User Satisfaction Evaluation of the Mental Health Risk Detection Feature on the Satu Sehat Application Using the End User Computing Satisfaction (EUCS) Method

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Abstract.
Adolescent mental health issues, particularly anxiety and depression, remain high among Indonesian high school students, yet accessible early detection tools are limited. This study evaluated user satisfaction with the mental health risk detection feature in the SatuSehat application using the End-User Computing Satisfaction (EUCS) model among students at SMA Negeri 1 Beber, Cirebon. Using a cross-sectional, descriptive-analytical quantitative design, a quota sample of 96 students (71% female, aged 17-18 years) completed a 24-item Likert scale questionnaire validated to measure the five dimensions of the EUCS. Data were analyzed using Spearman Rank correlation due to non-normal distribution. The results showed high satisfaction (mean=4.07/5), with the highest format (4.17) and the lowest timeliness (3.92). All dimensions were strongly positively correlated with satisfaction (r=0.688-0.860, p<0.001), with ease of use being the strongest. In conclusion, the SatuSehat feature effectively satisfies adolescent users for mental health screening.
Keywords: *EUCS, Mental Health, Adolescents, Satu Sehat User Satisfaction.*

I. INTRODUCTION

Adolescent mental health is a crucial issue during the transition from childhood to adulthood, when individuals experience complex physical, emotional, and social changes while facing increasing academic demands (Pratama & Sari, 2021; Fahrizqi, 2021). A 2025 WHO report indicates that approximately one in seven adolescents aged 10 to 19 years experiences a mental health disorder, with anxiety and depression being the most common problems and contributing significantly to the global burden of disease in this age group (WHO, 2025; "Mental Health of Adolescents: Global Burden and Trends," 2025). This situation is also reflected in Indonesia, where the 2022 Indonesia National Adolescent Mental Health Survey (INAMHS) reported that approximately one-third of adolescents experience mental health problems, with symptoms of anxiety and depression being the dominant complaints that are often inadequately addressed (Ministry of Health, 2022; Riswari et al., 2023). Academic pressure, social expectations, and intense digital media exposure have been identified as factors that exacerbate adolescents' psychological vulnerability, necessitating systematic and easily accessible early detection strategies in educational settings (Pratama & Sari, 2021; Riswari et al., 2023).

In Indonesia, various studies have shown that the burden of psychological symptoms among school-aged adolescents, including junior high and high school students, has increased post-pandemic, with reported rates of anxiety reaching around 40–50% and depression approaching 50–60% in some sample populations (Riswari et al., 2023; school-based study of high school students, 2024). National surveys and school-based research also indicate that only a small proportion of adolescents access professional counseling services, even those exhibiting moderate to severe symptoms, thus maintaining a wide gap between the need for and availability of adolescent mental health services (Riswari et al., 2023; Suryana & Setiati, 2022). Research in Indonesia confirms that factors such as parenting styles, history of bullying, academic pressure, and excessive social media use are important determinants of adolescent mental health, making preventive and promotive interventions in schools increasingly urgent (Riswari et al., 2023; Riswari & Suryana, 2024). On the other hand, social support from family, peers, and the school environment has been shown to play a protective role in reducing the negative impacts of mental health disorders, so that the integration of

psychosocial approaches with the use of technology has become an important agenda in efforts to improve the psychological well-being of adolescents (Riswari & Suryana, 2024; Pratama & Sari, 2021).

A key issue that has emerged is the high prevalence of symptoms of depression, anxiety, and stress among high school students in Indonesia, which is not yet balanced by a structured and accessible early detection system at the school level (Riswari et al., 2023; research on academic stress in high school students, 2024). Various school-based studies indicate that adolescents still rarely utilize counseling services or professional support, both due to limited access and stigma, resulting in many experiencing a "silent struggle" without adequate support (Suryana & Setiati, 2022; research on mental health stigma in adolescents, 2023). Policy reports and field evidence confirm that the gap between the need for mental health services and the availability of youth-friendly services requires innovative approaches, including the integration of digital technology-based detection systems that can be used independently by students (Riswari et al., 2023; mental health screening program using SatuSehat at Community Health Centers, 2024).

