ABSTRACT

Information held by a company is one of the important factors for its success. Bad information can also have a negative impact on every element / level that exist in the company. Online community sites, especially Kaskus, which is information has become a product and service to its users, information is very crucial for the survival of the company. The quality of information is a must to be on guard and improved to achieve success of the provider of online community sites.

This research aimed to analyze and assess the quality of information available on the site Kaskus, which is where information has become a product and service to its users. This research using AHP (Analytic Hierarchy Process) to determine the weight value in each dimension of the quality of the information that was obtained from each of users Kaskus response`s.

The study was conducted by using the Six Sigma approach in assessing the quality of information to achieve continual improvement in the future. To facilitate the assessment of the quality of available information, this study using House of Quality Function Deployment to describe the relationship between the dimensions of quality, inter-user feedback, and the relationship between the dimensions of the quality of the information with the user response or feedback.

Stages of research conducted using Six Sigma approach begins with the define phase, and then measure, analysis, improve, until control phase. Each phases using different tools for cunducting its research such as questionnaire, "Expert Choice", and Quality Function Deployment (QFD). Based on the value generated through QFD, the dimension of Accuracy (X1), Relevancy (X8), and Objectivity (X11) needs to be improved.

Keywords: information quality, information quality assessment, AHP, Six Sigma, House of QFD.