

## Abstract

Technological developments affect information services. Various information services continue to develop in line with these technological developments. One of these technologies is the website. Information services on the website make it easy to convey information widely. Therefore, the quality of the website can affect information services. This research measures one of Telkom University's academic service websites, namely the SITU Transcript of Student Activities Website. The purpose of this study is to determine the quality of the website, determine the level of user satisfaction, and determine the factors that can increase user satisfaction. By using the Webqual 4.0 method as an indicator and Importance Performance Analysis for grouping factors based on the quadrant of Importance Performance Analysis. Before the data is grouped, the data first passes the validity test, reliability test, and gap analysis between user perceptions and expectations. So that it can strengthen conclusions and recommendations after the research is completed. After the research was carried out, the final results were obtained which stated that the SITU Website Transcript of Student Activities still did not meet the expectations of its use, this can be seen in the results of the gap analysis calculation with a value of -0.63, which means that the level of importance or expectations of users is still higher than the performance of the SITU Website Transcript of Student Activities.

**Keywords:** Education Information System, Website Quality, Webqual 4.0, Website Quality, Importance Performance Analysis