

Development Of Website Quality Analysis Application Using Webqual 4.0

Method (Case Study: Sman 4 Jember)

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ABSTRACT

This study aims to determine user perceptions of the SMAN 4 Jember website and develop website testing applications to find out accurate data on user satisfaction with website services that are used as objects. The research method used is the webqual 4.0 method by distributing questionnaires to 50 student respondents of SMAN 4 JEMBER. The data from the questionnaire distribution was processed using the help of Microsoft Excel and SPSS applications to find out the accurate data before being developed into a website testing application. The stages carried out by the researcher are in the form of distributing questionnaires which will later be tested for the validity of the questions to find out whether the questions distributed will be valid or not, for validity testing, 50 respondents stated that all questionnaire items were valid with numbers > 0.284 and for reliability testing stated that reliable questionnaire with test results reliability value > 0.6 . After calculating the validity and reliability, the questionnaire can be distributed. The results of the questionnaire distribution will then be used to calculate the linear regression value, the linear regression calculation includes the calculation of 3 webqual 4.0 benchmarks on user satisfaction. The results of the Usability t test on user satisfaction show the number 4.317, which number can be said to have a significant effect if it exceeds 1.677. And for regression testing on Information Quality shows a value of 3.115 and the last one shows a value of 1.950 which can be concluded that all benchmarks of Usability, Quality of Interaction and Quality of Information have a significant effect on User Satisfaction.

Keywords: *Analysis, Webqual, Usability, Information Quality, Interaction Quality, User Satisfaction*