematically. Each step must be carried out sequentially to ensure data integrity and the validity of the research results.

The following are the methods used in this research:

1. Problem analysis by examining the facts and conditions of the system (background, problem identification, problem formulation, problem limitations, research objectives).
2. Data collection (observation, literature review, questionnaire).
3. Designing and testing the research questionnaire.
4. Analyzing the collected data.
5. Discussing and interpreting the results.
6. Drawing conclusions and recommendations based on the research findings.

    1) The first step in this research is to figure out the problems connected to the topic, which is about the quality of service and how satisfied users are with the Telegram app. Making sure the service quality and user satisfaction are good is important because it helps keep customers from moving to other apps. This is achieved by looking into how satisfied users are with Telegram.

       The problems identified in this research are:

a. What are the results of the satisfaction level of Telegram application users based on End User Computing Satisfaction (EUCS)?
b. What factors influence user satisfaction with the Telegram application?

2) Literature study: A study carried out by collecting many books and journals related to goals and problems. study. The aim of literature research is to present various theories related to the research subject. These theories are used as a reference to discuss research findings.

3) Research Questionnaire: The questionnaire was created as a step in collecting data by asking several questions or statements to research respondents to achieve goals. Questionnaires, both open and closed, can be sent directly to respondents, via social media. Researchers used Google Forms to distribute questionnaires to 150 respondents using the Telegram application. By focusing on the use of a Likert scale, which is usually used to measure personal/individual behavior, opinions and perceptions, the level of questionnaire respondents. The likert scale is shown in table 1.

Table 1. Licret Scale

Description	Score
Excellent	5
Good	4
Fair	3
Poor	2
Very Poor	1

After distributing the questionnaire for research, the data was analyzed using the outer model test and the inner model test using software called SmartPLS 4.0.9.9.

2.2 Population and Sample

The population that is the focus of this research is users of the Telegram application in the engineering faculty of the information systems study program, Surabaya State University. The author applies a purposive sampling technique, namely selecting respondents based on their experience in using the Telegram application. Furthermore, sampling was carried out accidentally, which means that the selection of sample members was carried out on respondents who were met or encountered by chance, also known as Accidental Sampling [5]. Based on the calculation of the number of samples using the Lemeshow formula, the following results were obtained:

$$n = \frac{z^2 p(1-p)}{d^2} = \frac{1.90^2 0.5(1-0.5)}{100\%^2} = \frac{0.9604}{100} = 96{,}4$$

Information :

n : Number of Samples

z : Standard value of 1.96

p: Maximum estimate = 50% = 0.5

d : Alpha (0.10) or sampling error = 10%

Taking into account time and cost limitations as well as calculations using the Lemeshow formula, the researchers decided to use 150 respondents as a sample that was

considered representative to describe the population as a whole. This decision is also supported by several theories [6]. Research using SEM (Structural Equation Model) should ideally involve 100 to 200 samples. Apart from that, in PLS-SEM, there is a rule regarding determining the number of samples, namely 10 times the maximum number of arrows (paths) leading to the latent variable, which is known as the 10-time rule of thumb [7].

2.3 Research Instruments

The research tool used in this study was created using the EUCS model, which was introduced by Doll and Torkzadeh in 1988. This model includes five main areas: content, accuracy, format, ease of use, and timeliness. The tool was designed as a questionnaire, divided into two main parts [8]:

1. The first part is a cover letter, in which the authors request permission from respondents to participate in this study.
2. The second part is a questionnaire consisting of a total of 30 questions. The details of the questions are as follows:
   a. Five (5) questions regarding respondent profiles, aimed at collecting demographic information and respondent characteristics.
   b. One (1) general question related to the use of the Telegram application, aimed at understanding respondents' general experiences in using this application.
   c. Thirty (30) questions drawn from the EUCS (End User Computing Satisfaction) model, which consists of the five main UECS dimensions.
   d. Content (X1): 5 questions evaluating the quality and relevance of information content on Telegram.
   e. Accuracy (X2): 5 questions assessing the accuracy of the information and functions offered by Telegram.
   f. Format (X3): 5 questions assessing the appearance and presentation of information within the Telegram app.
   g. Ease of Use (X4): 5 questions evaluating how easy Telegram is for respondents to use.
   h. Timelines (X5): 5 questions assessing Telegram's timeliness in delivering messages and notifications.
   i. User Satisfaction (Y): 5 questions measuring the overall level of user satisfaction with the Telegram app.

