

**Pengukuran dan Pengembangan Kualitas Website Jurusan Kesehatan
Politeknik Negeri Jember Menggunakan Kombinasi Metode *Webqual* dan
Heuristic Evaluation (Measurement and Development of Website Quality
Department of Health State Polytechnic of Jember Using a Combination
of *Webqual* and *Heuristic Evaluation* Methods)
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ABSTRACT

The Health Department website has little information that is conveyed to the users, where some of the menus on it, are not used optimally. The solution of this problem is to analyze the quality measurement of the website. This research is using webqual and heuristic evaluation method. The five variables which used are service interaction, information, usability, user interface and flexibility and efficient of use. After doing the quality test, the lowest score was obtained from the calculation of respondent's satisfaction with the Health Department website, namely 2,83. With the statement of information displayed on the website of the Department of Health on time. Therefore, the information on the website of the Health Department was declared not up to date from its delivery. So, the provider of the Health Department website always need to update all information on the Health Department website. The results of this research analysis will be used for the development of Health Department Website for being better than before.

Key words* : *Webqual, Measurement, Quality