

Perancangan Model Evaluasi Kualitas Layanan Informasi Publik: Studi Kasus Dinas Komunikasi, Informatika, dan Kehumasan Provinsi DKI Jakarta = Designing Evaluation Model of Public Information Services Quality: A Case Study of Communications, Informatics, and Public Relations Offices of DKI Jakarta Government

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Abstrak

[ABSTRAK

Dinas Kominfomas telah menetapkan target capaian tingkat kepuasan masyarakat terhadap kualitas layanan informasi publik selama periode 2013-2017. Namun, pencapaian selama tahun 2013-2014 tidak diketahui. Penelitian ini bertujuan merancang model evaluasi kualitas layanan informasi publik yang cocok diterapkan oleh Dinas Kominfomas. Penelitian ini menggunakan metode kualitatif dan kuantitatif. Tahapan penelitian meliputi tahap pengumpulan data, pengujian model, serta tahap analisis menggunakan pendekatan Confirmatory Factor Analysis dengan bantuan perangkat lunak SmartPLS. Penelitian ini menghasilkan model EPIS-Qual yang terdiri dari 10 dimensi dan 43 indikator yang dapat digunakan oleh Dinas Kominfomas untuk mengukur tingkat kepuasan masyarakat terhadap kualitas layanan informasi publik.

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ABSTRACT

Kominfomas Office has set an achievement level of people's satisfaction of public information services quality during the period 2013-2017. However, the achievement during 2013-2014 is unknown. The purpose of this research is to design an evaluation model of public information services quality that suitable to be applied by the Kominfomas Office. This study uses qualitative and quantitative methods. The stages of research include data collection phase, testing the model, and analysis phase using Confirmatory Factor Analysis approach with the help of SmartPLS. This research resulted an EPIS-Qual model consisting of 10 dimensions and 43 indicators that can be used by Kominfomas Office to measure the level of people's satisfaction of public information services quality.;Kominfomas Office has set an achievement level of people's satisfaction of public information services quality during the period 2013-2017. However, the achievement during 2013-2014 is unknown. The purpose of this research is to design an evaluation model of public information services quality that suitable to be applied by the Kominfomas Office. This study uses qualitative and quantitative methods. The stages of research include data collection phase, testing the model, and analysis phase using Confirmatory Factor Analysis approach with the help of SmartPLS. This research resulted an EPIS-Qual model consisting of 10 dimensions and 43 indicators that can be used by Kominfomas Office to measure the level of people's satisfaction of public information services quality.;Kominfomas Office has set an achievement level of people's satisfaction of public information services quality during the period 2013-2017. However, the achievement during 2013-2014 is unknown. The purpose of this research is to design an evaluation model of public information services quality that suitable to be applied by the Kominfomas Office. This study uses qualitative and quantitative methods. The stages of research include data collection phase, testing the model, and analysis phase using Confirmatory Factor Analysis approach with the help of SmartPLS. This research resulted an EPIS-Qual model consisting of 10

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