ABSTRACT

Electronic Government or e-Government is a way to apply governance services through computer based information system. One of the efforts from Kabupaten Bandung Local Government to support e-Government is by doing the development of Kabupaten Bandung Government's website. The main purpose of this website development process is to make communication between local government and the citizen of West Java especially Kabupaten Bandung become easier. Until now, the managing team of Kabupaten Bandung Website is still doing the improvement processes to optimize performance service of the website.

Website Utilization to support the ease of communication between local government and citizens continues to progress gradually, including the website of Kabupaten Bandung Government. This website is specific application that has been launched by Kabupaten Bandung Government to support the provision of accurate and complete information to citizen. This information surely must have good usability influence. Good usability is a important thing that has to be considred by user in order to use the website efficiently and effectively. In this research, the methods that will be used to identify need attributes of Kabupaten Bandung Government's website are WEB USABILITY and MODEL KANO. The principle of this research is to get Voice of Customer. Based on the result of Voice of Customer observation and questionnaire data tabulation, there are 16 attributes in the end. To know the assessment standard level of website usability, the method that use to test user satisfaction level toward website system is needed. From this calculation and analysis, the conclusions and recommendations are submitted and then which attributes that have to be priority for improvement in Kabupaten Bandung Government's Website.

Keywords : Needs Analysis, Web Usability, Kano's Model, True Customer Needs, Kabupaten Bandung *Government's website.*