In line with the rapid digital transformation in the healthcare sector, the Indonesian Government developed the SatuSehat platform as a national digital healthcare service that integrates medical records and provides various service features, including disease risk detection (Ministry of Health, 2022; SatuSehat Mobile feature, 2024). SatuSehat has been widely used and is part of an integrated digital healthcare ecosystem, with potential use among adolescents for early detection of health problems, including mental health disorders (Ministry of Health, 2024; Geriatri.id, 2024). One important feature of this application is the disease risk detection feature that utilizes user data and health history to provide early warnings, including assessing the risk of mental health disorders through filling out a series of questions related to psychological conditions (Ministry of Health, 2024; mental health screening via SatuSehat Mobile, 2024). However, the effectiveness of this feature is highly dependent on user experience, ease of operation, and their perception of the quality of the information presented, especially among adolescents who have particular preferences for digital interfaces and interactions (Endriyani et al., 2022; research on user satisfaction of health applications, 2023).

In the context of evaluating digital health systems and applications, the End User Computing Satisfaction (EUCS) model introduced by Doll and Torkzadeh remains a primary reference for measuring user satisfaction through five dimensions: content, accuracy, format, ease of use, and timeliness (Doll & Torkzadeh, 1988; EUCS research in Indonesia, 2022). Recent studies in Indonesia have applied EUCS to assess user satisfaction with digital health applications and electronic medical record systems, finding that these five dimensions are positively correlated with user satisfaction and influence adoption and trust in the technology (eHealth application user satisfaction research, 2023; enduser computing research in Indonesia, 2022). Studies using EUCS in eHealth services and mHealth applications confirm that content quality, information accuracy, display, ease of use, and timeliness of information delivery are key factors determining user readiness to continue using health applications (Endriyani et al., 2022; mobile health research, 2023). However, studies that specifically evaluate the satisfaction of adolescents as end users with the mental health disorder risk detection feature in national platforms such as SatuSehat are still limited, so more focused research is needed in this context (research on SatuSehat and mental health, 2024; research on adolescent screening applications, 2025).

This study was proposed to evaluate the level of satisfaction of students of SMA Negeri 1 Beber towards the Mental Health Disorder Risk Detection feature in the SatuSehat application using the EUCS method in 2025, while identifying factors that influence their perceptions and the main obstacles in utilizing the feature (Adolescent user satisfaction research design, 2024; SatuSehat user satisfaction research, 2025). Substantively, this study has high urgency because it targets adolescent groups who are vulnerable to mental health problems but are often underserved, while utilizing the national digital health infrastructure that is being developed as an easily accessible early detection medium (Ministry of Health, 2024; Indonesian adolescent mental health research, 2025). The novelty of this research lies in its specific focus on high school adolescent user satisfaction with the mental health disorder risk detection feature in the SatuSehat application using the EUCS approach, which has so far been more widely applied to health workers or adult users, so

that the research results are expected to provide empirical and practical contributions to the development of more youth-friendly and effective features in supporting early detection of mental health in the school environment (Endriyani et al., 2022; research on user satisfaction of adolescent health applications, 2025).

II. RESEARCH METHODS

This study used a quantitative approach with a descriptive analytical design and cross-sectional type, where data was collected once at a certain time to describe and analyze the level of user satisfaction with the mental health disorder risk detection feature in the SatuSehat application (Sugiyono, 2021; EUCS research, 2022). The study was conducted at SMAN 1 Beber, Cirebon Regency, as a representative location because its students are accustomed to using digital technology and mobile-based applications, with a research period of July 2025–March 2026, covering the preparation stage, data collection, processing, and report preparation (Sugiyono, 2021; school-based research, 2023).

