

ABSTRACT

Utilization of Information and Communication Technology (ICT) as a means of improving the quality of services and operations has brought great changes to make the website as an integral part of a library by developing digital services and the provision of digital material via the internet. Seeing that Telkom University make an open library system that is named "Open Library of Telkom" the online versions in the form of website. Therefor, the Open Library should be able to provide quality services to the expectations of website users by using a WebQual (Website Quality) method.

In this research, the variables to be studied is usability, information quality, and service interaction on WebQual. This research used a sample of 68 respondents to the sampling technique using incidental sampling. Then the data analysis technique used is descriptive analysis technique, the analysis of gaps (gap), and the quadrant analysis of Importance Performance Analysis (IPA).

From this research it was found that overall there is value gaps (gap) is negative between the actual quality (performance) and ideal quality (importance) of (-0.39). Values gap in usability dimension of (-0.28), the gap in quality of information dimension (-0.39), and the value of the biggest gap is in the dimension of service interaction (-0.5). Based on this we can conclude that the actual quality of the perceived quality can not meet the desired ideal website users Open Library mainly on quality attributes related to service interaction in a website. Indicators of priority improvements to the dimensions of service interaction is the indicator has a good reputation. Alternative repairs can be done by providing more detailed information, look attractive and better services in the use of the website.

Keyword: Website Quality, Webqual, Importance Performance Analysis