Each question is designed using a Likert scale to determine the extent to which respondents agree or disagree with the statement.

Table 2. Research Instrument

Variables	Code	Question
Content (X1)	C1	The content displayed in the Telegram application is according to user needs, including private chats, voice or video calls to help in daily communication.
	C2	The content shared in telegram groups helps users to achieve the goals of the discussion.
	C3	The content displayed through the Telegram channel is according to your needs, whether it is for searching for information or streaming videos or films.
	C4	The content displayed in the telegram bot provides a fun interaction like a gaming experience and is beneficial for users.

Variables	Code	Question
	C5	The content displayed in the Telegram application is in accordance with user needs.
Accuracy (X2)	A1	Information related to Telegram feature updates such as private chats, groups, channels, bots, and others is always accurate and timely.
	A2	The accuracy of the information provided by bots, group or channel admins is always accurate, especially when displaying movie viewing links.
	A3	The accuracy of user status information (online, offline) on Telegram is consistent.
	A4	Telegram message notifications are sent and received on time.
	A5	The suitability of the information provided and displayed with the information sought is always accurate.
Format (X3)	F1	Telegram's UI/UX display format design is clean, simple, yet attractive.
	F2	Users can easily customize the display format (dark or light mode, fonts, etc.) as needed.
	F3	Arrangement and neatness of the display of stickers, emojis, and other media in private chats, groups, channels, and bots in the Telegram application.
	F4	The design of the video call and screen sharing display format in Telegram is easy to understand and use.
	F5	Chat layout and chat folder settings help in organizing conversations.
Ease of Use (X4)	E1	Telegram is easy to use on various platforms (desktop, mobile, and web) without any problems.
	E2	Navigation within the Telegram app (searching for chats, groups, or channels) is easy.
	E3	Telegram's group chat, channel and bot features are easy to use.
	E4	Ease of downloading or installing the Telegram application and registering a new account, is this process fast and hassle-free?
	E5	Telegram provides easily accessible guides, help, or support, so that if users encounter problems, they can quickly find solutions through the help provided.
Timeliness (X5)	T1	Telegram provides new message notifications quickly and without delay according to the user's internet connection.
	T2	Telegram always displays online status, sent and read messages in a timely manner according to the user's internet connection.
	T3	The speed of playing videos on Telegram channels depends on the user's internet connection.

Variables	Code	Question
	T4	The response from the bot on Telegram is fast and without delay according to the user's internet connection.
	T5	Synchronization of messages and files across all devices (mobile, desktop, web) occurs quickly and smoothly according to the internet connection.
User Satisfaction (Y)	US1	Users are satisfied with Telegram's privacy security and encryption features.
	US2	Users are satisfied with Telegram's performance when playing bots or using bot services.
	US3	Users are satisfied with Telegram's performance in watching videos or content from the channels they follow.
	US4	Users feel that Telegram is reliable for long-term communication needs.
	US5	Users are satisfied with all the features available in the telegram application.

2.4 Research Hypothesis

The EUCS model proposed by Doll & Torkzadeh emphasizes end-user satisfaction with a system by focusing on technological aspects and five key satisfaction variables. This model was chosen in the present study to explore and identify the variables that affect end-user satisfaction with the Telegram application.