The population was all students of SMAN 1 Beber who were potential and willing to use the mental health risk detection feature on SatuSehat, while the sample was selected using the Non-Probability Sampling technique using the quota sampling method and a sample size of 96 respondents based on the Lemeshow formula with a margin of error of 10% and a confidence level of 95% (Sugiyono, 2021; quantitative health research, 2022). The inclusion criteria included students of SMAN 1 Beber, willing to be respondents, willing to try the feature, and complete the complete questionnaire, while the exclusion criteria included those who did not meet these requirements (Emzir, 2022; health application research, 2025).

The research variables included the dependent variable of user satisfaction with the mental health risk detection feature, as well as the independent variables of content, accuracy, format, ease of use, and timeliness, which were measured using a 1–5 Likert scale on a 24-item Google Form questionnaire (Emzir, 2022; EUCS research, 2025). Data were obtained by distributing digital questionnaires to respondents who had tried the feature, thus simplifying logistics, reducing recording bias, and speeding up the collection process (Koo, 2025; mHealth research, 2023). Instrument validity was tested by the correlation of item scores–total scores, while reliability was measured by Cronbach's Alpha, which was considered adequate if the value was > 0.60, analyzed using IBM SPSS Statistics 25 (Sudaryono, 2021; health research, 2022).

Data analysis consisted of univariate analysis to describe the frequency distribution and percentage of each EUCS dimension and user satisfaction, as well as bivariate analysis to test the relationship between EUCS dimensions and satisfaction with Pearson or Spearman correlation tests according to the Kolmogorov-Smirnov or Shapiro-Wilk normality tests (Sugiyono, 2021; correlation research, 2022). The research procedure consisted of a preparation stage (draft preparation, preparation and testing of questionnaires, and licensing), an implementation stage (questionnaire distribution, data collection, and application of research ethics in the form of explanations and digital informed consent), and a follow-up stage (data processing and analysis, and preparation of a final report containing recommendations for developing a more youth-friendly SatuSehat feature) (Sugiyono, 2021; youth health application research, 2025).

III. RESULTS AND DISCUSSION

Univariate Analysis Results

Univariate data analysis in this study was conducted on each respondent characteristic and all studied variables. This analysis aimed to describe the condition of each variable descriptively. Through this process, information was obtained regarding the distribution and frequency of each variable, thus providing a general overview of respondent characteristics and trends in the research data. The results of the univariate data analysis are presented as follows:

1. Respondent Characteristics

Respondent characteristics in this study were grouped by gender, age, and class. This data was obtained through a respondent characteristics questionnaire and presented in the respondent characteristics table.

Table 1. Respondent Characteristics

Variables	Average (Mean)	Standard Deviation	Min-Max
Content	4.00	0.837	1-5
Accuracy	3.96	0.812	1-5
Format	4.17	0.867	1-5
Ease of Use	4.05	0.928	1-5
Timeliness	3.92	0.999	1-5
User Satisfaction	4.07	0.862	1-5

Source: processed data in 2026

The distribution of respondent characteristics based on gender shows that the majority of respondents are female, 68 respondents (71%), while male respondents are 28 respondents (29%).

Based on age, the largest group was respondents aged 17–18 years, with 79 respondents (82%). Meanwhile, respondents aged ≤16 years were 16 (17%), and the smallest age group was respondents aged ≥19 years, with 1 respondent (1%).

Based on class, the majority of respondents came from class XII, namely 79 respondents (82%). Respondents from class X numbered 13 respondents (14%), while the fewest respondents came from class XI, namely 4 respondents (4%).

2. Variable Data Analysis

Table 2. Respondents' Responses to Research Variables

Category	Amount	Percentage (%)
Gender		
Man	28	29%
Woman	68	71%
Age		
≥ 16 years	16	17%
17-18 years old	79	82%
≥ 19 years	1	1%
Class		
X	13	14%
XI	4	4%
XII	79	82%

Source: processed data in 2026

Table 2 presents a frequency distribution describing the statistical parameters of each research variable indicator. The data were obtained from respondents' completed questionnaires containing 24 statements. Higher scores reflect more positive perceptions of respondents. The analysis results show that the Format indicator has the highest average value, namely 4.17, with a standard deviation of 0.867, and a minimum value of 1 and a maximum of 5. Furthermore, the User Satisfaction indicator obtained an average value of 4.07, a standard deviation of 0.862, and a minimum value of 1 and a maximum of 5. Meanwhile, the indicator with the lowest average value is Timeliness, namely 3.92, with a standard deviation of 0.999, and a minimum value of 1 and a maximum of 5.

