

Implementasi Webqual 4.0 Untuk Pembangunan Aplikasi Pengukuran Kualitas *Website (WebQTools)*

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Abstract

A *website* is one of the means of an information service provider where the benefits of the *website* itself can be used as an effective and efficient media because it can be used by users wherever and whenever. The *website* itself in managing information and services can be obtained through the type of *website*. Types of *websites* based on their functions such as Company Profile, E-Government, eCommerce, Archive, News and Information Portal, and Blog. Based on the utilization of services and information contained in a *website*, of course, must pay attention to the quality of the users who access the *website*. The user experience in accessing a *website* is very influential in the quality assessment. Therefore this research discusses the analysis of the quality of *website* services using the WebQual 4.0 method to measure the assessment in terms of the user by paying attention to the dimensions of usability quality, information quality, and service interaction quality. *Website* testing is the type of E-Government and eCommerce *website*. The results of the analysis and evaluation of this study will later become a recommendation for the development of better *website* service quality.

Keywords: *Website, Webqual 4.0, Usability Quality, Information Quality, Service Interaction Quality, WebQTools.*