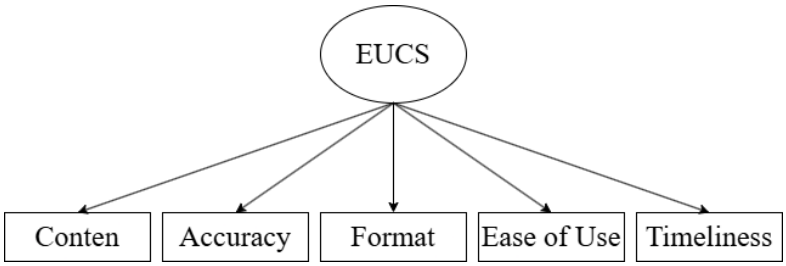

Figure 1. Models EUCS

Figure 1 shows the variables that measure user satisfaction [9]. According to Sugiyono in the research [10], research variables are the characteristics, attributes, and values of an object or activity used to draw conclusions. In this study, there are two types of variables:

1. Independent Variable: These are factors that can affect other factors. In this study, the independent variables are content, accuracy, format, how easy it is to use, and how timely it is.
2. Dependent Variable: This is the factor that is influenced by the independent variables. In this research, the dependent variable is how satisfied the users are.

The description of the research framework along with the five hypotheses that will be tested in this study is shown in Table 3.

Table 3. Description Of The Tested Hypothesis

H1	Content variable X1 greatly influences how satisfied users are with the Telegram app.
H2	Accuracy variable X2 also has a big impact on user satisfaction with Telegram.
H3	Format variable X3 plays a major role in how satisfied users are with the app.
H4	Ease of Use variable X4 significantly affects user satisfaction levels.
H5	Timeliness variable X5 also greatly influences how satisfied users are with Telegram.

3. RESULTS AND DISCUSSION

3.1 User Satisfaction Level Measurement Analysis Results

An analysis of user satisfaction levels was conducted to determine the extent to which the system met user expectations and needs [11]. Based on the results shown in Table 4, a user satisfaction level above 3.4 is considered "satisfied," indicating that users are satisfied with the Telegram application.

Table 4. User Satisfaction Level Scale

Information	Score
Excellent	1 – 1.79
Good	1.8 – 2.59
Fair	2.6 – 3.39
Poor	3.4 – 4.1
Very Poor	4.2 - 5

The scoring process was carried out by calculating the mean (average) of respondents' responses based on the predetermined measurement scale, which applies a positive measurement approach [12].

Table 5. User Satisfaction Level

Variables	Mean	Scale
Content	3.95	Satisfied
Accuracy	3.91	Satisfied
Format	3.89	Satisfied
Ease of Use	3.91	Satisfied
Timeliness	3.84	Satisfied
User Satisfaction	3.89	Satisfied

1. Discussion of the Results of the Analysis of User Satisfaction Level Measurement

   a. Based on the results of the questionnaire, the content variable obtained an average score of 3.95**,** indicating that users are satisfied with the content provided in the Telegram application.
   b. The accuracy variable recorded an average score of 3.91, reflecting user satisfaction with the accuracy and precision of information presented in the application.
   c. For the format variable, the average score reached 3.89**,** which shows that users are satisfied with the layout and presentation format within the Telegram app.
   d. The ease of use variable achieved an average score of 3.91**,** suggesting that users find the Telegram application easy to operate.
   e. The timeliness variable scored an average of 3.84**,** indicating that users are satisfied with the application's speed and timeliness in delivering information and services.

f. Finally, the overall user satisfaction variable obtained an average score of 3.89**,** demonstrating that, in general, users are satisfied with their overall experience when using the Telegram application.

3.2 Results of Measurement Analysis of the Model (Outer Model)

Outer model measurement analysis was done by checking validity and reliability. Validity testing included convergent validity and discriminant validity. Reliability testing involved Cronbach's alpha and composite reliability. The results of the outer model are explained like this:

1. Validity Testing

Validity testing will examine convergent validity and discriminant validity . The following is an explanation of validity testing:

a. Convergent Validity Testing

Convergent validity testing is carried out by looking at the value of the loading factor value , which must be at least 0.7 and the Average Variance Extracted (AVE) value, which is the average of the loading factor root, has a minimum value requirement of 0.5 to ensure that each variable has good and appropriate convergent validity.