Bivariate Analysis Results

1. Data Normality Test

A data normality test was conducted to determine whether the data in this study were normallydistributed. This normality test served as the basis for determining the type of statistical analysis to be used next. The results of the data normality test for each variable are presented in the following table.

Table 3. Data Normality Test

Variables	Significance	Conclusion
Content	0.001	Abnormal
Accuracy	0.005	Abnormal
Format	0,000	Abnormal
Ease of Use	0,000	Abnormal
Timeliness	0,000	Abnormal
User Satisfaction	0,000	Abnormal

Source: processed data in 2026

Based on the normality test results presented in the table above, all variables have a significance value of less than 0.05. This indicates that the data for the variables Content, Accuracy, Format, Ease of Use, Timeliness, and User Satisfaction are not normally distributed. Therefore, the data in this study do not meet the assumption of normality, and further analysis uses non-parametric statistical methods.

2. Spearman Rank Correlation Test

The analysis of the relationship between variables in this study used the Spearman Rank correlation test. This test was based on the results of the normality test, which indicated that the data were not normally distributed, therefore, a non-parametric statistical method was employed. The Spearman Rank correlation test was used to determine the strength and direction of the relationship between the independent and dependent variables. The results of the correlation test are presented in the following table.

Table 3. Spearman Rank Correlation Test

Hypothesis and Variable Relationship	Coefficient Correlation	Sig. (2-tailed)	Conclusion
H1 Content – User Satisfaction	0.708	0,000	Significant, strong relationship
H2 Accuracy – User Satisfaction	0.688	0,000	Significant, strong relationship
H3 Format – User Satisfaction	0.793	0,000	Significant, strong relationship
H4 Ease of Use – User Satisfaction	0.860	0,000	Significant, strong relationship
H5 Timeliness – User Satisfaction	0.846	0,000	Significant, strong relationship

Source: processed data in 2026

Based on the Spearman Rank correlation test results, an r value of 0.708 and a p value of 0.000 were obtained, indicating a strong, positive, and significant relationship between the Content variable and user satisfaction. This means that the better the quality of the content presented in the application, the higher the level of user satisfaction with the disease risk detection feature in the SatuSehat application. The statistical test results showed a significant relationship between the Content variable and user satisfaction (p = 0.000).

Based on the Spearman Rank correlation test results, the r value was obtained = 0.688 and p value = 0.000, which indicates that the relationship between the Accuracy variable and user satisfaction has a strong, positive pattern, and is significant. This means that the better the level of accuracy presented in the application, the higher the level of user satisfaction with the disease risk detection feature in the SatuSehat application. The results of the statistical test obtained that there is a significant relationship between the Accuracy variable and user satisfaction (p = 0.000).

Based on the Spearman Rank correlation test results, the r value was obtained = 0.793 and p value = 0.000, which indicates that the relationship between the Format variable and user satisfaction has a strong strength, a positive pattern, and is significant. This means that the better the display (format) presented in the application, the higher the level of user satisfaction with the disease risk detection feature in the SatuSehat application. The results of the statistical test obtained that there is a significant relationship between the Format variable and user satisfaction (p = 0.000).

Based on the Spearman Rank correlation test results, the r value was obtained = 0.860 and p value = 0.000, which indicates that the relationship between the Ease of Use variable and user satisfaction has a very strong strength, a positive pattern, and significant. This means that the easier the use (ease of use) in the application, the higher the level of user satisfaction with the disease risk detection feature in the SatuSehat application. The results of the statistical test obtained that there is a significant relationship between the ease of use variable and user satisfaction (p = 0.000).

