

**PENGUKURAN KUALITAS LAYANAN SISTEM INFORMASI
ORMAWA UPN ‘VETERAN’ JAKARTA MENGGUNAKAN *WEBQUAL***

4.0

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ABSTRAK

Sistem Informasi Ormawa (SIWA) UPN “Veteran” Jakarta berbasis *website* telah dikembangkan sebagai peralihan dari sistem lama, diharapkan membantu kegiatan administrasi ormawa. Namun berdasarkan hasil observasi dan wawancara ditemukan beberapa permasalahan seperti masih sering terjadi proses administrasi secara manual, adanya alur proses dalam administrasi kegiatan ormawa yang tidak terdapat didalam SIWA, tampilan kurang *user friendly*, dan pengguna masih sering terlewat informasi terbaru. Penelitian ini bertujuan mengukur kualitas *website* SIWA menggunakan metode *WebQual* 4.0 dengan 3 indikator antara lain kegunaan (*usability*), kualitas informasi (*information quality*) dan kualitas interaksi layanan (*service interaction quality*). Penentuan responden ditentukan dengan teknik *stratified random sampling*. Jumlah sampel dalam penelitian ini sebanyak 48 responden. Hasil rata rata analisis nilai kesenjangan sebesar -1.44, rata rata *WebQual Index* (WQI) sebesar 0.65, dan terdapat 7 indikator pada kuadran 1 hasil *Importance Performance Analysis* (IPA). Berdasarkan hasil analisis didapatkan rekomendasi perbaikan *website* SIWA antara lain menambahkan fitur pesan, fitur notifikasi, menu FAQ (*Frequently Asked Question*), menu panduan, perbaikan pada *navigation bar*, menu *progress* kegiatan, halaman validasi *progress* kegiatan, halaman validasi pencairan dana dan merekomendasikan perbaikan isi konten dengan menambahkan surat izin kegiatan serta surat pencairan dana.

Kata Kunci: Sistem Informasi Ormawa, *WebQual* 4.0, *Importance Performance Analysis* (IPA)

**MEASUREMENT OF SERVICE QUALITY OF SISTEM INFORMASI
ORMAWA (SIWA) USING WEBQUAL 4.0**

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ABSTRACT

UPN "Veteran" Jakarta's website-based Ormawa Information System (SIWA) has been developed as a transition from the old system, expected to help ormawa administration activities. However, based on the results of observations and interviews, several problems were found, such as the frequent manual administration process, the existence of a process flow in the administration of ormawa activities that are not contained in SIWA, the display is less user friendly, and users still often miss the latest information. This study aims to measure the quality of the SIWA website using the WebQual 4.0 method with 3 indicators including usability, information quality and service interaction quality. Determination of respondents is determined by stratified random sampling technique. The number of samples in this study was 48 respondents. The average result of the gap value analysis is -1.44, the average WebQual Index (WQI) is 0.65, and there are 7 indicators in quadrant 1 of the Importance Performance Analysis (IPA) results. Based on the results of the analysis, recommendations for improving the SIWA website include adding a message feature, notification feature, FAQ (Frequently Asked Question) menu, guide menu, improvements to the navigation bar, activity progress menu, activity progress validation page, fund disbursement validation page and recommending content improvement by adding activity permit letters and fund disbursement letters.

Keyword: *Information System Student, WebQual 4.0, Importance Performance Analysis (IPA)*