Penilaian kualitas website menggunakan dimensi e-govqual studi kasus Entertainment Komunikasi dan Informatika = Website quality assessment using e-govqual dimensions case study of the Ministry of Communications and Information

Andriati Setyaningrum, author

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Abstrak

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Sebagai salah satu bentuk tanggung jawab dan pelayanan pemerintah kepada masyarakat melalui implementasi e Government Kementerian Komunikasi dan Informatika Kominfo mengembangkan website sebagai salah satu langkah menuju good governance Harapannya adalah peningkatan efisiensi kenyamanan dan kemudahan aksesibilitas pelayanan kepada masyarakat Selain itu untuk mencapai tujuan akuntabilitas dan transparansi terhadap informasi yang seharusnya disampaikan kepada masyarakat Penelitian ini dilakukan untuk menilai kualitas website Kominfo menggunakan framework dimensi e GovQual sebagai best practice Dimensi e GovQual spesifik untuk website pemerintah yang memuat aspek harapan masyarakat kepada pemerintah sebagai pelayan masyarakat Tujuannya untuk mendapatkan prioritas pengembangan website Kominfo mengingat keterbatasan sumber daya manusia waktu dan biaya untuk pengembangan website Kominfo Penelitian ini termasuk penelitian kuantitatif dengan melibatkan sejumlah responden untuk disurvei Pertanyaan penelitian ini berdasarkan dimensi e GovQual yang disusun menggunakan skala likert Sebanyak 21 pertanyaan mewakili atribut dari masing masing dimensi e GovQual untuk menilai kualitas website Kominfo Pertanyaan tersebut harus lolos uji validasi menggunakan Cronbach rsquo s Proses pengolahan datanya mengunakan analisis faktor konfirmatori untuk mendapatkan faktor faktor utama yang mempengaruhi masing masing dimensi e GovQual Hasil dari penelitian ini diharapkan akan mendapatkan prioritas untuk pengembangan website Kominfo yang sesuai dengan penilaian masyarakat sebagai pengguna layanan Prioritas ini sebagai rekomendasi bagi Kominfo untuk pengembangan layanan e Governement ke depan
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ABSTRACT<b>As one form of responsibility and public services through the implementation of e Government Ministry of Communications and Information Kominfo developed the website as one step towards good governance The hope is to increase the efficiency convenience and accessibility to the public service In addition to achieving the goal of accountability and transparency of information that should be conveyed to the public This study was conducted to assess the quality of Kominfo website using e GovQual dimensional framework as a best practice Dimensions specific to e GovQual government website that includes aspects of people 39 s expectations to the government as a public servant The goal is to get priority Kominfo website development considering the limited human resources time and costs for the development of Kominfo website This study includes quantitative research involving a number of respondents for the survey This research question based on the dimensions of e GovQual compiled using a Likert scale A total of 21 questions represent the attributes of each dimension of e GovQual to assess the quality of Kominfo website The question must pass the validation test using Cronbach 39 s The processing of data using confirmatory factor analysis to obtain the main factors that affect each of the dimensions of e GovQual The results of this study are expected to be given priority for the development of the website in accordance with

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