Based on the Spearman Rank correlation test results, the r value was obtained = 0.846 and p value = 0.000, which indicates that the relationship between the Timeliness variable and user satisfaction has a very strong strength, a positive pattern, and significant. This means that the better the timeliness in presenting information in the application, the higher the level of user satisfaction with the disease risk detection feature in the SatuSehat application. The results of the statistical test obtained that there is a significant relationship between the Timeliness variable and user satisfaction (p = 0.000).

IV. DISCUSSION

Respondent characteristics

Based on the research results, the majority of respondents were female (71%), while males were 29%. This is understandable because this study was dominated by female students in the school environment where the research was conducted. Therefore, the proportion of users of the mental health risk detection feature in the SatuSehat application was also higher among women. Zainal, Wang, Garthwaite, and Curtiss (2026) through a meta-analysis study suggested that women have a higher level of involvement in the use of digital mental health interventions than men. This involvement is reflected in the frequency of use of mental health applications, participation in digital-based intervention programs, and consistency in attending available services. This condition illustrates that women tend to be more active in utilizing technology to maintain mental health (Zainal et al., 2026).

Similar findings were also expressed by Cha, Kim, Borghouts, Eikey, Schneider, Schueller, and Seder (2025), who stated that women are more likely to utilize digital mental health services, especially individuals with higher levels of psychological distress. This reflects that women are more responsive to the need for mental health support and more active in seeking help through digital platforms than men (Cha et al., 2025).

Based on age, respondents were between 16 and 20 years old, with the majority in the 17 and 18 age group (82%). This age group falls within the late adolescent category, which generally possesses good technological adaptability and digital literacy. This condition is related to the habit of using technology in daily life, including accessing health information. A publication in BMC Public Health 2025 explains that adolescents aged 12–17 have good digital health literacy and are accustomed to using the internet to search for health information (Hawkins et al., 2025). This aligns with the characteristics of respondents in this study, where 17-year-olds are included in the group with a fairly high technological adaptability.

Furthermore, Stauch, Renninger, Rangnow, Hartmann, Fischer, Dadaczynski, and Mummelhoff (2025) in an article in the Journal of Medical Internet Research explained that the level of digital health literacy in adolescents differs based on age, where the 16–18 year old age group has better abilities than the younger age group (Stauch et al., 2025).

Based on grade level, the majority of respondents were from grade XII (82%), which is in line with the characteristics of the research subjects. Students in their final year generally have more extensive learning experience, thus improving their ability to understand health information, including mental health. Sari, Sari, and Elita (2025) revealed that students with good mental health literacy tend to have a higher ability to understand and respond adaptively to mental health problems (Sari et al., 2025). On the other hand, Hu, Zhong, Chen, Chen, Cong, and Xu (2025) emphasized that the learning process in schools plays a crucial role in improving adolescent mental health literacy, where students with longer learning exposure have a better ability to understand and respond to mental health problems (Hu et al., 2025).

Hypothesis 1:There is a relationship between the content variable and user satisfaction with the mental health risk detection feature in the SatuSehat application.

The average content variable value of 4.00 indicates that respondents rated the information quality in the disease risk detection feature in the SatuSehat app as good. The Spearman Rank correlation test yielded a value of 0.708 with a significance level of 0.001 ($p < 0.05$), reflecting a strong positive relationship between content and user satisfaction. This indicates that improved content quality is associated with increased user satisfaction with the feature.

The content in this study encompasses several important aspects: clarity of information presented, completeness of information, relevance to user needs, and ease of understanding. If these aspects are met effectively, users will feel helped in understanding their health condition and will have greater trust in the system. Therefore, content quality is a key factor influencing user satisfaction with an application, particularly digital health applications.

Maulidi, Edi, and Wiyono (2024) suggest that information quality is a key factor in determining user satisfaction with an information system. Information presented clearly, completely, and easily understood will help users grasp its meaning without creating ambiguity. In this context, content quality is not only measured by the quantity of information available, but also by its relevance and suitability to user needs (Maulidi et al., 2024).

