ABSTRAK

Jangku, Wilhelmus Sabatani (2024), *Evaluasi Kualitas E-Government menggunakan Metode E-Govqual, Importance Performance Analysis (IPA) dan Heuristic Evaluation (Studi Kasus: Website Utama Pemerintah Kab. Manggarai Barat, NTT)*. Tesis, Ilmu Komputer, Program Pascasarjana, Universitas Pendidikan Ganesha.

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Kata-kata kunci: Evaluasi, E-Government, E-GovQual, Importance Performance Analysis (IPA), Heuristik

Website utama pemerintah Kab. Manggarai Barat ditujukan untuk membantu pemerintah dalam memberikan informasi yang dibutuhkan masyarakat. Hingga saat ini belum pernah dilakukan evaluasi terhadap *website* tersebut, padahal amat diperlukan untuk menemukan intensitas pemanfaatan *website* serta kualitas layanan terhadap masyarakat. Evaluasi yang dilakukan saat ini menggunakan metode *E-GovQual*, *Importance Performance Analysis* (IPA) dan *Heuristic Evaluation*. Responden penelitian adalah pengguna *website* sebanyak 395 orang dihitung menggunakan rumus Slovin berdasarkan populasi total pengunjung *website*. Hasil analisis *E-GovQual* mendapatkan rata-rata nilai *gap* sebesar -0,078 yang berarti secara keseluruhan layanan *website* utama Pemerintah. Kab. Manggarai Barat belum sesuai dengan harapan pengguna. Selanjutnya, hasil analisis kesesuaian metode IPA mendapatkan nilai kesesuaian sebesar 98,05%. Artinya, layanan *website* utama pemerintah Kab. Manggarai Barat secara keseluruhan belum memenuhi harapan pengguna. Kemudian hasil analisis kuadran IPA diperoleh 7 atribut *E-GovQual* yang berada pada kuadran 1 dan 5 atribut yang berada pada kuadran 3. Hasil analisis kuadran terdapat 12 atribut *E-GovQual* yang perlu mendapatkan rekomendasi perbaikan. Hasil analisis kuadran pada kuadran 1 dan 3 digolongkan ke beberapa prinsip heuristik. Hasil penggolongan dinilai oleh tiga evaluator dengan menggunakan skala penilaian *severity* untuk menentukan tingkat keparahan masalah dari masing-masing atribut. Penilaian *severity* menunjukan bahwa terdapat 8 atribut yang perlu mendapatkan perbaikan dengan pembulatan rata-rata nilai *severity* yaitu > 0. Hasil FGD untuk 8 atribut semuanya mendapatkan solusi perbaikan yang diimplementasikan dalam bentuk *prototype*. Hasil prototipe ini akan menciptakan pengalaman pengguna yang lebih baik dan dapat meningkatkan efektivitas dan efisiensi pemerintahan.

ABSTRACT

Jangku, Wilhelmus Sabatani (2024), *E-Government Quality Evaluation using E-Govqual Method, Importance Performance Analysis (IPA) and Heuristic Evaluation (Case Study: Main Website of the Government of West Manggarai District, NTT)*. Thesis, Computer Science, Postgraduate Program, Ganesha University of Education.

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Key words: Evaluation, E-Government, E-GovQual, Importance Performance Analysis (IPA), Heuristic.

The main website of the government of West Manggarai Regency is intended to assist the government in providing information needed by the community. Until now, there has never been an evaluation of the website, even though it is very necessary to find the intensity of website utilization and the quality of service to the community. The current evaluation uses the E-GovQual method, Importance Performance Analysis (IPA) and Heuristic Evaluation. The respondents of the study were website users as many as 395 people calculated using the Slovin formula based on the total population of website visitors. The results of the E-GovQual analysis get an average gap value of -0.078 which means the overall main website services of the Government. West Manggarai Regency has not met user expectations. Furthermore, the results of the suitability analysis of the IPA method obtained a suitability value of 98.05%. This means that the main website services of the West Manggarai Regency government as a whole have not met user expectations. Then the results of the IPA quadrant analysis obtained 7 E-GovQual attributes which are in quadrant 1 and 5 attributes which are in quadrant 3. The results of the quadrant analysis are 12 E-GovQual attributes that need to get improvement recommendations. The results of quadrant analysis in quadrants 1 and 3 are classified into several heuristic principles. The classification results are assessed by three evaluators using a severity rating scale to determine the severity of the problem from each attribute. The severity assessment shows that there are 8 attributes that need improvement with the average rounding of the severity value which is > 0. The FGD results for 8 attributes all get a repair solution that is implemented in the form of a prototype. The results of this prototype will create a better user experience and can improve the effectiveness and efficiency of government.