Table 6. Outer Loading Test Results

Variables	Outer loadings
X1 Content	0.775
X1 Content	0.787
X1 Content	0.724
X1 Content	0.769
X1 Content	0.744
X2 Accuracy	0.704
X2 Accuracy	0.717
X2 Accuracy	0.746
X2 Accuracy	0.815
X2 Accuracy	0.756
X3 Format	0.718
X3 Format	0.794
X3 Format	0.772
X3 Format	0.752
X3 Format	0.720
X4 Ease of Use	0.747
X4 Ease of Use	0.771
X4 Ease of Use	0.814
X4 Ease of Use	0.779
X4 Ease of Use	0.709
X5 Timelines	0.768
X5 Timelines	0.764
X5 Timelines	0.776
X5 Timelines	0.787
X5 Timelines	0.781
(Y) User Satisfaction	0.765
(Y) User Satisfaction	0.768
(Y) User Satisfaction	0.705
(Y) User Satisfaction	0.790
(Y) User Satisfaction	0.735

Based on Table 6, the results of the loading factor analysis show that all indicators within the research model obtained values greater than 0.7. This finding confirms that each indicator fulfills the requirements of convergent validity, allowing the analysis to proceed to the next stage.

Furthermore, the Average Variance Extracted (AVE) test, as presented in Table 7, demonstrates that all AVE values exceed 0.5. Hence, each latent variable in this study satisfies the convergent validity criteria and is capable of adequately representing the indicators within its construct.

Table 7. Average Variance Extracted (Ave) Test Results

Variables	Average variance extracted (AVE)
X1 Content	0.578
X2 Accuracy	0.560
X3 Format	0.565
X4 Ease of Use	0.585
X5 Timelines	0.601
(Y) User Satisfaction	0.567

b. Discriminant Validity Testing

Discriminant validity was checked using the Fornell-Larcker criterion. This involves comparing the square root of the average variance extracted (AVE) for each construct with its correlations to other latent variables. A construct meets discriminant validity if the square root of its AVE is higher than its correlation with other constructs. Discriminant validity was also checked through cross-loading analysis. This means each indicator should show a stronger connection to its intended construct than to any other construct. The results from the Fornell-Larcker test are in Table 8, and the cross-loading results are in Table 9.

Table 8. Fornell-Lacker's Cross Loading Test Results

	US	C	A	F	Eou	T
US	0.753					
C	0.522	0.760				
A	0.518	0.647	0.749			
F	0.547	0.611	0.586	0.752		
EoU	0.570	0.607	0.545	0.582	0.765	
T	0.597	0.636	0.689	0.622	0.620	0.775

Looking at Table 9, the square root of the AVE values, which are shown along the diagonal of the table, are all higher than the correlation values between the different latent variables. For example, the square root of the AVE for the user satisfaction construct is 0.753, which is more than its correlation with the content construct, which is 0.760. This shows that all the constructs in the research model meet the criteria for discriminant validity.

In addition, the cross-loading results also indicate validity, as the correlation between each indicator and its respective latent variable is higher than its correlation with other latent variables outside its construct.