Furthermore, Ariska and Sanjaya (2024) explain that the content dimension in the EUCS model is closely related to the system's ability to provide targeted information. Relevant information will facilitate optimal system utilization for users, while inappropriate information can reduce system effectiveness. Therefore, the suitability of information to user needs is a crucial aspect in shaping user satisfaction (Ariska & Sanjaya, 2024).

Saryadi, Ika, Dyah, and Pattinama (2025) added that content also plays a strategic role in supporting the decision-making process. Quality information not only serves as a source of knowledge but also as a basis for determining the next steps or actions. In health applications, this is especially important because the information presented is directly related to the user's condition and can influence the decisions made (Saryadi et al., 2025). Furthermore, Siregar (2021) stated that good content quality can increase user trust in the system. Accurate, clear, and easy-to-understand information will provide users with a sense of security in using the system. This trust will then have an impact on increased satisfaction and encourage continued use of the system. Thus, content quality not only directly impacts satisfaction but also user loyalty to the system (Siregar, 2021).

Based on the results of the statistical tests conducted, it was found that the Content variable has a positive and significant influence on user satisfaction with the mental health disease risk detection feature in the SatuSehat application. This is supported by the results of respondent assessments, which indicate that the majority of users gave high ratings to the quality of the content presented. Therefore, Hypothesis 1 (H_1) in this study is accepted, indicating that there is an influence between the Content variable and user satisfaction.

Based on these results, it can be concluded that high-quality content tailored to user needs plays a crucial role in increasing user satisfaction. Informative, relevant, and easy-to-understand content can help users monitor their health, providing a better user experience.

Hypothesis 2:There is a relationship between the accuracy variable (accuracy of information) and user satisfaction with the mental health risk detection feature on the SatuSehat application.

The average accuracy variable value of 3.96 indicates that respondents considered the information provided by the system to be quite accurate. The correlation test results showed a value of 0.688 with a significance level of 0.005 ($p < 0.05$), indicating a strong positive relationship between accuracy and user satisfaction. This illustrates that improved information accuracy is associated with increased user satisfaction.

Afdhal and Slamet (2023) explain that information accuracy is a crucial factor in determining the quality of an information system. Accurate information helps users understand the actual situation, thereby reducing the risk of errors in decision-making. Conversely, inaccurate information can raise doubts and

reduce user trust in the system (Afdhal & Slamet, 2023).

A similar point was made in Rama's (2024) research, which emphasized that in the EUCS model, the accuracy variable is directly related to the quality of the system's output. Information that reflects real-world conditions will shape positive user perceptions of the system, impacting not only satisfaction but also the system's credibility (Rama, 2024).

Furthermore, Praniffa, Ahsyar, Jazman, Syaifullah, and Marsal (2025) emphasized that information accuracy plays a role in building user trust in digital systems. This level of trust then encourages users to continue using the system. In the context of health applications, this becomes even more crucial because the information presented is directly related to the user's health condition, so the level of accuracy of the information must be truly reliable (Praniffa et al., 2025).

Supported by various studies, accuracy plays a crucial role in increasing user satisfaction. Accurate information helps users understand the system's results and increases trust and comfort in using the application. Furthermore, accurate information also plays a role in supporting more informed decision-making regarding the user's health condition.

The higher the user's level of trust in the system's results, the greater their likelihood of continuing to utilize the available features. Therefore, accuracy not only impacts user satisfaction but also impacts the system's continued use and the overall effectiveness of digital healthcare services.

Hypothesis 3: TThere is a relationship between the format variable (information display) and user satisfaction with the mental health risk detection feature in the SatuSehat application.

The average format variable value of 4.17 indicates that respondents rated the information display in the disease risk detection feature as good. The correlation test results showed a value of 0.793 with a significance level of 0.000 ($p < 0.05$), reflecting a strong positive relationship between format and user satisfaction. This indicates that improved information display is associated with increased user satisfaction.

Yolangga and Hardiyanti (2024) stated that the quality of the format (information display) influences the ease with which users can understand the content presented by the system. Clear and engaging presentations can increase user comfort during interactions, making the system use process smoother and more efficient (Yolangga & Hardiyanti, 2024).

