

## **Abstract**

*The official website of the Center for Volcanology and Geological Disaster Mitigation (PVMBG) is <http://www.vsi.esdm.go.id> where the website is used to provide information about volcanic potential and geological natural disasters. After conducting a preliminary study by observing 20 website users, there are several problems including, there are still users who find the website difficult to understand, the functionality (navigation) of the website is still confusing, the website display is not attractive, the website does not display information that is easy to understand, and there are features that don't yet work. Therefore in this research, a website quality analysis is carried out to determine whether the PVMBG website is in accordance with the rules for the presentation of a good and correct website, whether the presentation of information and services loaded has made it easier for the user, and the focus of this study is seen from the viewpoint of the PVMBG website user. To measure the quality of a website, the method used is Webqual. Webqual is one of the methods or techniques for measuring website quality based on user perception which has three benchmark components, namely usability, information quality, and service interaction. Webqual was chosen because it was considered in accordance with the problems found on the PVMBG website based on the preliminary study conducted, namely (1) there are still users who find the website difficult to understand, (2) the functionality (navigation) of the website is still confusing and (3) the website display is lacking interesting and (4) the website does not display information that is easy to understand. The first three problems correspond to the usability dimension domain, while the fourth problem corresponds to the information quality dimension domain. The four problems of the PVMBG website were corrected using Feasibility Prototyping in this study. Feasibility Prototyping was chosen because it has the same perspective as the webqual method, which is testing the user's perception of the website under study. The dimension of service interaction is still tested in this study, but it does not get a significant increase in value, because the focus of this study is on the four problems above relating to the dimensions of usability and information quality. In the end, the prototype of the improvement of the PVMBG website from this study improved the quality of the usability, information quality and service interaction dimensions by 17%, from the average value of the three dimensions of webqual 68.54% (good) to 85.27% (very good).*

**Keywords:** PVMBG, website, webqual, usability, information quality, service interaction.