Table 9. Cross Loading Test Results

	C	A	F	EoU	T	US
C1	0.775	0.511	0.526	0.564	0.592	0.486
C2	0.787	0.522	0.474	0.573	0.487	0.426
C3	0.724	0.428	0.476	0.397	0.432	0.391
C4	0.769	0.503	0.411	0.349	0.450	0.295
C5	0.744	0.493	0.401	0.345	0.412	0.326
A1	0.511	0.704	0.459	0.389	0.577	0.376
A2	0.444	0.717	0.398	0.349	0.526	0.351
A3	0.427	0.746	0.389	0.351	0.467	0.392
A4	0.542	0.815	0.501	0.455	0.491	0.416
A5	0.495	0.756	0.442	0.485	0.524	0.400
F1	0.492	0.441	0.718	0.483	0.454	0.486
F2	0.436	0.433	0.794	0.476	0.499	0.420
F3	0.465	0.459	0.772	0.370	0.428	0.379
F4	0.482	0.480	0.752	0.386	0.471	0.394
F5	0.407	0.380	0.720	0.457	0.483	0.347
EoU1	0.515	0.409	0.529	0.747	0.527	0.499
EoU2	0.429	0.451	0.433	0.771	0.539	0.413
EoU3	0.478	0.420	0.424	0.814	0.477	0.487
EoU4	0.479	0.392	0.389	0.779	0.398	0.416
EoU5	0.402	0.421	0.446	0.709	0.416	0.326
T1	0.527	0.542	0.523	0.535	0.768	0.516
T2	0.503	0.598	0.494	0.471	0.764	0.491
T3	0.506	0.511	0.439	0.429	0.776	0.371
T4	0.470	0.488	0.472	0.435	0.787	0.440
T5	0.456	0.518	0.464	0.515	0.781	0.468
US1	0.467	0.427	0.508	0.505	0.549	0.765
US2	0.431	0.395	0.422	0.446	0.429	0.768
US3	0.288	0.363	0.369	0.377	0.393	0.705
US4	0.349	0.412	0.391	0.388	0.431	0.790
US5	0.402	0.345	0.340	0.407	0.422	0.735

2. Reliability Testing

In this study, reliability was checked using two main measures: Cronbach's Alpha and Composite Reliability. Cronbach's Alpha gives a minimum estimate of how reliable a measurement is, while Composite Reliability gives a more precise measure and is considered a better indicator. Usually, a Cronbach's Alpha score of 0.7 or higher is seen as acceptable, with the best results being between 0.8 and 0.9. A construct is considered reliable if its Composite Reliability score is above 07.

After testing using SmartPLS version 4.0.9.9, the results of Cronbach's Alpha and Composite Reliability values were obtained , which are displayed in Table 10. Based on these results, all variables in the research model have Cronbach's Alpha and Composite Reliability values above 0.7. This indicates that all constructs used in the model have met the reliability criteria and are declared reliable.

Table 10. Cronbach's Alpha and Composite Reliability Test Results

Variables	Cronbach's Alpha	Composite Reliability (rho_a)	Composite Reliability (rho_c)
Content	0.821	0.830	0.872
Accuracy	0.803	0.806	0.864
Format	0.808	0.812	0.866
Ease of Use	0.823	0.832	0.875
Timeliness	0.835	0.838	0.883
User Satisfaction	0.810	0.816	0.867

Figure 2 displays the results of the model measurements (outer model) containing loading factor values. These values illustrate the level of influence between the latent and manifest variables (indicators) and indicate how strongly each indicator represents the construct being measured.

3.3 Results of Model Structure Analysis (Inner Model)

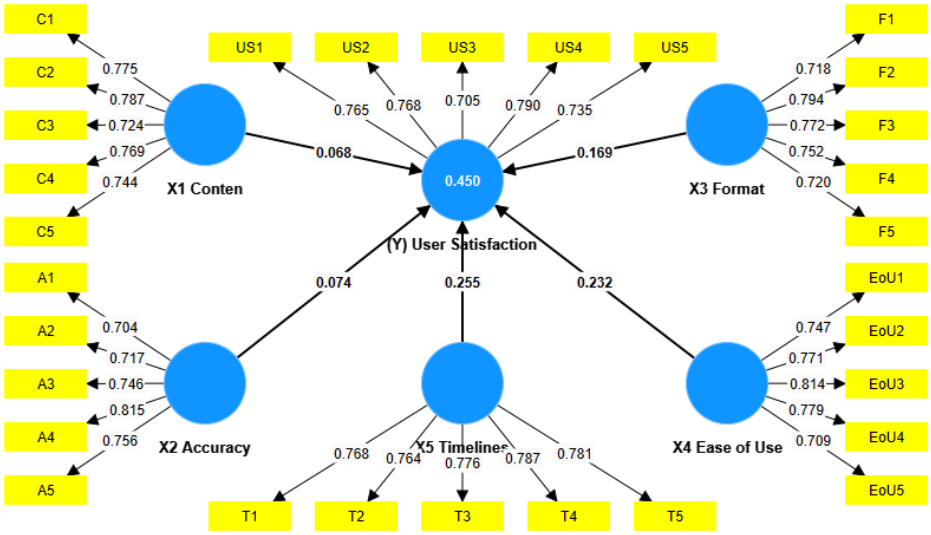

Figure 2. Model Measurement Results (Outer Model)