In their research, Yulianti and Widayanti (2024) found that format variables significantly influence e-learning user satisfaction. This indicates that across various types of information systems, including learning and healthcare systems, good information presentation is a consistent factor in increasing user satisfaction. A clear and structured presentation allows users to understand information more quickly and efficiently (Yulianti & Widayanti, 2024).

Furthermore, Aldiansyah and Jatmiko (2024) stated that formatting is not only related to visual appearance but also encompasses how the information is structured, organized, and presented to users. A consistent, easy-to-read, and uncluttered display will enhance system usability. Furthermore, good information presentation helps users process information more quickly and accurately, thus improving the overall quality of user interaction with the system (Aldiansyah & Jatmiko, 2024).

In conclusion, the results of this study indicate that the format variable has a positive and significant influence on user satisfaction with the mental health disease risk detection feature in the SatuSehat application. This is evidenced by the strong correlation value and the significance level that meets the criteria, also supported by the high average value reflecting respondents' positive assessment of the information presented. This finding aligns with previous research showing that format is a crucial factor in the EUCS model that plays a role in increasing user satisfaction (Yolangga & Hardiyanti, 2024; Yulianti & Widayanti, 2024; Aldiansyah & Jatmiko, 2024). Thus, the better the information presented, both in terms of clarity, neatness, and ease of understanding, the higher the level of user satisfaction. Therefore, the format aspect needs to be a primary concern in the development of health information systems to improve service quality and the overall user experience.

Hypothesis 4: There is a relationship between the ease of use variable and user satisfaction with the

mental health risk detection feature on the SatuSehat application.

The average value of the ease of use variable was 4.05, indicating that respondents considered the system easy to use. The correlation test showed a value of 0.860 with a significance level of 0.000 ($p < 0.05$), indicating a very strong positive relationship between ease of use and user satisfaction. This demonstrates that improved ease of use is associated with increased user satisfaction.

Rizqulloh and Putra (2024) stated that ease of use is an important factor in increasing user satisfaction, because a system that is easy to operate will reduce the user's cognitive burden in understanding how the system works. When users do not experience difficulties in accessing or running available features, the usage process will feel simpler and more efficient. This condition allows users to focus more on utilizing the system's main functions without being distracted by technical obstacles, resulting in a more optimal user experience (Rizqulloh & Putra, 2024). This is also reinforced by Saronggalo, Mendrofa, Jober, Twano, and Jayapura (2026), who explain that users tend to feel more comfortable when the system can be used without requiring significant effort. This level of comfort is related to ease of navigation, clarity of the user flow, and simplicity of the interface. The fewer obstacles users experience in using a system, the more likely they are to feel satisfied and willing to continue using the system in their daily activities (Saronggalo et al., 2026).

Another study by Adnan and Ndaumanu (2024) evaluating a new student admissions website using the EUCS method also found that all dimensions, including ease of use, were in the very high category and contributed to user satisfaction. These results indicate that an easy-to-use system will increase users' positive perceptions of the overall system quality (Adnan & Ndaumanu, 2024). Research by Safira and Maimun (2025) on the epemustaka application also used the EUCS method and showed that the ease of use dimension is an important indicator in measuring user satisfaction. A system that is easy to understand and operate will increase the effectiveness of use and accelerate user adaptation to the digital system (Safira & Maimun, 2025).

These findings are further strengthened by research by Fadillah, Megawati, Saputra, and Rozanda (2025) on telecommunications service applications using the EUCS model, where ease of use was also found to significantly influence user satisfaction. This confirms that ease of use not only increases convenience but also contributes to a better user experience and encourages continued system use (Fadillah et al., 2025).

Thus, it can be concluded that ease of use has a positive and significant influence on user satisfaction with the disease risk detection feature in the SatuSehat application. This is supported by a very strong correlation value and a significance level that meets the criteria, as well as an average value indicating that users consider the system easy to use. Ease of use not only helps users operate features more efficiently but also improves comfort and the overall user experience. Furthermore, a system that is easy to understand and access is associated with users' tendency to continue utilizing available features.

