Abstract

Website is information technology that is very used in this era so many websites are available such as company websites, government websites, school websites and many more. The website diskominfo bandung regency is one of the wesite of the bandung regency government. Diskominfo website is a very important website because DISKOMINFO becomes a center of public information, public communication organizer, and management of information and documentation. In the Law of the Republic of Indonesia on Public Information Disclosure in article 3 explained that it must improve the management and service of information to produce quality information services. The purpose of this research is to find out the perception of DISKOMINFO website users, namely the people of Bandung Regency to the quality of service and analyze the satisfaction of DISKOMINFO Website users to diskominfo website in Bandung regency. The instrument used for the study used normal probability sampling techniques. In this study the methods used are webqual Method 4.0 and IPA. Webqual method consists of 3 dimensions, namely usability, information quality, and service interaction. In the IPA method is used to analyze on the dimensions of the webqual whether there are variables that are less satisfied according to the perception of the user of the DISKOMINFO website depicted through the IPA matrix. The IPA matrix consists of four quadrants. After knowing which variables are less satisfied according to diskominfo website users will be given recommendations on the web page that visitors want. The results of this research analysis are from the Webqual Index value and IPA value which is the most significant aspect of quality with a webqual index average value of 81t% and an average IPA value of -0.26.