This analysis was done by checking different statistical measures to evaluate how good the structural model (inner model) is. The measures used include R-Square (R^2), Effect Size (f^2), Path Coefficient (β), Predictive Relevance (Q^2), and Relative Impact (q^2), and these were all tested using the blindfolding method. In addition, the significance of the relationships

between variables was checked using a T-Test, and this was done through a bootstrapping approach. Here's an explanation of each measurement indicator:

1. R Squares ($\mathbf{R^2}$)

R2, or the coefficient of determination (R2), is useful for determining how much influence an exogenous latent variable has on an endogenous latent variable. An R2 value of 0.67 is considered good or accurate, 0.33 is considered moderate, and below 0.19 is considered weak. A value above 0.7 is considered strong.

Table 11. R Squares Test Results

Variables	R Square	R Square Adjusted	Information
User Satisfaction	0.450	0.431	Moderate

Based on Table 11, the R2 value of the user satisfaction variable can be seen to be 0.450 (moderate), meaning that all variables moderately explain (45.0%) the variance of user satisfaction.

2. Effect Size ($\boldsymbol{f2}$)

This value reflects the extent of influence exerted by one variable on another, where a value of 0.02 indicates a small effect, 0.15 represents a medium effect, and 0.35 signifies a large effect. The results of the Effect Size (f^2) analysis are presented in Table 12.

Table 12. Effect Size Test Results (F 2)

Hypothesis	Hypothesis Path	f 2	Information
H1	C →US	0.004	-
H2	A →US	0.004	-
H3	F →US	0.026	Small
H4	EoU →US	0.050	Small
H5	T →US	0.047	Small

Based on the test results of the effect size ($f2$) in Table 13, it is known that the test results of the F →US, EoU →US, and T →US hypothesis paths have a small influence on the model structure. Then, C →US, A →US have no influence on the model structure.

3. Predictive Relevance (Q^2)

The Q^2 value, which is calculated using the blindfolding method, shows how well the model can recreate the actual data it was trained on. This value is also used to check how well the model can make predictions. If the Q^2 value is above 0, it means the model has good predictive ability. If it is below 0, it means the model isn't very good at making predictions. As shown in Table 13, all the variables in the model have positive Q^2 values, which means the model has strong predictive relevance.

Table 13. Predictive Relevance Test Results (Q2)

Variables	Predictive Relevance (Q2)	Information
User Satisfaction	0.224	Predictive

4. Relative Impact (q^2)

The relative impact value (q^2) is assessed using the blindfolding method. This measure evaluates the relative contribution of the structural model in explaining the observed measurements of endogenous latent variables. A q^2 value of 0.02 indicates a weak effect, 0.15

reflects a moderate effect, and 0.35 represents a strong effect [13]. Referring to Table 14, the results of the relative impact test (q^2) across the five paths demonstrate only weak effects.

Table 14. Relative Impact Test Results (Q2)

Path	**Q2** include	**Q2** exclude	∑ **q2**	Information
C→US	0.224	0.224	0.000	Weak
A→US	0.224	0.223	0.001	Weak
F→US	0.224	0.218	0.008	Weak
EoU→US	0.224	0.212	0.015	Weak
T→US	0.224	0.215	0.012	Weak

5. Path Coefficient (β)

Path Coefficient (β) test is used to determine whether the path has an influence on the model, with a minimum value of 0.1 required to be considered significant. Table 15 shows that out of the five paths, two do not have a significant influence, while the rest have a significant relationship[14].