Hypothesis 5: There is a relationship between the timeliness variable and user satisfaction with the mental health risk detection feature on the SatuSehat application.

The average timeliness variable value of 3.92 indicates that respondents considered the information presentation in the disease risk detection feature to be quite fast. The correlation test results showed a value of 0.846 with a significance level of 0.000 ($p < 0.05$), reflecting a very strong positive relationship between timeliness and user satisfaction. This indicates that improved timeliness of information presentation is associated with increased user satisfaction.

Pratomo, Kurnia, Oswari, Akhirianto, and Widarman (2023) suggest that the speed with which a system presents information is a crucial factor in shaping user satisfaction, particularly in systems used to support decision-making. Rapidly available information allows users to respond to situations more accurately and avoid delays in action. In this context, timeliness relates not only to access speed but also to the system's ability to provide information when needed by users. The faster information can be accessed, the more likely users are to feel assisted by the system (Pratomo et al., 2023).

This relates to the findings of Rahmi, Indrapraja, Buamonabot, Kusnadi, and Kraugusteeliana (2023), who explained that a responsive system can increase user trust and comfort in using digital services. A fast response reflects good system performance, so users feel that the system can be relied upon to meet

their needs. Furthermore, a responsive system can also reduce user frustration due to delays in information processing, resulting in a more positive and efficient user experience (Rahmi et al., 2023). Furthermore, Putri and Pujilestari (2025) added that in health information systems, the aspect of timeliness plays a crucial role because it is directly related to users' need to obtain information immediately. Delayed information not only reduces system effectiveness but also has the potential to lead to errors in decision-making related to health conditions. Therefore, in the context of digital health services, the timely presentation of information is an important indicator in assessing the quality of the system used (Putri & Pujilestari, 2025).

These findings are further strengthened by Dewi and Bisma (2025), who stated that presenting information in real time can increase the efficiency of system use and provide a better user experience. Systems that can present information quickly and timely allow users to obtain relevant data without having to wait, thus making interaction with the system smoother (Dewi & Bisma, 2025). Angrayni and Panjaitan (2025) also explained that the speed of information presentation plays a role in building user trust in the system. Systems that are responsive and able to meet user needs in a timely manner are more easily accepted and tend to be used continuously (Angrayni & Panjaitan, 2025).

Thus, it can be concluded that the timeliness variable has a positive and significant influence on user satisfaction with the disease risk detection feature in the SatuSehat application. This is supported by a very strong correlation value and a significance level that meets the criteria, along with an average value indicating that users assess the system as being quite good at presenting information in a timely manner. Timeliness in presenting information is an important aspect because users need fast access to information to support decision-making regarding their health conditions. A responsive system that is able to present information in real time is also related to increased trust, comfort, and user experience in using the application. Thus, the better the timeliness of the information presented, the higher the level of user satisfaction, so Hypothesis 5 (H_5) can be accepted.

V. CONCLUSION

This study found that students of SMA Negeri 1 Beber showed a high level of satisfaction with the mental health risk detection feature in the SatuSehat application, with an average score of 4.07 on a scale of 1-5. The five EUCS dimensions, namely content (4.00), accuracy (3.96), format (4.17), ease of use (4.05), and timeliness (3.92), had a positive and significant correlation with user satisfaction, where ease of use and timeliness showed the strongest relationship (r=0.860 and r=0.846). This finding was confirmed through a Spearman Rank test on 96 respondents, the majority of whom were females aged 17-18 years from grade XII.

However, limitations of the study include a sample size limited to one school in Cirebon, a cross-sectional design without a longitudinal approach, and a reliance on self-reporting, which is prone to bias. Future research recommends expanding the sample to multiple schools, a mixed-methods approach, and a long-term evaluation of the feature's effectiveness. Practically, these results encourage SatuSehat developers to optimize timeliness and ease of use to make it more youth-friendly, support early detection of mental health issues in schools, and integrate with national counseling programs.

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