

ANALYSIS OF THE QUALITY OF E-RAPORT INFORMATION SYSTEM SERVICES AT SMAN 1 PANGKALAN LAMPAM USING THE WEBQUAL METHOD

ABSTRACT

SMAN 1 Pangkalan Lampam is one of the public schools in SMAN 1 Pangkalan Lampam, one of the public schools in Pangkalan Lampam District that utilizes the E-raport system to replace student learning outcome reports that were previously done manually. This study aims to analyze the quality of the E-raport information system at SMAN 1 Pangkalan Lampam using the Webqual model and Importance Performance Analysis which focuses on 4 variables, namely usability Quality, information quality and service interaction quality and overall. The data for this study were obtained from 45 respondents with a questionnaire. The results of this study produced a value of the expected quality of the E-raport System of 5.53 while the perception value was 6.53, so the value of the quality of the E-raport information system at SMAN 1 Pangkalan Lampam was -1 from these results stating that the quality of the E-raport system has not met user expectations, Importance Performance Analysis is used as an analysis in the form of a level of suitability and quadrant. The results of the IPA analysis obtained 9 attributes in quadrant A, 7 attributes in quadrant B, 5 attributes in quadrant C and 1 attribute in quadrant D.

Keywords: Webqual, IPA, Analysis, System Quality, E-Report.

ANALISIS KUALITAS SISTEM INFORMASI E-RAPORT PADA SMAN 1 PANGKALAN LAMPAM MENGGUNAKAN MODEL WEBQUAL

ABSTRAK

SMAN 1 Pangkalan Lampam yaitu salah satu sekolah negeri di Kecamatan Pangkalan Lampam yang memanfaatkan sistem E-raport berfungsi sebagai pengganti laporan hasil belajar siswa yang sebelumnya dilakukan secara manual. Penelitian ini bertujuan untuk menganalisis kualitas sistem informasi E-raport di SMAN 1 Pangkalan Lampam menggunakan model *Webqual* dan *Importance Performance Analysis* yang berfokus pada 4 variabel yaitu *usability Quality*, *information quality* dan *service interaction quality* dan *overall*. Data penelitian ini diperoleh dari 45 responden dengan kuisioner. Hasil penelitian ini menghasilkan nilai harapan kualitas Sistem E-raport sebesar 5,53 sedangkan nilai persepsi sebesar 6,53 maka didapatlah nilai kualitas sistem informasi E-raport Pada SMAN 1 Pangkalan Lampam sebesar -1 dari hasil tersebut menyatakan kualitas sistem E-raport belum memenuhi harapan pengguna, *Importance Performance Analysis* digunakan sebaga analisis yang berupa tingkat kesesuaian dan kuadran. Hasil analisis IPA didapat 9 atribut pada kuadran A, 7 atribut pada kuadran B, 5 atribut pada kuadran C dan 1 atribut pada kuadran D.

Kata kunci: Webqual, IPA , Analisis, Kualitas Sistem, E-Raport.