

Abstract

The Youth and Sports Office or DISPORA, is one of the government agencies that operates in the field of sports development and training. One of the services provided is a website, which serves as a means of information and communication for the community of Bandung City. This study aims to analyze the quality of the DISPORA Bandung City website based on the WebQual 4.0 method and User Centered Design (UCD) principles. The results of the analysis will be mapped into four IPA quadrants, and recommendations for improvements will be provided. This research focuses solely on assessing the quality of the website service based on user perceptions, using a questionnaire as the data collection method.

Keywords: website quality, WebQual 4.0, Importance Performance Analysis (IPA), DISPORA Kota Bandung.