

ABSTRACT

Asha Gita Dinia (17103003), 2021 – I-GRACIAS PPM QUALITY MEASUREMENT SYSTEM USING WEBQUAL AND AHP METHODS (Case Study: PPM I-Gracias IT Telkom Purwokerto System)

Advances in information technology access to available data or information can take place quickly and accurately. IT Telkom Purwokerto is one of the learning centers based on Information and Communication of Technology (ICT). IT Telkom Purwokerto has an integrated system, namely I-Gracias. I-Gracias has several menus, one of which is the I-Gracias PPM system. The PPM system is used in the submission of Research and Community Service activities held at IT Telkom Purwokerto. Based on a survey of IT Telkom Purwokerto lecturers as system users, it is known that there are several problems with the I-Gracias PPM system such as the appearance of the system that is less attractive and quite confusing, menus that do not work properly, the required functions do not exist in the system, and lack of socialization. the use of the system to lecturers and the absence of prioritization on the quality of system performance. These problems affect aspects of usability, information quality, and interaction quality. The results of the questionnaire show that 95% of respondents agree with the quality measurement of the I-Gracias PPM system. Measurement of website quality using WebQual 4.0 can help website managers adjust website quality to user perceptions. This study also uses the Analytical Hierarchy Process method to assign weights and ratings to the measurement of website quality. The results of this study are the I-Gracias PPM quality measurement system. The quality measurement process produces an alternative rating calculation value with the highest value found in the Stimulus module with 0.41, Scientific Publication Module with 0.33, Incidental Service Module with 0.16 and finally on the Grants Module with a value of 0.10. Based on this rating, it can be concluded that the lowest score is owned by the Internal PPM Grant module and is the module that prioritizes improvement. The results of this study can be used to help the manager of the PPM I-Gracias website in measuring the quality of the website.

Keywords: *AHP, Website Quality Measurement, Information System, PPM I-Gracias System, WebQual.*