

ABSTRACT

The rapid development of Information Technology (IT) today provides many conveniences in various aspects of business activities. PT. Telkom Akses creates a web portal for its employees, namely apps.telkomakses.co.id is an internal communication media used by PT Telekom Akses to convey information to employees. To assess the satisfaction of users of the company's internal web portal, the quality of the services provided is the main focus that greatly affects user satisfaction.

The approach in this study is qualitative with descriptive and casual types of research while multiple linear analysis methods. Respondents in this study were 40 employees of PT. Telkom Access (PTTA). Sampling method saturated or census sampling technique.

The results showed that respondents 'responses about work discipline amounted to 85.6% of respondents' responses to productivity by 93.5%. Respondents about employee performance by 96.8%. Regression test results show that there is a simultaneous influence between webqual variables including usability, interaction quality and information quality on user satisfaction. And also the t test shows that the quality of interaction and information quality has a positive and significant effect on user satisfaction while the usability variable has a negative and not significant effect on user satisfaction.

Keywords: Web Quality, Webqual 4.0, User Satisfaction