Table 15. Path Coefficient (β) Test Results

Path	**β**	**Information**
C →US	0.068	Insignificant
A →US	0.074	Insignificant
F →US	0.169	Significant
EoU →US	0.232	Significant
T →US	0.255	Significant

6. T Statistic (T-Test)

T-test value was used to test the hypothesis using a bootstrapping procedure through a two-tailed test using a 5% significance level. The research hypothesis will be accepted if it has a t - test value > 1.96. Table 16 shows that two paths meet the t-test requirements and the hypothesis is accepted. Meanwhile, the other three paths do not meet the requirements and the hypothesis is rejected.

Table 16. T-Test Results

Path	**T-Test**	**Information**
C →US	0.703	Rejected
A →US	0.545	Rejected
F →US	1,846	Rejected
EoU →US	2,790	Accepted
T →US	2,338	Accepted

Figure 3 shows the results of the T-test of the research model with bootstrapping using SmartPLS 4.0.9.9.

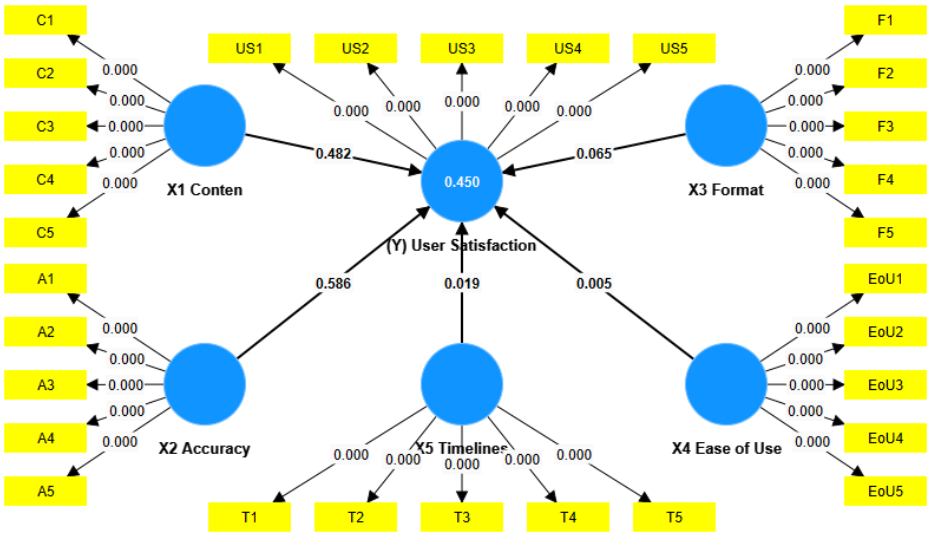

Figure 3. T-Statistic Model

3.4 Hypothetical Analysis

the following conclusion may be drawn from the hypothesis analysis based on the data testing in the discussion above[15]:

Table 17. Elaboration Of The Hypothesis Being Tested

H1	The content variable (X1) has a significant influence on user satisfaction (Y) with the Telegram application.	Rejected
H2	The accuracy variable (X2) significantly affects the level of user satisfaction (Y) with the Telegram application.	Rejected
H3	The format variable (X3) exerts a significant effect on user satisfaction (Y) with the Telegram application.	Rejected
H4	The ease of use variable (X4) shows a significant impact on user satisfaction (Y) with the Telegram application.	Accepted
H5	The timeliness variable (X5) significantly contributes to user satisfaction (Y) with the Telegram application.	Accepted

CONCLUSION

Based on research on user satisfaction with the Telegram app using the End User Computing Satisfaction (EUCS) method, researchers found out what affects how satisfied users are with the app. They also measured how satisfied users are and what factors influence that satisfaction. Here's what they found:

1. When looking at user satisfaction scores, content scored 3.95, accuracy 3.91, format 3.89, ease of use 3.91, and format again 3.89. All of these are considered good, which means users are happy with using Telegram.
2. The factors that actually affect user satisfaction are ease of use and format. However, content, accuracy, and format do not have a significant impact on how satisfied users are with the app.

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