Abstract

Website is a tool that can be used as a provider and sharing information. In this time technology grow very fast with a lot of information that has been scattered in the media. Because too much information that can be find in the internet, so we have to choose source of quality information. To determine the quality of information sources should be evaluated first. In this study conducted an evaluation using Webqual method to measure the quality of the website based on the perception of the user or website visitors for the performance of the website (performance) and the level of importance (importance). Webqual method has several indicators such as usability, service interaction and information quality. Case study in this research using PSMP Paramita Mataram website that is used as a medium of information to the employees and the community. Visitors from this website itself as much as 655056 visitors since October 2009. From this study we get the value of gap with positive and negatif values. Positive gap value will be obtained if the perception is greater than user expectation while the value of negatif gap will be obtained if the user expectation is greater than the existing perception. Based on the results of the research in PSMP Paramita Mataram website for usability and service interaction indicators in getting negatif gap value with -0.26 and -0.06 while for information quality get a positive value with a value of 0.09. This indicates that it needs more improvement in terms of usability and service interaction where user expectations or site visitors are higher while for information quality on the website has a good result.

Keywords: Audit, Website, Webqual, Quality.