

## 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 this BRISyariah building systems berbasis website e-banking application called "e-banking BRISyariah" online versions in the form of a website. Thus, e-banking BRISyariah should be able to provide quality services to the expectations of website users by using a method webqual.

In this study, the variables to be studied is usability, information quality, and service interaction on WebQual. This study used a sample of 100 respondents with a sampling technique using incidental sampling. Then the data analysis technique used is descriptive analysis technique, the analysis of gaps (gap), and the importance quadrant analysis of performance analysis (IPA). From this study, it was found that overall there is value gaps (gap) is negative between the actual quality (performance) and ideal quality (importance) of (0.01). Values gap in usability dimension of (0.04), the gap in quality information dimension of (0.07), and the value of the biggest gap is in the dimension of service interaction (0.01). Based on this we can conclude that the actual quality perceived quality can meet the desired ideal website users of e-banking applications BRISyariah 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.

**Keywords: Quality Website, WebQual, Importance Performance Analysis**