

Abstact

Official website is one of the applications of E-Government, which is used in the delivery of services and information more effectively and efficiently. The Ministry of Religion in 34 provinces has developed its own website and there is still a lack of information. Based on the use of services and information contained in a website, they must pay attention to the quality of users accessing the website. User experience in accessing a website is very influential on the assessment of its quality. Therefore this study discusses the analysis and ranking of website service quality using the Webqual 4.0 method by taking into account the dimensions of usability quality, information quality and service interaction quality. In order to obtain more consistent assessment results and the validity of decisions in calculations and analysis, an Analytical Hierarchy Process (AHP) weighting system was built. Development of a web-based system to determine the best website according to the results of expert assessments which results can be a benchmark to improve the services and information of a website. From the results of calculations that have been done, it can be concluded that the website of the Ministry of Religion of Central Java is the best with the results of usability quality 84.84%, information quality 83.92%, and service interaction quality 64.46%. And the result of AHP weighting system is 32.69%. The results of the analysis and evaluation in this study will become a recommendation for the development of a better website service quality.

Keywords: Webqual, Usability quality, Information quality, Interaction quality, Analytical Hierarchy Process.