ABSTRACT

KHUSNUL KHOTIMAH
ANALYSIS OF THE QUALITY OF THE FAMILY INFORMATION SYSTEM (SIGA) WEBSITE USING THE WEBQUAL 4.0 METHOD

Along with the times, technology has a very important role. The application of technology can be used in various fields. One of them is in government agencies. The application of this technology can be in the form of providing a website that can provide convenience in accessing information or conducting data collection. This report contains related street vendors held in Dinas Pemberdayaan Perempuan Dan Perlindungan Anak Serta Pengendalian Penduduk Dan Keluarga Berencana (DP3AP2KB) City of Surakarta. During the implementation of street vendors focused on inputting and updating data on the SIGA website, however there were several problems including website errors and when updating data, the data did not upgrade immediately, but had to wait for some time. With this in mind, I conducted research related to the analysis of the quality of the SIGA website in order to find out the quality of the SIGA website and what items need improvement.

Based on these problems, an analysis of the quality of the SIGA website was carried out using the webqual 4.0 method. The webqual method is a measurement of website quality based on the user's point of view. There are 3 dimensions in the webqual method, including usability, information quality and service interaction. The research data was obtained from a questionnaire distributed to respondents, namely PKL students and employees at DP3AP2KB Surakarta City who use the SIGA website.

Based on the questionnaire that has been distributed, obtained 12 respondents. The results of the questionnaire show that the three existing dimensions, namely usability, information quality and service interaction, can be said to be good. however, there are several items that need to be improved in order to support employee performance in using the SIGA website (Family Information System).

Keyword : Analysis, Website, Quality, WebQual 4.0 Method.