

ABSTRACT

Student Affairs Website is a portal to disseminate information that's utilized by Telkom University's Directorate of Student Affairs to help provide information about the organization of student facilities to all students. But in reality, the performance of this website is not considered good. An information service with an underperforming quality will lead to users' dissatisfaction, whereas at the same time this academic information is highly needed and is a vital information for the students. This website requires the analysis of user satisfaction on the quality that is given to know the level of satisfaction. The purpose of this research is to find out how the expectations of users, perceptions, and satisfaction over the quality of this website. For the measurement of quality, this study consists of three dimensions; dimension of usability, dimension of information quality, and dimension of interaction quality.

The method of this research is quantitative methods with techniques of data collection through the dissemination of questionnaire to 230 respondents. Analysis techniques of this research is descriptive analysis, gap analysis, and Importance-Performance Analysis (IPA). Data will be analyzed using SPSS 21.

The results of this research: the expected quality is on very important category and the perceived quality is on good enough category. It can be concluded that the purpose of this website have started over perceived benefits by the user but have not provided the expected satisfaction.

Key words : *Informasi, Kepuasan, Website Quality (Webqual), Gap, Importance-Performance Analysis (IPA)*