ABSTRACT

EVALUATION OF PERFORMANCE, USABILITY, AND CONTENT QUALITY ON THE TEGAL CITY GOVERNMENT WEBSITE

By:

Sophia Deo Sandeva

19102300

Information technology is increasingly becoming a basic requirement to support the performance of an agency or organization so that work processes become more effective and efficient. With this sophistication, new terms such as e-Government emerged. E-Government refers to the government's use of information technology, such as using the intranet and the internet, which has the ability to connect the needs of citizens, businesses, and other activities. One of the cities that has implemented an e-Government-based website is the City Government of Tegal. Through this website, the Tegal City Government can provide information to the general public, not only the people of Tegal City. Previous research has conducted usability testing of the Tegal City Government website. However, there is a version change on the Tegal City Government website so it needs to be tested again. This study uses the USE Questionnaire method which covers four aspects, namely usability, ease of use, ease of learning and satisfaction to test usability and evaluate performance using GTMetrix and Ahrefs and test content quality by conducting interviews with experts using the Regulation of the Minister of Communication and Informatics of the Republic of Indonesia 2017 concerning Implementation of Portals and Websites of Government Agencies on the Tegal City Government website. Using the USE Questionnaire, the results obtained were a feasibility value of 60.893% with sufficient predicate, ease of use of 61.126% with proper predicate, ease of learning of 68.095% with proper predicate, and satisfaction of 58.912% with sufficient predicate. Meanwhile, the performance score produced is less than 50% where the interpretation is very poor and the content quality test produces a score for each unit of analysis of two, which means that the content aspect does not meet the criteria according to the applicable references.

Keywords: e-Government, website, performance, usability, USE questionnaire,

content quality