

QUALITY ANALYSIS ON GERBANG ITK WEBSITE USING WEBQUAL 4.0 METHOD (CASE STUDY OF ITK STUDENTS)

By : Andini Dwi Lestari
Student Identity Number : 10191011
Supervisor : Yuyun Tri Wiranti, S.Kom., M.MT.
Co-Supervisor : Dwi Arief Prambudi, S.Kom., M.Kom.

ABSTRACT

The Kalimantan Institute of Technology built the Gerbang ITK as a website-based information system integrated with the internet. Students can easily access lecture information related to academic and non-academics, with this information system. This study aims to identify an assessment of the quality of the Gerbang ITK as an academic information system from end users using the WebQual 4.0 method. This research used a questionnaire to identify the quality of academic information systems according to the WebQual 4.0 model. Related to the variables used in the design of the questionnaire include usability, information quality, and service interaction quality. Based on the results of the tests carried out on each questionnaire statement that was distributed to the Kalimantan Institute of Technology students, it was declared valid in terms of the Product Moment Coefficient, and reliable with a Cronbach Alpha value of 0.957 which is a very high reliability. Based on the results of the analysis and calculation of data obtained from the processing of respondent questionnaire data obtained from the answers of Kalimantan Institute of Technology students with a total of 370 respondents it can be stated that the calculation interval is 3.81, which means the quality of the ITK Gate website is in the "Satisfactory" category because the value is within the very satisfactory range. This is also supported by the results of the R-square value of 0.716, which means that service quality directly affects user satisfaction by 71.6% which is influenced by usability, information quality, and service interaction quality. While 28.4% is influenced by outside variables other than WebQual 4.0 variables.

Kata kunci: Gerbang ITK, ITK, *Quality Website*, Questionnaire, WebQual 4.0