

## **ABSTRACT**

### ***Integration Of Webqual 4.0 And Importance Performance Analysis (IPA) Methods To Measure Inlis Lite Website Quality (Case Study: Regional Archives And Libraries Office, Banyumas Regency)***

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*Integrated Library System (Inlis Lite) is a system used to facilitate library performance in maximizing services and help the Library to find library material information. ARPUSDA as a Regional Library in Kab. Banyumas is one of the Libraries that has implemented the Inlis Lite website since 2017. However, the Inlis Lite website on ARPUSDA has never been evaluated on the quality of the website so the Library Unit does not know user satisfaction when accessing the Inlis Lite website. In addition, there are government officials who experience obstacles when operating several menus on the Inlis Lite website and also the Inlis Lite website is difficult to access. The purpose of this research is to find out the satisfaction of the Government of Inlis Lite website through measuring the quality of the website and providing recommendations for improvements on the Inlis Lite website to facilitate the Government in operating it. The study used questionnaire deployments based on the Webqual 4.0 method to assess website quality that focused on 3 variables: usability, information quality, and service interaction quality. The results of the distribution of the questionnaire were further calculated at the level of conformity and gap (GAP) using the Importance Performance Analysis (IPA) method to identify problems to be a priority for improvement based on the cartesius quadrant of the IPA. Data collection is done by spreading questionnaires using simple random sampling methods. The number of respondents obtained is 223 respondents generated through the dissemination of questionnaires online and offline to library visitors. The results of this study are the quality of the Inlis Lite website has a conformity rate of 88.71% which means that the services provided are not satisfactory. The average gap value (GAP) based on the overall indicator is -0.46 which means the quality of the Inlis Lite website has not been able to meet user expectations. Indicators that must be given improvement recommendations based on the results of the analysis of the cartesius IPA quadrant are those in the first quadrant and the third quadrant, because in both quadrants have low performance values where it can affect the level of interest of the user to rely on the indicator.*

**Keywords:** *WebQual, Usability, Information Quality, Service Interaction, Importance Performance Analysis (IPA)*